



DECISION

Complaint No. : (i) POS/9734/2024/NWS-03 (ii) POS/39/2024/NWS-08
(iii) POS/191/2024/NWS-10 (iv) POS/325/2024/NWS-12.
Name and address of the complainant : Mr. Muhammad Asif Bhatti, R/o. Khanzada Mohalla, Daur, Tehsil Daur, District Shaheed Benazirabad.
Name of the Agency Complained against : Revenue Department.
Name & Designation of Investigating Officer : Khan Muhammad Zardari, Regional Director, Shaheed Benazirabad.
Vetted by : Syed Ali Mumtaz Zaidi, (PAS). Advisor-F.
Subject : **COMPLAINT REGARDING ALLEGED NON-PAYMENT OF COMPENSATION/ASSISTANCE FOR REPAIR OF HOUSE DAMAGED DURING RAINS/FLOODS.**

THE COMPLAINT:

Mr. Muhammad Asif Bhatti filed a complaints dated 04.12.2023, 01.01.2024, 05.01.2024 and 10.01.2024, respectively. He stated that his house was severely damaged during the heavy rains of 2022. The Government had surveyed his house and involved the NGO namely SAAFCO for the distribution of the amount/aid to the eligible rain affected house owners. Despite lapse of two years his wife has not received the compensation, while others have already received three installments. Being aggrieved, he solicited intervention of this Institution.

PROCEEDINGS:

2. 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), subject to submission of copy of CNIC, Affidavit on Form "A", other relevant documents and by condoning the delay.
3. A notice for seeking a report was issued to the Chief Operating Officer, Sindh People's Housing for Flood Affectees (SPHF), Karachi vide letter dated 18.03.2024. In response, the Legal Officer/GRM Focal Person, Sindh People's Housing for Flood Affectees (SPHF), Karachi informed vide letter dated 07.05.2024 that case of the complainant was assessed by Government of Sindh in the category of "Pakka Collapsed Houses" (Category) but due to deviation in design same is under detailed technical review and will be processed under the "post confirmation" status by technical/Engineering Unit and designated officer of NGO.
4. A copy of Agency's report was sent to the complainant for filing rejoinder vide letter dated 20.05.2024. In response, the complainant appeared before the Investigating Officer, Shaheed Benazirabad on 27.02.2025 and filed written statement of the date that financial

assistance for damaged house in the name of his wife has been approved and in this regard one installment has also been disbursed to her on the intervention of this Institution. Process has started and his grievance will be redressed, therefore, he expressed his thanks to this Institution for intervention.

FINDINGS:

5. On the intervention of this Institution the grievance of the complainant has been resolved by the Agency and complaint stands redressed.

DECISION:

6. In view of the above and in exercise of 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), I do hereby dispose of the complaint as redressed.

7. This also disposes of the other complaints filed by same complainant on the same subject registered separately vide Nos. (i) POS/39/2024/NWS-08 (ii) POS/191/2024/NWS-10 and (iii) POS/325/2024/NWS-12, respectively.

Given under my hand and seal of office



Sd /-
(MUHAMMAD SOHAIL RAJPUT)
Sitara-e-Imtiaz. PAS
Ombudsman Sindh

Karachi, dated 24~~th~~ March, 2025