



## DECISION

**Complaint No.** : POS/9353/ROK-258/(Khp)/2023

**Name and address of the complainant** : Mst. Haleeman, W/o Ubaidullah Shaikh,  
C/o Sindh Sanitary & Pipe Store,  
Near Noorani Masjid, Shaikh Mohalla Gambat,  
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** : **DELAY IN PAYMENT OF COMPENSATION FOR HOUSE DAMAGED DURING HEAVY RAINS OF 2022.**

### COMPLAINT

Mst. Haleeman, W/o Ubaidullah Shaikh, residing at Shaikh Mohalla Gambat, District Khairpur, filed a complaint on 24-11-2023 stating therein that her house collapsed during the monsoon rains of 2022. She further mentioned that her house was surveyed by a joint team of Pakistan Army and Sindh Government Agencies. However, despite repeated visits to relevant offices, no compensation had been granted to her. She, therefore, sought the intervention of 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" and a copy of the CNIC.

03. After completing the necessary formalities, the matter was taken up with the Assistant Commissioner, Gambat and the District Manager, Sindh Rural Support Organization (SRSO), Khairpur for their comments. In response, the Mukhtiarkar, Taluka Gambat, reported that the payment of compensation for houses damaged during the 2022 rains is related to Sindh Rural Support Organization (SRSO).

04. The District Manager, SRSO, responded on 16-02-2024 stating that the survey of complainant's house had been successfully conducted by PDMA and SRSO and the approval was awaited from the Sindh Peoples Housing Foundation (SPHF).

05. The Agency's report was shared with the complainant on 26-02-2024 for her rejoinder. The complainant submitted her rejoinder on 05-03-2024 urging that a letter should be issued to SPHF for grant of compensation.



06. On 03-10-2024, the matter was taken up with the Chief Executive Officer of Sindh Peoples Housing Foundation, Karachi requesting expeditious action and a report. In response, the Legal Officer / GRM Focal Person of SPHF, Government of Sindh, Karachi, informed on 11-10-2024 that the complainant's case had been approved and would be processed as per procedure. The complainant was informed accordingly.

#### **FINDINGS**

07. After the intervention of this Institution, the Agency approved the complainant's case.

#### **DECISION**

08. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to the record.

“Given under my hand and seal of office”

Sd /-  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated 13<sup>th</sup> February, 2025

