



DECISION

Complaint No. : POS/1488/2024/NWS-34.

Name and address of the complainant : Mr. Pir Bakhsh s/o Ghulam Qadir,
R/o Jan Muhammad Lashari Goth, Tehsil Daur,
District Shaheed Benazirabad.

Name of the Agency Complained against : Revenue Department.

Name & Designation of Investigating Officer : Khan Muhammad Zardari,
Regional Director, Shaheed Benazirabad.

Vetted by : Syed Ali Mumtaz Zaidi, (PAS).
Advisor-F.

Subject : **COMPLAINT REGARDING ALLEGED NON-PAYMENT OF COMPENSATION ON ACCOUNT OF DAMAGE TO THREE HOUSES OF THE COMPLAINANT IN VILLAGE ALI HASSAN ZARDARI DESPITE ITS SURVEY.**

THE COMPLAINT:

Mr. Pir Bakhsh filed a complaint dated 18.03.2024 wherein he stated that his three houses in Village Ali Hassan Zardari had been damaged during heavy rains. Although a survey of the affected properties was conducted but no financial assistance had been provided to date. Being aggrieved, he had frequently approached the concerned authorities but to no avail. Therefore, he solicited intervention of this Institution.

PROCEEDINGS:

2. 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), after receiving copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. This office issued notice to the Taluka Incharge, SAFCO Support Foundation Kazi Ahmed vide letter dated 23.10.2024 for a report. In response Taluka Team Leader. Kazi Ahmed SAFCO Support Foundation reported vide his letter dated 05.11.2024 that complainant had been paid Rs.75,000/- on 16.06.2023 as financial assistance for the repair of his damaged house. However, instead of utilizing the said amount for the construction of the DPC (Plinth Level) of a new house, as required under the SPHF protocol and rules, he used it to repair his old house. He also clarified that, as per SPHF policy, photographs of the completed DPC are to be sent for approval of the second installment but the complainant failed to utilize the funds as per the prescribed protocol hence the second installment of assistance could not be processed.

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4. A copy of Agency's report was forwarded to the complainant vide letter dated 13.11.2024 for filing rejoinder, followed by multiple reminders. He was also contacted on his given cell number but there was no response.

FINDINGS:

5. It appear^s that complainant is not taking interest to pursue his case and from the perusal of record no mal-administration has been observed on part of Agency, therefore further proceedings on this complaint is dropped.

DECISION:

6. In view of the above and in exercise of powers vested in me under Section 11 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), I do hereby dispose of the complaint on account of non-prosecution.

Given under my hand and seal of office



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated 4th July, 2025