



## DECISION

Complaint No. : POS/9352/ROK-259/(Khp)/2023

Name and address of the complainant : Mr. Ghulam Nabi, S/o Muhammad Chuttal Dayo,  
R/o Near Murad High School,  
Mohalla Wada Pir, Gambat,  
District Khairpur.

Name of the Agency Complained against : Revenue Department

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**  
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **DELAY IN PAYMENT OF COMPENSATION FOR HOUSE DAMAGED DURING HEAVY RAINS 2022.**

### COMPLAINT

Mr. Ghulam Nabi Dayo lodged a complaint on 24-11-2023 stating that his house had collapsed during the monsoon rains of 2022. He asserted that a team comprising officials from the Pakistan Army and Sindh Government had surveyed the damage. Despite approaching the Sindh Rural Support Organization (SRSO), he had not received compensation for reconstruction of house. He, therefore, sought intervention from this office.

### 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, subject to the submission of an affidavit on Form "A" and a copy of the CNIC.

03. Upon completion of the requisite formalities, the matter was taken up with the Assistant Commissioner, Gambat, and the District Manager, Sindh Rural Support Organization (SRSO), Khairpur, on 26-12-2023. In response, the District Manager, SRSO Khairpur, reported on 16-02-2024 that the contact details and address provided by the complainant were incorrect. He confirmed that the Provincial Disaster Management Authority (PDMA) had completed the survey of the complainant's house, but validation by SRSO was still pending. The complainant's form had been marked as "absent" in the record. The District Manager assured that a fresh survey would be conducted once the application form is received from SPHF.

04. The Agency's response was shared with the complainant on 26-02-2024 for a rejoinder. In his rejoinder dated 19-03-2024 the complainant provided updated contact details and address. This information was shared with the District Manager, SRSO Khairpur, on 20-05-2024 for further action.

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05. On 22-05-2025, the Investigating Officer contacted the complainant to ascertain the latest status of the case, but his provided cell number was found continuously powered off. The Investigating Officer then traced and contacted the complainant's nephew, Mr. Sohail Ahmed who informed that Mr. Ghulam Nabi Dayo had passed away on the 6th of Ramzan. He further stated that the complainant's wife had also passed away earlier and that they were issueless, as their only son had died a few years ago.

### **DECISION**

06. In light of the above facts and due to the death of the complainant and absence of legal heirs, the complaint is hereby closed and consigned to record.

**"Given under my hand and seal of office"**

**Sd /-**

**(MUHAMMAD SOHAIL RAJPUT)**

Sitara-e-Imtiaz. PAS

**Ombudsman, Sindh**

Karachi, dated: **5th** June, 2025

