



## DECISION

Complaint No. : POS/3890/ROJ-157(JBD)/2023

Name and address of the complainant : Mst. Morr Khatoon widow of Ghulam Mustafa Dahani, r/o Village Muhammad Usman Dahani, Taluka Garhi Khairo, District Jacobabad.

Name of the Agency Complained against : School Education Department

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

Vetted by : Mir Hussain Ali Advisor-M

Subject : COMPLAINT REGARDING DELAY IN PAYMENT OF DUES IN RESPECT OF HUSBAND OF THE COMPLAINANT, WHO EXPIRED ON 28-12-2014.

### Complaint:

Mst. Morr Khatoon Dahani filed her complaint dated 20.5.2023 regarding delay in payment of Group Insurance dues in respect of her husband who expired on 28-12-2014. 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 Agency for report. In response, the District Education Officer, (Primary) Jacobabad vide his office letter dated 5.10.2023 reported that the Group Insurance Claim No. 471-GOS-D-2016-063678 in favor of late Ghulam Mustafa s/o Muhammad Usman Dahani has already been forwarded to the Deputy Manager Claims, Group & Pension Karachi Zone, State Life Corporation of Pakistan by the office of Taluka Education Officer (Male) (Primary) Garhi Khairo vide his office letter dated 25.5.2021 for further necessary action.

3. The matter was then taken up with the State Life Insurance Corporation, Karachi Zone vide this office letter dated 26-10-2023 for their report. The Deputy Manager, State Life Insurance Corporation, Karachi Zone vide his office letter dated 10.1.2024 reported that the claim in respect of late Ghulam Mustafa bearing No.GOS-63678 has been paid vide cheque No. 8891167 dated 19.12.2023 for an amount of Rs.600,000/= (Rupees six hundred thousand only) and the same has been sent to the concerned department.

4. Copy of the report was sent to the complainant for her rejoinder/confirmation. On 30.1.2024 Mr. Muhammad Idrees Dahani, son of the complainant appeared on behalf of his mother Mst. Morr Khatoon before the Investigating Officer, and submitted his written statement in which he acknowledged that they have received cheque bearing No.08891167 for Rs.600,000/- (Rupees six hundred thousand) from the concerned department. Hence he requested that further proceedings be stayed.

### Findings:

5. I have examined the proceedings of the case which indicate that the grievance of the complainant has been redressed. This has been confirmed by the complainant also.

### Decision:

6. In view of the above, the complaint stands disposed 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 20<sup>th</sup> December. 2024