



DECISION

Complaint No. : POS/ROG-184/GTK/2025

Name and address of the complainant : Mr. Ghulam Mustafa S/o Anwar Ali,
R/o. Village Abdul Latif, P.O Sarhad, Union Council Wagni,
Taluka & District Ghotki

Name of the Agency Complained against : Hands Foundation (NGO) / Revenue Department
District Ghotki

Name & Designation of Investigating Officer : Mr. Fazal Muhammad Shaikh,
Director, Regional Office, Ghotki

Vetted by : Mr. Ghulam Abid Shaikh,
Advisor-K

Subject : **INACTION ON THE APPLICATION MADE FOR PROVIDING RELIEF AND PAYMENT OF COMPENSATION ON ACCOUNT OF LOSSES SUSTAINED BY THE COMPLAINANT DURING HEAVY RAINS-2022.**

COMPLAINT

Mr. Ghulam Mustafa filed a complaint on 08.05.2025 against Hands (NGOs) / Revenue Department and alleged inaction on the application made for providing relief and payment of compensation on account of losses sustained by him during heavy rains in 2022. In this regard, he had approached the concerned agencies, but to no avail. Being aggrieved, 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 upto date). After receiving the mandatory Affidavit on Form-A, other relevant documents and by condoning the delay, the Investigating Officer called report from the agency.
3. In response, the Senior District Executive Manager (SDEM), Hands Foundation District Ghotki vide his letter dated, 16.07.2025 informed that Mr. Ghulam Mustafa has now received Rs.75,000/- in his account and has started the construction of his house under the SPHF Project.
4. The report of the agency was delivered to the complainant during hearing of the case on 16.07.2025 for filing of rejoinder. In response, he vide his rejoinder of the same date confirmed the report of agency. He offered thanks to this Institution and requested to close the case.

FINDINGS

5. With the intervention of this Institution, the grievance of the complainant has been redressed by the agency as confirmed by him vide his letter dated: 16.07.2025, hence, no further action is required by this Institution.

DECISION

6. In view of the above, the complaint stands redressed and disposed of accordingly.

Given under my hand and seal of office.



Sd /-
(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 18th August, 2025