



## **DECISION**

**Complaint No.** : POS/7757/2023/HYD/446

**Name and address of the complainant** : Mr. Muhammad Hassan S/o Jaro  
R/o Village Jalal Solangi, P.O Tando Qaisar, Taluka & District Hyderabad.

**Name of the Agency Complained against** : Assistant Commissioner, Taluka Hyderabad.

**Name & Designation of Investigating Officer** : Abdul Wahab Memon, Consultant / Director,  
Regional Office, Hyderabad.

**Vetted by** : **Muhammad Naseer Jamali, Advisor-N**

**Subject** : COMPLAINT AGAINST INORDINATE DELAY IN  
PAYMENT OF COMPENSATION OF COLLAPSED HOUSE  
OF THE COMPLAINANT DURING THE HEAVY RAINS OF  
2022

### **Complaint**

Mr. Muhammad Hassan filed a complaint dated 12.09.2023 wherein he stated that his house collapsed during the heavy rains of 2022. The joint survey team had visited his house and recommended for compensation but the same has yet not been paid to him. Aggrieved by that, he solicited intervention of this Institution.

### **Proceedings**

2 The complaint was admitted for investigation u/s 10 (3) of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 (amended up to date) subject to submission of mandatory Affidavit on Form "A" and other relevant documents and by condoning the delay

3 This office issued notice dated 19.10.2023 to the Assistant Commissioner, Taluka Hyderabad and Mukhtiarkar Revenue Taluka Hyderabad for report, followed by reminders. The Assistant Commissioner and Mukhtiarkar Taluka Hyderabad furnished a joint report dated 26.02.2024 wherein they informed that physical verification of damaged houses was carried out jointly by Pak Army and District Administration. The joint survey reports have been submitted to Sindh Peoples Housing for Flood (SPHF) and an NGO HANDS for necessary action as per policy of Government of Sindh.

4. This office issued a notice dated 12.03.2024 to the District Project Manager HANDS (NGO). The representative of HANDS (NGO) appeared before Investigating Officer Hyderabad on 19.03.2024 who informed that the name of the complainant has been approved. The copy of said report was handed over to the complainant.

**Cond'd.....P/2.....**



(2)

5. The complainant submitted written statement dated 15.11.2024 wherein he confirmed that he has been paid a compensation, amounting to Rs.300,000/-for construction of collapsed house. He extended thanks to this Institution on redressal of his grievance.

**Findings**

6. On the intervention of this Institution, grievance of the complainant has been redressed by the agency.

**Decision**

7. In view of the above and in exercise of powers vested in me under section 11 of Establishment of the office of the Ombudsman for the Province of Sindh Act, 1991 (amended upto date), the complaint is disposed of as redressed.

Given under my hand and seal of the office



**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
*Sitara-e-Imtiaz, PAS*  
**Ombudsman Sindh**

Karachi, dated ~~20~~ March, 2025