



DECISION

Complaint No. : POS/240/ROJ-240(JBD)/2024

Name and address of the complainant : Mst.Husna widow of Late Nazeer Ahmed Sarki, c/o Dur Mohammad Lashari, Fine Tailor, Shaheed Benazir Mobile Market @ Rehbar Chowk, Thul District Jacobabad.

Name of the Agency Complained against : 1. School Education Department
2. State Life Insurance Corporation of Pakistan

Name & Designation of Investigating Officer : Mr. Zahid Hussain Buriro
Director Regional Office Jacobabad

Vetted by :

Subject : Mir Hussain Ali Advisor-M

COMPLAINT REGARDING DELAY IN PAYMENT OF GROUP INSURANCE DUES IN RESPECT OF DECEASED HUSBAND OF THE COMPLAINANT

Complaint:

Mst. Husna widow of late Nazeer Ahmed Sarki, a Primary School Teacher in the School Education Department, filed her complaint on 12.9.2024 regarding delay in payment of Group Insurance dues in respect of her husband who died on 2.2.2022. She therefore requested this Institution to intervene in the matter.

Proceedings:

2. The complaint admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act 1991, was referred to the concerned agencies for comments. In response, the District Education Officer, (Primary) Jacobabad vide his office letter dated 19.5.2025 reported that after completion of documentation and formalities, the case for grant of Group Insurance has been forwarded to the office of Deputy Commissioner Jacobabad vide office letter dated 5.8.2024 for necessary action. Simultaneously, Mr. Shah Jahan Nappar the representative / focal person (Claims) Group & Pension Karachi Zone of State Life Insurance Corporation submitted letter dated 9.5.2025 which shows that the claim No. 471-GOS-D-2023-096340 of late Nazeer Ahmed has been sanctioned and paid vide Cheque No. 14445408 dated 23.12.2024 for Rs. 1,125,000/- and sent to the concerned department on 9.5.2025.

3. This office contacted the complainant for confirmation on her cell number, but there was no response from the complainant till the last date of hearing i.e. 27.5.2025 nor did she respond to calls made on her cell phone.

Findings:

4. The report of the Agency clearly shows that after redressal of her grievance the complainant is not interested in pursuing the matter.

Decision:

5. In view of the above, the complaint stands disposed of as redressed and consigned to record accordingly.

“Given under my hand and seal of office”



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz, PAS
OMBUDSMAN SINDH
Karachi, dated 31st July, 2025