



DECISION

Complaint No. : POS/820/ROK-26/(Khp)/2023

Name and address of the complainant : Mr. Abdul Haleem, S/o Ahdi Jamro,
C/o Aziz Book Depot,
Taluka Gambat, District Khairpur.

Name of the Agency Complained against : Revenue

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

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

Subject : **REQUEST FOR GRANT OF FINANCIAL ASSISTANCE TO THE COMPLAINANT DUE TO LOSSES DURING HEAVY RAINS.**

COMPLAINT

Mr. Abdul Haleem Jamro filed a complaint on 16-01-2023 that his house collapsed in rains 2022. He claimed to have approached the Revenue Office Gambat frequently for relief items i.e. tent / tarpal, blanket and grant of financial assistance but nothing was provided to him out of relief fund. He, therefore, solicited intervention of this Institution.

PROCEEDINGS

02. The complaint was admitted u/s 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 submission of Affidavit on Form "A" and a copy of CNIC.

03. The matter was taken up with Assistant Commissioner, Gambat on 20-02-2023 for comments / report. Simultaneously complainant was advised to complete codal formalities. In response, the Mukhtiarkar Gambat reported on 20-03-2023 that One Mosquito Net and One Ration Bag were provided to complainant Abdul Haleem S/o Ahdi Jamro.

04. Agency's report was shared with complainant on 14-04-2023 for rejoinder. In response, the complainant submitted rejoinder on 22-05-2023 stating that he was not satisfied with the Agency's report. He further stated that he did not receive any relief item out of D.C relief fund from A.C / Mukhtiarkar Gambat and that his thumb impression on acknowledgement / receipt was forged. He urged that the enquiry may be conducted against A.C / Mukhtiarkar Gambat for misappropriating relief fund and forging his thumb impression.

05. Further comments were, therefore, called on 07-06-2023 from A.C Gambat. In response, A.C / Mukhtiarkar Gambat while repeating earlier report of 20-03-2023 wherein it was held that there was no stagnant rainy water in complainant's village, Ghulam Jaffar Jamro, U.C Daraza Shareef.

06. The report of Agency was also shared with complainant on 28-09-2023 for rejoinder. In response, the complainant again on 22-11-2023 denied to have received anything from relief fund, claiming that he carried out dewatering of rainy water with the help of neighbours.

07. Accordingly, Mukhtiarkar Gambat was asked for comments on complainant's rebuttal dated. 22-11-2023. In response, Mukhtiarkar Gambat reported on 28-12-2023 that matter of financial assistance pertains to Sindh Rural Support Organization (SRSO).

08. Thus, the matter was taken up with District Manager, SRSO Khairpur on 01-03-2024 for comments / report. In response, the District Manager, SRSO Khairpur reported on 24-09-2024 that total payment of Rs.300,000/- was paid to complainant in 4 installments and that complainant had completed construction of his house. The complainant was contacted on phone by the Investigating Officer on 03-10-2024 when he confirmed receipt of Rs.300,000/- for construction of his house.

FINDINGS

09. The complainant's grievance stands redressed on the intervention of this Institution.

DECISION

10. The complaint is, therefore, disposed of as redressed and consigned to record.

“Given under my hand and seal of office”



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 12th May, 2025