



## DECISION

**Complaint No.** : POS/419/ROJ-419(JBD)/2024 and four other similar complaints

**Name and address of the complainant** : Mr. Habibullah s/o Ghazi Khan Seelro, r/o Lashari Mohallah Jacobabad.

**Name of the Agency Complained against** : i) Revenue.  
ii) Sindh Rural Support Organization

**Name & Designation of Investigating Officer** : Mr. Zahid Hussain Buriro  
Director Regional Office Jacobabad

**Vetted by** : Mir Hussain Ali Advisor M

**Subject** : COMPLAINT REGARDING DELAY IN PAYMENT OF COMPENSATION TO THE COMPLAINANT FOR REPAIR OF HOUSE DAMAGED DURING RAINS 2022

### Complaint:

Mr. Habibullah Seelro and four others have filed their complaints against the Deputy Commissioner, Jacobabad and the District Manager, Sindh Rural Support Organization, Jacobabad, regarding delay in payment of compensation for repair of their houses damaged due to heavy rains in 2022. The complainants have therefore requested the Ombudsman's Institution to intervene in the matter.

The details of the four other complaints are as follows:

S.No.	Name of complainants	Complaint No.
1	Mst. Ashraf Khatoon	POS/402/ROJ/402(JBD)/2024
2	Mr. Raja Khan Seelro	POS/418/ROJ-418(JBD)/2024
3	Mr. Taj Muhammad	POS/420/ROJ-420(JBD)/2024
4	Mr. Imran Shah and Amir Shah	POS/62/ROJ-62(JBD)/2025

### Proceedings:

2. The complaints admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 were referred to the concerned offices for comments. In response, the District Manager, SRSO District Office, Jacobabad vide his office letters dated 7.3.2025 and 7.7.2025 reported that the record of the complainants was not available in the documents containing details of the survey and nor in his office. He further stated they can submit their grievances at the Sindh Peoples Housing for Flood Affectees (SPHF) helpline.

3. This stance of the Agency was conveyed to the complainant, who appeared before the Investigating Officer on 24.7.2025 and filed his application dated 24.7.2025 in which he stated that since his name is not in the list of beneficiaries, he will now register his names through the Sindh Peoples Housing for Flood Affectees (SPHF) helpline. He further stated that he is withdrawing his complaint and does not want any further action. The four other complaints being investigated are of similar nature and can be disposed of accordingly.

### Findings:

4. Accordingly, in view of the fact that since the complainants have not been included in the survey report, they are not entitled for payment of compensation and as such, further action on these five complaints are stopped and the same are consigned to record room. They are directed to approach the Sindh Peoples Housing for Flood Affectees (SPHF) for fresh registration/survey.

"Given under my hand and seal of office"

**Sd/-**

(Muhammad Sohail Rajput)

Sitara-e-Imtiaz, PAS

OMBUDSMAN SINDH

Karachi, dated 02<sup>nd</sup> October, 2025

