



## **DECISION**

**Complaint No.** : i) POS/9642/2023/NWS-02. (ii) POS/10015/2024/NWS-06.  
iii) POS/41/2024/NWS-07.

**Name and address of the complainant** : Mr. Riaz Ahmed Kamboh & Others,  
Village Nazir Ahmed Kamboh, P.O. Daur, 75 Nasrat,  
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 HOUSES DAMAGED DURING RAINS/FLOODS.**

### **THE COMPLAINT:**

Mr. Riaz Ahmed Kamboh alongwith three others filed complaints dated 05.12.2023, 26.12.2023 and 01.01.2024 on the subject cited above. They stated that their houses have been severely damaged during heavy rains while Floods of 2022. Subsequently, their affected houses were surveyed by government and declared eligible for the financial assistance for repair and such responsibility for distributing the relief funds was assigned to a NGO namely SAAFCO. However, even after two years, they have not received the approved financial aid while other affected individuals have received three installments of such assistance. Being aggrieved, they sent an application to Deputy Commissioner, Shaheed Benazirabad dated 24.11.2023 but to no avail. Therefore, they 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 was issued to the Chief Operating Officer, Sindh People's Housing for Flood Affected (SPHF), Karachi dated 19.03.2024. In response, he submitted the requisite report dated 07.05.2024. It revealed that cases of the complainants were assessed by provincial and federal authorities. Some claims were found to be ineligible for the grant of

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house reconstruction and some are currently under detailed technical review and will be processed on the confirmation status by the NGO and the technical/Engineering Unit whereas some fall under the “exclusion” category and thus have not been included in the database. However, these cases can be registered through the Grievance Redress Mechanism (GRM) for any consideration regarding placement before the Sindh Cabinet.

4. A copy of Agency’s report was sent to the complainant for filing rejoinder vide letter dated 20.05.2024. In response, the main complainant named Riaz Ahmed Kamboh appeared before the Investigating Officer, Shaheed Benazirabad on 30.09.2024 and vide his written statement withdrew his complaint being satisfied with the Agency’s report.

**FINDINGS:**

5. The complainant, having been satisfied with the Agency’s report, has chosen to withdraw his complaint.

**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 withdrawn.

7. This also disposes of the other similar complaints registered separately vide No. POS/10015/2024/NWS-06 and POS/41/2024/NWS-07.

*Given under my hand and seal of office*



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

Karachi, dated 27<sup>th</sup> January, 2025