



DECISION

Complaint No. : POS/ROK-382/(Khp)/2025

Name and address of the complainant : Mr. Abdul Aleem, S/o Abdul Lateef Phulpoto,
R/o Dawood Goth, U.C Mehar Ali,
Taluka & District Khairpur.

Name of the Agency Complained against : SPHF / Sindh Rural Support Organization (SRSO)

Name & Designation of Investigating Officer : **AHMED BAKHSH GHUMRO,**
Consultant / Incharge, Regional Office Khairpur

Vetted by : **Mr. Ghulam Sarwar, Advisor-J**

Subject : **DELAY IN RELEASE OF 3RD INSTALLMENT FOR RECONSTRUCTION OF HOUSE DAMAGED DURING THE RAINS 2022.**

COMPLAINT

Mr. Abdul Aleem Phulpoto, resident of Village Dawood Goth, Union Council Mehar Ali, Taluka and District Khairpur, filed a complaint on 10-04-2025 stating that his house had collapsed during the rains 2022. After the survey conducted by PDMA and SRSO, two installments were released to him for construction of his house. He has completed the reconstruction work up to the lintel level, which was verified by the SRSO team and the release of the third installment was due to him which had not yet been disbursed. On approaching the SRSO office in Khairpur he was advised to contact SPHF authorities in Karachi. He, therefore, sought the intervention of this Institution to help for releasing of third installment.

PROCEEDINGS

02. 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), by condoning the delay in filing it, subject to submission of an Affidavit on Form "A".

03. After completion of codal formalities, the matter was taken up with the Chief Executive Officer, Sindh Peoples Housing for Flood affectees (SPHF), Karachi, on 16-04-2025 for report. In response, the Legal Officer / GRM Focal Person, SPHF Karachi, reported on 23-04-2025 that the third installment had been disbursed to the complainant on 25-01-2025. Due to a "restricted account error," the payment was not processed by the bank. The complainant was advised to visit the concerned branch to rectify the error.

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04. The Agency's report was shared with the complainant on 30-04-2025 alongwith advice to approach the concerned bank for resolution. On 14-05-2025, the complainant appeared before the Investigating Officer and submitted a letter of appreciation confirming that his issue had been resolved following the intervention of this Institution.

FINDINGS

05. The grievance of the complainant was resolved following the intervention of this Institution.

DECISION

06. In view of the above, the complaint is disposed of as redressed and consigned to record.

“Given under my hand and seal of office”



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 30th June, 2025