



DECISION

Complaint No. : POS/9868/ROK-273/(Khp)/2023

Name and address of the complainant : Mst. Mariam Khatoon, W/o Waseem Ali Jogi,
C/o King Hair Style, Near Ali Pump, 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 : **ALLEGED DELAY IN GRANT OF COMPENSATION TO THE COMPLAINANT FOR LOSSES DURING RAINS OF 2022.**

COMPLAINT

Mst. Mariam Khatoon W/o Waseem Ali Jogi, residing at Kissan Colony Gambat, District Khairpur, filed a complaint on 18-12-2023 stating therein that her house collapsed during the monsoon rains of 2022. She claimed that the Revenue authorities in Khairpur had not provided her with any financial assistance or relief materials. She further stated that her house was surveyed by a joint team of Pakistan Army and Sindh Government Agencies, and an ID No. 1865112 was issued, but no compensation had been granted to her. She 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), by condoning 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 necessary formalities, the matter was taken up with the Deputy Commissioner, Khairpur on 06-03-2024 for comments. In response, the Assistant Commissioner, Gambat, forwarded a report of the Mukhtiarkar (Revenue), Gambat on 07-10-2024. According to the report, Mst. Mariam Khatoon had received one mosquito net and a ration bag. It was also mentioned that the survey of her damaged house had been conducted, and its reconstruction had been approved.

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 04-11-2024 stating therein that surveys of the complainant's damaged house had been successfully completed by PDMA and SRSO. The complainant's case was approved, but the payment had not yet been released by the Sindh Peoples Housing Foundation (SPHF).

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05. On 06-12-2024 the matter was taken up with the Chief Executive Officer of the Sindh Peoples Housing Foundation, 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. The complainant was informed accordingly.

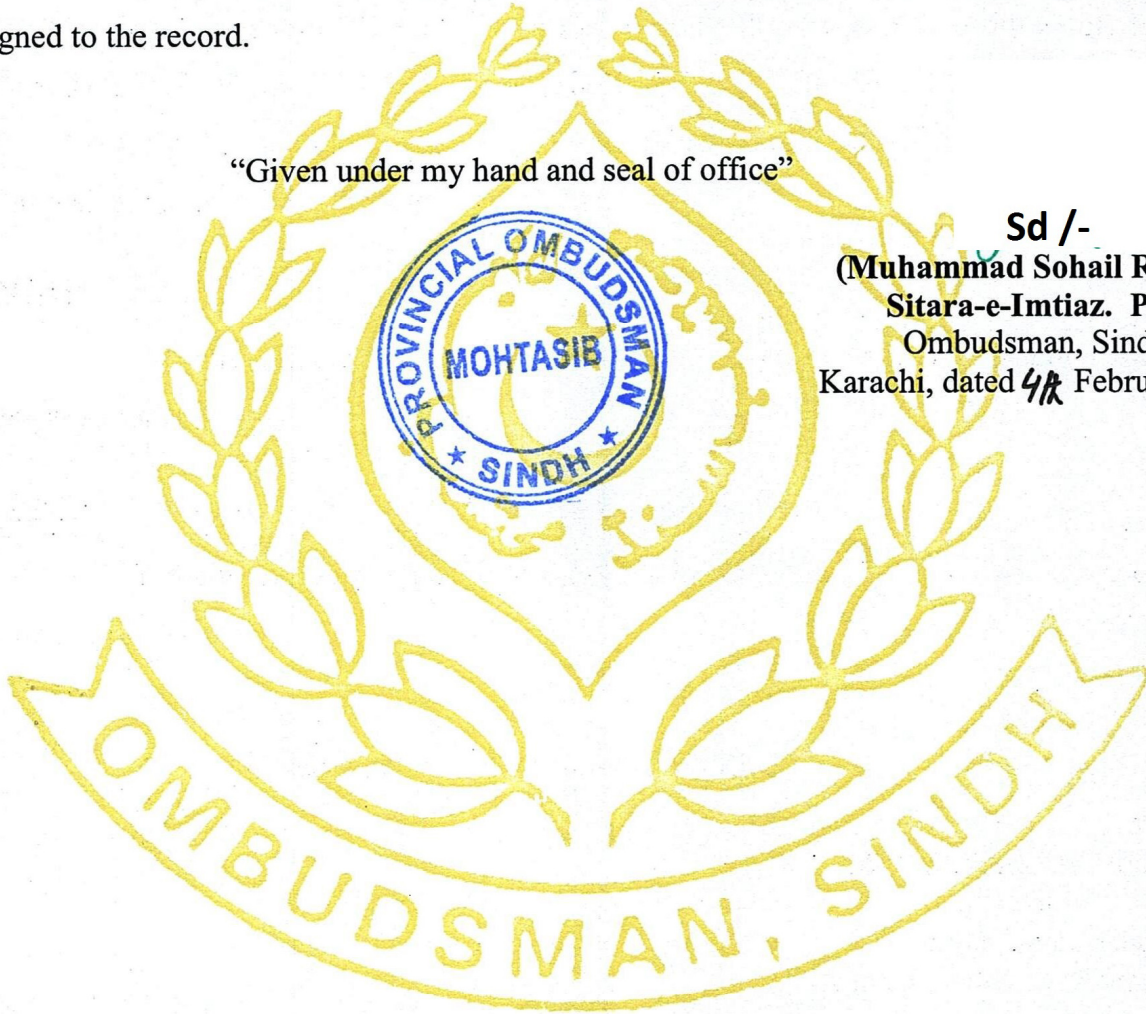
FINDINGS

06. After the intervention of this Institution, the Agency approved the complainant's case for compensation.

DECISION

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

"Given under my hand and seal of office"



Sd /-
(Muhammad Sohail Rajput)
Sitara-e-Imtiaz. PAS
Ombudsman, Sindh
Karachi, dated 4th February, 2025