



## **DECISION**

**Complaint No.** : POS/650/ROK-14/(Khp)/2023

**Name and address of the complainant** : Mr. Naeemuddin, S/o Qamaruddin Memon,  
R/o Memon Mohalla, Gharibabad,  
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 GRANT OF RELIEF AND COMPENSATION FOR HOUSE & SHOPS DAMAGED DURING RAINS OF 2022.**

## **COMPLAINT**

Mr. Naeemuddin S/o Qamaruddin Memon, R/o Memon Mohalla, Gharibabad, Gambat, District Khairpur, filed a complaint on 24-01-2023 stating that his house and shops collapsed during the monsoon rains of 2022. As a result, his father suffered a heart attack, became paralyzed, and was taken to Karachi for treatment. He approached the Municipal Committee and the Revenue Department, Gambat, for compensation but to no avail. Therefore, he 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 (as amended to date), by condoning delay in filing it and subject to the submission of an Affidavit on Form "A" and a copy of the CNIC.

03. The matter was taken up with the Assistant Commissioner, Gambat, on 20-02-2023 for comments. The complainant was simultaneously advised to complete the codal formalities. In response, the Assistant Commissioner, Gambat, forwarded a report from the Mukhtiarkar (Revenue), Gambat, on 20-03-2023 stating that complainant Mr. Naeemuddin S/o Qamaruddin Memon had been provided with one mosquito net and a ration bag.

04. The Agency's report was shared with the complainant on 14-04-2023 for his rejoinder. However, the complainant failed to respond.

**Continued at P/2**



05. Meanwhile, the Assistant Commissioner, Gambat, forwarded another report from the Mukhtiarkar (Revenue), Gambat, on 03-07-2024 stating that the survey of houses damaged during the monsoon rains of 2022 had been completed. The Sindh Rural Support Organization (SRSO) had been assigned to conduct a re-survey and oversee the reconstruction of damaged houses.

06. The matter was then taken up with the District Manager of Sindh Rural Support Organization (SRSO), Khairpur, on 17-10-2024 to ascertain the status of the complainant's case. The District Manager, SRSO, informed on 28-10-2024 that the complainant's name did not appear in the list provided by the Sindh Peoples Housing for Flood Affected, which was based on a survey conducted by the Provincial Disaster Management Authority (PDMA). Therefore, SRSO was unable to take any action. It was further reported that SRSO was only responsible for conducting the survey of houses, based on the list provided by the Sindh Government.

07. This report from the Agency was also shared with the complainant on 04-11-2024 for his rejoinder. However, he did not respond despite repeated reminders.

#### **FINDINGS**

08. Based on the above discussions, it appears that the complainant has lost interest in pursuing the complaint, as he has not completed the required formalities and failed to respond to the Agency's report.

#### **DECISION**

09. In light of the foregoing, the complaint is hereby disposed of due to non-prosecution and consigned to record.

"Given under my hand and seal of office"



**Sd /-**

**(Muhammad Sohail Rajput)**

**Sitara-e-Imtiaz. PAS**

**Ombudsman, Sindh**

**Karachi, dated 17<sup>th</sup> February, 2025**