

IN THE HIGH COURT OF JUDICATURE AT PATNA
Civil Writ Jurisdiction Case No.1961 of 2025

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Suman Devi, wife of Late Rakesh Kumar Mahto @ Rakesh Mahto, resident of Village-Ghataro, P.S.-Kartahan, District-Vaishali.

... .. Petitioner/s

Versus

1. The Insurance Ombudsman, State of Bihar and Jharkhand Second Floor, Lalit Bhawan, Bailey Road, Patna.
2. Sri Ram Life Insurance Company Limited through its Chief Managing Director, 5th Floor, Plot No. 31-32, Ramky Selenium, Financial, District-Gachibowli, Hyderabad.
3. Branch Manager, Sri Ram Life Insurance Company Limited, Muzaffarpur.

... .. Respondent/s

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Appearance :

For the Petitioner/s	:	Mr.Rajeev Ranjan, Adv.
For the Respondent/s	:	Mr.Alok Kumar @ Alok Kr Shahi, Adv. Mr. Alok Shahi, Adv. Mr. Kunal Raj, Adv.

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CORAM: HONOURABLE MR. JUSTICE A. ABHISHEK REDDY
ORAL ORDER

5 24-03-2026 A perusal of the order dated 29.11.2024 passed by the Insurance Ombudsman, Patna reveals that though the petitioner has submitted 65 pages documents in support of his case, the same have not been discussed by the authority. It is not clear as to whether the authority has gone through those documents or not and what are the documents presented by the petitioner. The forum has not discussed the relevancy of the said documents, except stating that in the absence of reliable documentation, it could not arrive at a conclusion.

2. Having regard to the same, the impugned order dated 29.11.2024 passed by the Insurance Ombudsman, Patna



(Annexure P/9) is set aside and the matter is remanded back to the authority concern for passing orders afresh duly taking into consideration the documents presented by the petitioner. The authority shall endeavor to dispose of the case proceeding before him as expeditiously as possible preferably within a period of 8 weeks from the date of receipt of the copy of this order. It is needless to mention that before passing any order, the petitioner as well as the respondents-Insurance Company shall be put on notice and given an opportunity of hearing. Any order passed shall be communicated to the party.

3. With the above direction, the present writ petition shall stands disposed of.

(A. Abhishek Reddy , J)

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