

DECISION

THE COMPLAINT(S)

This institution received complaints from the following during the year 2025 requesting therein for compensation of their houses damaged during the rains 2022: -

S. No.	Name of the Complainant	Complaint No.	Agency complained against	Date of Institution
1.	Mst. Naz Bano	POS/1828/ROK-308/(Khp)/2025	Revenue	11.03.2025
2.	Mst. Sadaf Khatoon	POS/1843/ROK-318/(Khp)/2025	Revenue	11.d03.2025
3.	Mr. Ghulam Mustafa	POS/ROK-391/(Khp)/2025	SRSO	16.04.2025
4.	Mst. Zareena	POS/ROK-400/(Khp)/2025	SRSO	16.04.2025
5.	Mr. Qadir Bux	POS/ROK-419/(Khp)/2025	SRSO	28.04.2025

The above complainants alleged that despite their approaches to authorities concerned for redressal of their grievances time and again no action was taken by them. Therefore, they sought intervention of this Institution.

PROCEEDINGS

- These complaints were 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.
- After completion of codal formalities, the District Manager, SRSO Khairpur was asked for comments, who had reported that applications of these 05 complainants were still under review with SPHF and had not yet been approved.
- Subsequently, the Chief Executive Officer, Sindh People's Housing for Flood Affectees (SPHF), Karachi was moved to intimate status of these applications. In response, the Legal Officer / GRM Focal Person, SPHF Karachi, informed that these 05 complainants had already commenced reconstruction of their houses. As per the decision of the Sindh Cabinet, houses that had already been reconstructed were not eligible for housing reconstruction grants. The complainants had been apprised accordingly.

DECISION

- In light of the above, the complaints stand disposed of and is hereby consigned to the record.

“Given under my hand and seal of office”



Sd/-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh
Karachi, dated 27th August, 2025