



DECISION

Complaint No. : POS/5165/2024/KR

Name and address of the complainant : Mr. Ali Akbar,
R/o. House No. No.1178, 4th Floor Shabbir House, near Salman Farsi Masjid, Abdul Khaliq Allahwala Town, Korangi, Karachi

Name of the Agency Complained against : Agriculture Department

Name & Designation of Investigating Officer : Mr. Muhammad Shoaib Ahmed Siddiqui,
Advisor-in-Charge, R.O Korangi

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

Subject : **ALLEGED NON-PAYMENT OF SUBSIDY AMOUNT ON ACCOUNT OF DAMAGE TO CROPS DURING FLOODS / HEAVY RAINS IN THE YEAR 2022.**

COMPLAINT

Mr. Ali Akbar filed a complaint on 01.11.2024 stating that his crops were damaged in deh Ganghriko, Taluka Dokri during heavy rains/flood in the year 2022 and that the Government had announced subsidy for the expenses incurred over cultivation. He stated that his land was surveyed by the concerned department, but he had not been paid any amount, whereas his neighbouring cultivators were paid two installments in this regard.

PROCEEDINGS

2. The matter was referred to the Assistant Commissioner, Dokri for report. In response, the Assistant Commissioner vide letter dated 20.05.2025 reported that the land in question was recorded in the record of rights in favour of the father of the complainant. Moreover, a joint survey was conducted by the Revenue Department and Agriculture Department during floods of the year 2022 to verify the damages, but payment of subsidy was the responsibility of the Agriculture Department.
3. The Deputy Director Agriculture Extension, Dokri, vide letter dated 25.06.2025 informed that responsibility of payment of subsidy lies with the Director, Sindh Water & Agriculture Transformation (SWAT).
4. The Director SWAT, through communications dated 22.07.2025 and 25.08.2025, informed that earlier the complainant's case could not be traced due to a discrepancy in his father's name, which has since been rectified. He confirmed that the complainant is a registered beneficiary under the Wheat Seed Subsidy Program 2022. He further explained that subsidy payments to about 43,339 farmers had been suspended owing to the expiry of the MoU between BISP and HBL and the requirement of third-party validation. The matter was subsequently placed before the Sindh Cabinet, which has now approved release of the remaining payments under Phases I, II, and III of the Flood Emergency Response Component. The Director confirmed that the complainant's case is included in the approved list and will be settled on priority once the disbursement process is executed.

FINDINGS

5. It is established from the record that the complainant's land was duly surveyed and damages were verified during the floods of 2022. The complainant was declared eligible and is a registered beneficiary under the Wheat Seed Subsidy Program 2022. The delay in payment was due to administrative reasons, mainly discrepancy in father's name, expiry of MoU between BISP and HBL, and the requirement of third-party validation, which affected thousands of farmers including the complainant. Sindh Cabinet has now approved release of payments to the remaining farmers, including the complainant, under the flood emergency response component.

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, *I hereby direct the Director SWAT to ensure that the case of the complainant is processed on priority basis and subsidy amount due is disbursed to him without any further delay. Compliance report be submitted to this office within 45 days.*

Given under my hand and seal of office.

Sd /-

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz. PAS

Ombudsman Sindh

Karachi, dated; 3rd October, 2025

