



## **DECISION**

**Complaint No.** : POS/9871/ROK-271/(Khp)/2023

**Name and address of the complainant** : Mst. Hazooran Khatoon, Wd/o Qalandar Bux Sahito,  
R/o Near Madina Masjid, Khuhra Road Gambat,  
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 Misbah Tunio, Advisor-J**

**Subject** : **DELAY IN GRANT OF COMPENSATION TO THE  
COMPLAINANT FOR LOSSES DURING THE RAINS OF  
2022.**

## **COMPLAINT**

Mst. Hazooran Khatoon, Wd/o Qalandar Bux Sahito, R/o Khuhra Road Gambat, District Khairpur, filed a complaint on 18-12-2023 stating that her house collapsed due to heavy rains of 2022, resulting in the destruction of household belongings. She mentioned that a survey was conducted by a joint team of the Pakistan Army and Sindh Government Agencies, but no compensation had been granted to her. Therefore, 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), with the delay in filing condoned, subject to the submission of an Affidavit on Form "A" and a copy of the CNIC.

03. After the completion of the necessary formalities, the matter was referred to the Deputy Commissioner, Khairpur, on 12-02-2024 for comments. In response, the Assistant Commissioner, Gambat, forwarded a report from the Mukhtiarkar (Revenue), Gambat, on 07-10-2024. According to the report, Mst. Hazooran, Wd/o Qalandar Bux Sahito, had been provided with one mosquito net and a ration bag. The report also stated that the survey of houses damaged during the heavy rains of 2022 had been completed, and the Sindh Rural Support Organization (SRSO) had been assigned to conduct a re-survey of the damaged houses.

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04. The matter was subsequently taken up with the District Manager of Sindh Rural Support Organization (SRSO), Khairpur, on 17-10-2024 to ascertain the status of the complainant's case. The District Manager of SRSO responded on 28-10-2024 stating that both surveys of the complainant's case had been successfully completed by PDMA and SRSO. However, the complainant's form for compensation had not yet been approved by the Sindh Peoples Housing Foundation (SPHF).

05. On 06-12-2024 the matter was taken up with the Chief Executive Officer of SPHF, 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, Mst. Hazooran, had already reconstructed her house. As per a decision made during the Sindh Cabinet Meeting held on 11-07-2024, reconstructed houses were not eligible for grants. Therefore her complaint was liable to be rejected.

#### **DECISION**

06. In light of the above, the complaint is hereby disposed of as 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 4<sup>th</sup> February, 2025

