



DECISION

Complaint No. : POS/RL-92(LKA)2025

Name and address of the complainant : Mst: Zubaida Khatoon w/o Nisar Ahmed Dayo R/o village Razi Gorar, near Beero Chandio, Taluka and District Larkana.

Name of the Agency Complained against : District Manager, Sindh Rural Support Organization (SRSO) Larkana

Name & Designation of Investigating Officer : Mr. Ali Akbar Jagirani,
Director, Regional Office, Larkana

Vetted by : Mr. Muhammad Naseer Jamali, Advisor-N.

Subject : **COMPLAINT AGAINST SINDH RURAL SUPPORT ORGANIZATION LARKANA ALLEGING INORDINATE DELAY IN PAYMENT OF COMPENSATION FOR COLLAPSED HOUSE TO COMPLAINANT.**

COMPLAINT

Mst. Zubaida Khatoon filed a complaint dated: 06.01.2025 wherein she stated that her house ~~was~~ collapsed during the heavy rains of 2022. The joint survey team had recommended her case for payment of compensation but the same is still awaited. Aggrieved by that, she solicited intervention of this Institution.

PROCEEDINGS

2. The complaint was admitted under section 10 of Establishment of the office of Ombudsman for the Province of Sindh Act 1991 (amended up to-date) subject to submission of mandatory Affidavit on Form "A", copy of CNIC and by condoning the delay.
3. This office issued a notice to the District Manager, Sindh Rural Support Organization Larkana for report vide letter dated: 10.03.2025, who in response informed vide letter dated 28.03.2025 that the case of the complainant, Ms. Zubaida Khatoon, CNIC 43203-6265949-0 was recommended by the joint survey team for payment of compensation.
4. The agency's report was sent to complainant for rejoinder vide letter dated: 28.03.2025 who appeared before the Investigation Officer, Larkana on 06.04.2025 and filed a written statement wherein she confirmed that her grievance has been redressed.

FINDINGS

5. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

DECISION

6. In view of above and in exercise of the Powers vested in me under section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (Amended up-to-date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh

Karachi, dated 5th June, 2025