



## **DECISION**

**Complaint No.:** POS/55/2024/SGR-152

**Name and address of the complainant :** Mst. Moomal, M/o. Late Zahid Hussain,  
C/o. Near Karachi Electric Store Station Road Shahdadpur,  
District Sanghar.

**Name of the Agency Complained against :** District Account Officer. Sanghar.

**Name & Designation of Investigating Officer :** Ghulam Shabir Memon,  
Regional Director, Sanghar

**Subject :-** Syed Hashim Raza Zaidi  
Advisor-S

### **ALLEGED DELAY IN ISSUANCE OF GROUP INSURANCE TO THE COMPLAINANT.**

#### **THE COMPLAINT:**

Mst. Moomal M/o. Late Zahid Hussain filed a complaint dated 20-09-2024, against District Account Officer, Sanghar, wherein, she alleged delay of issuance of group insurance to her. The complainant had visited/approached the District Account Officer, Sanghar for redressal of her grievance, but to no avail. Aggrieved by that, she solicited the intervention of this institution.

#### **PROCEEDINGS:**

2. The complaint was admitted under *Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up-to date)*, after receiving mandatory Affidavit on Form "A", CNIC and other relevant documents.
3. This office issued notices to Deputy Manager (Claims) Pension & Group Insurance Department Karachi vide this office letter dated 14-10-2024 for report, and also issued multiple reminders to the agency for redressal of grievance of complainant.
4. Meanwhile the complainant has appeared along with her representative Mr. Zulfiqar Ali and submitted her written statement dated 28-11-2024, wherein. She confirmed that she has received a cheque of Group insurance amounting to Rs. 3,75,000/=. A copy of cheque is available in file and offered her thanks to this Institution on redressal of her grievance and also requested to close the further proceedings on her complaint.

#### **FINDINGS:**

5. It seems that the manager claims has done the needful and replied directly to the complainant. However, on the intervention of this Institution, the agency has redressed the grievance of complainant.

#### **DECISION:**

6. In view of the above and in exercise of power vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended Up-to date), the complaint is disposed of as redressed.

***Given under my hand and seal of the office.***



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz; PAS  
Ombudsman Sindh,  
Karachi, dated 30<sup>th</sup> January, 2025