



## **DECISION**

Complaint No. : POS/9747/ROK-267/(Khp)/2023

Name and address of the complainant : Mr. Muhammad Suleman, S/o Muhammad Malook Narejo, R/o Kissan Colony 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 COMPENSATION FOR LOSSES DURING THE RAINS OF 2022 AND DEWATERING OF STAGNANT WATER IN THE COMPLAINANT'S AREA.**

### **COMPLAINT**

Mr. Muhammad Suleman, S/o Muhammad Malook Narejo, residing at Kissan Colony Gambat, District Khairpur, filed a complaint on 13-12-2023 stating therein that his house and household items were destroyed during the rains of 2022. He claimed that the Revenue authorities in Khairpur had not provided him with any financial assistance or relief materials. He further mentioned that a survey was conducted by a joint team of the Pakistan Army and Sindh Government Agencies, and an ID No. 2082161 was issued, but no compensation had been granted to him. Therefore, he requested 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), by condoning the delay in filing it and subject to the submission of an Affidavit on Form "A" and a copy of the CNIC.

03. After the completion of the necessary formalities, the matter was referred to the Deputy Commissioner, Khairpur, on 30-01-2024 for comments. In response, the Assistant Commissioner, Gambat, forwarded a report from the Mukhtiarkar (Revenue), Gambat, on 07-10-2024. According to the report, Mr. Muhammad Suleman, S/o Muhammad Malook Narejo, was provided one mosquito net and a ration bag. It was also reported that the survey of houses damaged during monsoon rains of 2022 had been completed, and the Sindh Rural Support Organization (SRSO) had been assigned to conduct a re-survey for reconstruction of the damaged houses.

**Continued at P/2**



04. The matter was then taken up with the District Manager of Sindh Rural Support Organization (SRSO), Khairpur, on 18-10-2024 to ascertain the current status of the complainant's case. The District Manager of SRSO responded on 28-10-2024 and informed that survey of the complainant's house had been successfully completed by PDMA and SRSO. The complainant's house had been approved for compensation but the payment had not yet been released by the Sindh Peoples Housing for Flood Affectees (SPHF).

05. On 06-12-2024 the matter was taken up with the Chief Executive Officer of SPHF, Karachi, to enquire about the up-to-date position of the case. In response, the Legal Officer / GRM Focal Person of SPHF, Government of Sindh, Karachi, informed on 11-12-2024 that the complainant's case had been approved and would be processed at the earliest.

#### **FINDINGS**

06. Following the intervention of this Institution, the agency has approved the complainant's case.

#### **DECISION**

07. In light of the foregoing, the complaint is hereby disposed of as redressed and consigned to the record.

08. The complaint No. POS/9870/ROK-275/(Khp)/2023 filed by the complainant regarding the same matter, is also disposed of on the same grounds.

"Given under my hand and seal of office"



**Sd /-**  
(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz. PAS  
Ombudsman, Sindh  
Karachi, dated 30<sup>th</sup> January, 2025