

IN THE HIGH COURT OF PUNJAB & HARYANA
AT CHANDIGARH

216

CWP-4377-2019

Date of decision: 07.08.2023

SUSHIL SOLOMON AND ANOTHER

.....Petitioners

VERSUS

INSURANCE OMBUDSMAN AND ORS

.....Respondents

CORAM : HON'BLE MR. JUSTICE VINOD S. BHARDWAJ

Present:- Mr. Karan Bhardwaj, Advocate
for the petitioner.

Mr. Akshay Jain, Advocate
for respondents No.3 and 4.

Mr. C.L. Verma, Advocate
for respondent No.5.

VINOD S. BHARDWAJ, J. (Oral)

The petitioners had approached this Court for directing respondent No.1 to decide the complaint dated 25.05.2015 (Annexure P-16) and 23.09.2016 (Annexure P-21) submitted by the petitioner No.1 (since deceased).

Counsel for the petitioner contends that under the mandate of “*The Redressal of Public Grievances Rules, 1998*” the Insurance Ombudsman is under an obligation to take cognizance of any complaint submitted by an insured and to decide the same. He contends that the petitioners have approached the respondent No.1 by means of a complaint and subsequent reminder, however, no action was taken thereupon. It is contended that the petitioner would be satisfied in case

a direction is issued to the respondent No.1-Insurance Ombudsman to take notice of the complaint submitted by them and to pass an order thereupon.

No one has chosen to enter appearance on behalf of respondent No.1 despite service.

Counsel for respondent No.3 to 5 have even though raise certain challenge to the claim being made by the petitioner, however, they have no objection to the prayer being advanced today to the extent of directing respondent No.1-Insurance Ombudsman to decide the complaint submitted by the petitioner.

Without examining the controversy any further and with the consent of the parties, the present petition is disposed of with a direction to the respondent No.1-Insurance Ombudsman to look into the complaints (Annexure P-16 and P-21) submitted by the petitioner No.1 (since deceased) and to pass a final order thereupon after affording an opportunity of hearing to the respective parties.

Considering that the issue in question relates to the year 2016, it would be appreciated in case a time bound decision is taken by the Insurance Ombudsman.

The present writ petition is disposed of.

(VINOD S. BHARDWAJ)
JUDGE

AUGUST 07, 2023

Vishal sharma

Whether speaking/reasoned : Yes/No
Whether reportable : Yes/No