



DECISION

Complaint No. : POS/ROK-193/(Khp)/2024

Name and address of the complainant : Mr. Ghulam Murtaza,
S/o Allah Bux Heesbani,
R/o Village Khuda Bux Heesbani,
Taluka Kotdiji, District Khairpur.

Name of the Agency Complained against : Revenue / SRSO

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **COMPLAINT AGAINST DELAY IN PAYMENT OF
COMPENSATION FOR HOUSE DAMAGED DURING
HEAVY RAINS 2022.**

COMPLAINT

Mr. Ghulam Murtaza Heesbani submitted a complaint on 11-10-2024 alleging delay in the payment of compensation by SRSO/SPHF for the reconstruction of his house, which was damaged during the 2022 rains. His name had been included in the list of eligible beneficiaries, but compensation had not yet been disbursed to him. He, therefore, sought intervention by this Institution.

PROCEEDINGS

02. 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), by condoning the delay in filing it and subject to the submission of an affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with the District Manager, Sindh Rural Support Organization (SRSO), Khairpur on 15-10-2024. In response, the District Manager submitted a report dated 03-12-2024 wherein stated that survey of the complainant's house had been conducted by both PDMA and SRSO, but the case was pending for approval by the Sindh Peoples Housing for Flood Affectees (SPHF).

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04. Then matter was referred to the Chief Executive Officer, SPHF, Karachi. The Legal Officer / GRM Focal Person, SPHF, responded on 01-07-2025 stating that the complainant had already reconstructed his house prior to approval and disbursement by SPHF. As per the decision of the Sindh Cabinet, individuals who had started or completed reconstruction of houses at their own expenses prior to approval or disbursement by SPHF were ineligible for the housing reconstruction grant. The complainant falls under this category therefore, complaint is not entitled to the grant.

DECISION

05. In view of the above findings, the complaint stands disposed of and is accordingly consigned to record.

"Given under my hand and seal of office"

Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 18th August, 2025

