



## DECISION

Complaint No. : POS/ROK-35/(Khp)/2025

Name and address of the complainant : Mr. Imam Ali, S/o Dhani Bux Brohi,  
R/o Village Dhani Bux Brohi,  
P.O Ranipur Riasat,  
Taluka Kotdiji, District Khairpur.

Name of the Agency Complained against : SRSO / REVENUE

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO**,  
Consultant / Incharge, Regional Office Khairpur

Vetted by : Mr. Ghulam Sarwar, Advisor-J

Subject : **DELAY IN RELEASING OF 2<sup>ND</sup> INSTALLMENT FOR RECONSTRUCTION OF HOUSE DAMAGED DURING 2022 RAINS.**

### COMPLAINT

Mr. Imam Ali Brohi, resident of Village Dhani Bux Brohi, Taluka Kotdiji, filed a complaint on 04-02-2025 stating that his house was collapsed during the rains of 2022. A survey was conducted by the Pakistan Army and officers of the Sindh Government, following which he received the first installment for house reconstruction through Sindh Bank Ltd., Gambat. He alleged that the second installment had not been disbursed by the Sindh People's Housing for Flood Affectees (SPHF), despite the passage of two years, and sought intervention from 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** (amended up to date), by condoning the delay in its filing and subject to the submission of Affidavit on Form "A".

03. After completing codal formalities, the matter was referred to the District Manager, Sindh Rural Support Organization (SRSO), Khairpur on 13-02-2025 for comments. In response, the District Manager reported on 21-02-2025 that the complainant had received the first installment of Rs. 75,000/-. On detailed verification, it was found that the Damp Proof Course (DPC) constructed by the complainant did not comply with SPHF guidelines/specifications. This position was conveyed to the complainant, who did not accept the agency's findings.

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04. Accordingly, on 26-06-2025, the Investigating Officer visited the site alongwith SRSO field staff and the complainant at Village Dhani Bux Brohi, Taluka Kotdiji. Upon inspection, it was observed that the structure constructed by the complainant did not meet SPHF specifications. The field staff reiterated that the disbursement of further installments could only proceed once the construction up to DPC level is completed in accordance with SPHF and SRSO standards.

#### **FINDINGS**

05. The civil work executed up to the DPC level by the complainant does not conform to the prescribed guidelines and specifications of SPHF and SRSO. As such, the disbursement of the remaining installment(s) is not warranted until the deficiencies are rectified and the structure complies with the approved standards.

#### **DECISION**

06. In view of the above, the complaint is **dismissed** and **consigned to record**,

*"Given under my hand and seal of office"*

Sd /-  
( MUHAMMAD SOHAIL RAJPUT )  
Sitara-e-Imtiaz. PAS  
Ombudsman Sindh  
Karachi, dated 30<sup>th</sup> July, 2025

