



DECISION

Complaint No. : POS/ROK-108/(Khp)/2024

Name and address of the complainant : Mr. IqbalUjjan, S/o SajanUjjan, R/o Kissan Colony, Taluka 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 MisbahTunio, Advisor-J

**DELAY IN RELEASE OF REMAINING APPROVED
INSTALLMENTS TO COMPLAINANT FOR
RE-CONSTRUCTION OF HIS HOUSE DAMAGED DURING
RAINS OF 2022.**

COMPLAINT

Mr. Iqbal Ujjan, resident of Kissan Colony, Gambat, filed a complaint on 07-06-2024 alleging delay in the disbursal of installments for reconstruction of his house despite making numerous visits to the Sindh Rural Support Organization (SRSO) Office in District Khairpur. 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 to date), by condoning the delay in filing it and subject to the submission of copies of relevant documents, an affidavit on Form "A" and a copy of CNIC.

03. After completing the necessary formalities, the matter was forwarded to the District Manager, Sindh Rural Support Organization (SRSO), Khairpur on 31-07-2024 for comments. In response, the District Manager, SRSO Khairpur, informed on 14-10-2024 that, the Sindh People's Housing Foundation (SPHF) had released the first installment of Rs. 75,000/- to the complainant on 02-02-2024. However, the complainant had not yet commenced the reconstruction of the DPC (Damp Proof Course), which is a crucial step for securing the second installment. The D.M. informed that the disbursement of funds was managed solely by SPHF and not by SRSO. SRSO only certified the civil work, which would take place after the complainant completes the reconstruction of the DPC as per the guidelines provided by SPHF and SRSO.

04. The above report of SRSO was shared with the complainant on 23-10-2024 for his rejoinder. The complainant submitted a rejoinder on 06-11-2024 stating that the claim made by SRSO was incorrect as he had already fully completed the reconstruction of house. He provided photographs as evidence of the completed structure of house and requested the release of the second installment without further delay.

05. The rejoinder submitted by the complainant was forwarded to the D.M., SRSO Khairpur on 07-11-2024 for further comments. The D.M. reiterated that the disbursement of the second installment was contingent upon the reconstruction of the house according to the SPHF and SRSO guidelines. He emphasized that the second installment could only be processed after the completion of the DPC as per the required standards. The D.M. also reported that the house was constructed using mud masonry for the plinth, which was not in line with SPHF and SRSO guidelines. Additionally, the size of the constructed room was smaller than the required 200 sq. ft. as per SPHF guidelines. The D.M., SRSO denied the allegations of demanding a bribe of Rs. 100,000/- from the complainant, which Mr. Iqbal Ujjan had raised during a meeting with the Investigating Officer at the Regional Office in Khairpur.

06. In light of the above, the Investigating Officer visited and inspected the structure constructed by Mr. Iqbal Ujjan in Kissan Colony, Gambat, on 02-01-2025, in the presence of the complainant, the District Manager, SRSO Khairpur, and his field engineers from Gambat. It was observed by the Investigating Officer that the civil structure was about one year old and not in accordance with SPHF specifications. The dimensions and height of the room were found to be below the prescribed standards, and the observations made by SRSO were deemed correct. During the visit, the District Manager, SRSO Khairpur, stated that the disbursement of the remaining installments could only occur if the complainant reconstructs the house according to SPHF and SRSO specifications.

FINDINGS

07. The reconstructed house by the complainant, Mr. Iqbal Ujjan, does not meet the specifications and guidelines set by SPHF and SRSO. Therefore, the disbursement of the remaining installments is not possible unless the complainant reconstructs the house according to the prescribed standards. Therefore this complaint is liable to be rejected.

DECISION

08. In light of the foregoing, the complaint is hereby rejected 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 27 January, 2025