



DECISION

Complaint No. POS/ROK-133/(Khp)/2024

Name and address of the complainant Mst.Malokan Khatoon & 5 Others,
R/o Village Lyari, P.O Lyari,
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. Muhammad Misbah Tunio, Advisor-J**

Subject **REQUEST FOR PAYMENT OF COMPENSATION OF HOUSES DAMAGED DURING HEAVY RAINS OF 2022.**

COMPLAINT

Mst.Malokan Khatoon and 5 others filed joint complaint on 30-07-2024 that their houses were damaged during heavy rains of 2022. They claimed that Army & Revenue authorities carried out survey of the same. Later on Sindh Rural Support Organization (SRSO) also carried out the survey. But compensation as announced by the Government of Sindh had not yet been paid to them. They claimed to have approached D.C Khairpur & SRSO authorities Khairpur who did not pay any heed to their repeated requests. They, therefore, solicited intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 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 submission of Affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with District Manager, Sindh Rural Support Organization (SRSO), Khairpur on 27-08-2024 for comments. In response, the D.M, SRSO Khairpur reported on 24-09-2024 that the SRSO was not supposed to make the payments and that Sindh People Housing Foundation (SPHF) was responsible for disbursement of funds. SRSO was responsible only for conducting survey of households, details of which were provided by Sindh Government. It was also reported that names of two complainant ladies i.e. Mst. Maria & Mst. Shazia, were not available in the survey list. Hence, they are not eligible to get the compensation. The D.M conveyed that according to their office record, 1st installment in case of Mst. Naseem Bano W/o Ghulam Abbas already stands released but she has not completed the DPC. Regarding the cases of Mst. Malokan Khatoon, Mst. Shamshad Begum & Mst. Jameelan it was informed that their cases stand approved by SPHF but payment had not yet been made to them.

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04. Subsequently, the matter was taken up with Chief Executive Officer, Sindh Peoples Housing Foundation (SPHF), Karachi on 03-10-2024 for expeditious action in the matter. In response, Legal Officer / GRM Focal Person, SPHF, reported on 11-10-2024 that 1st installment had already been disbursed to the complainants Mst. Malokan Khatoon, Mst. Shamshad Begum & Mst. Jameelan and 2nd installment would be paid after completion / certification of construction at plinth, lintel and roof levels in accordance with rules and policy.

05. Agency's report was shared with complainants on 05-11-2024 for rejoinder. In response, the complainants submitted rejoinder on 27-11-2024 confirming receipt of 1st installment to the four complainant ladies i.e. Mst. Malokan Khatoon, Mst. Shamshad Begum, Mst. Jameelan & Mst. Naseem Bano. Hence, while expressing their gratitude to this Institution for providing prompt relief, they requested for closing the case. Whereas, the other two complainants Mst. Maria and Mst. Shazia are not entitled to received any compensation.

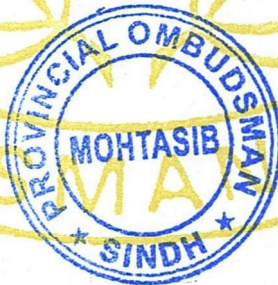
FINDINGS

06. The complainants grievance stands redressed on the intervention of this Institution.

DECISION

07. The complaint is, therefore, disposed of as redressed and consigned to record.

"Given under my hand and seal of office"



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 27 January, 2025