

## DECISION

### THE COMPLAINT(S)

This institution received complaints from the following during the year 2025 requesting therein for compensation of their houses collapsed during the rains 2022: -

S. No.	Name of the Complainant	Complaint No.	Agency complained against	Date of Institution
1.	Mst. Shabana	POS/ROK-394/(Khp)/2025	SRSO	16-04-2025
2.	Mst. Mumtaz Begum	POS/ROK-398/(Khp)/2025	SRSO	16-04-2025
3.	Mst. Thadal	POS/ROK-402/(Khp)/2025	SRSO	16-04-2025

The complainants stated that they had approached the respective Agency time and again but all in vain. Therefore they sought intervention of Provincial Ombudsman, Sindh, to redress their grievances.

### PROCEEDINGS

- These complaints were 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.
- After completion of codal formalities, the District Manager, SRSO Khairpur was asked for comments, who had reported that applications of these 03 complainants were still under review with SPHF and had not yet been approved.
- Subsequently, the Chief Executive Officer, Sindh People's Housing for Flood Affectees (SPHF), Karachi was moved to intimate status of these applications. In response, the Legal Officer / GRM Focal Person, SPHF Karachi, informed that the houses of these three complainants were classified as partially damaged, and as per the decision of the Sindh Cabinet, partially damaged houses are not eligible for the housing reconstruction grants. The complainants had been apprised accordingly.

### DECISION

- In light of the above, the complaints stand disposed of and is hereby 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<sup>th</sup> August, 2025