



DECISION

Complaint No. : POS/7033/ROK-209/(Khp)/2023

Name and address of the complainant : Mr. Ali Rahbar, S/o Muharam Ali Rind,
: R/o Village Muharam Ali Faqir,
: Bhugro, P.O Shah Abdul Latif University,
: Taluka & 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 PAYMENT OF COMPENSATION FOR RECONSTRUCTION OF HOUSE DAMAGED IN HEAVY RAINS OF 2022.**

COMPLAINT

Mr. Ali Rahbar S/o Muharam Ali Rind, R/o Village Muharam Ali Faqir, Taluka and District Khairpur, filed a complaint on 07-09-2023 alleging a delay in payment of compensation for reconstruction of his house, which was damaged during the heavy rains of 2022. He claimed that a survey was conducted by the Pakistan Army and the Revenue authorities, and his name was included in the list of deserving persons. He further alleged that the concerned authorities made no progress in the matter. Consequently, he requested 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 (amended up to date), by condoning the delay in filing it and subject to the submission of an Affidavit on Form "A".

03. After completing codal formalities, the matter was taken up with the Assistant Commissioner, Khairpur, on 06-10-2023 for comments. In response, the Assistant Commissioner, Khairpur, forwarded a report from the Mukhtiarkar (Revenue), Khairpur, on 19-12-2023 stating that during a joint survey with the Pakistan Army, the house of the complainant, Ali Rahbar Rind, was surveyed, and his name was included in the list. However, no budget or directions had been received for the reconstruction of houses for the rain-affected persons.

04. The Agency's report was shared with the complainant on 26-12-2023 for his rejoinder. In response, the complainant submitted a rejoinder on 01-01-2024 stating that he was not satisfied with the report of the Assistant Commissioner and Mukhtiarkar, Khairpur. He alleged that SRSO was providing compensation only to favourite individuals and requested the issuance of directions to SRSO for the payment of compensation.

05. The matter was subsequently taken up with the District Manager, Sindh Rural Support Organization (SRSO), Khairpur, on 25-04-2024 for comments, along with an up-to-date status of the case. The District Manager, SRSO, responded on 24-09-2024 stating that both surveys of the complainant's house had been successfully completed by PDMA and SRSO. However, the complainant's case has not yet been approved by the Sindh Peoples Housing for Flood Affected (SPHF).

06. On 03-10-2024 the matter was taken up with the Chief Executive Officer, SPHF, Karachi, for an up-to-date position of the case. In response, the Legal Officer / GRM Focal Person of SPHF, Government of Sindh, Karachi, informed on 11-10-2024 that the case had been under investigation because the complainant's wife, Mst. Noor Jehan, was also a registered beneficiary of the SPHF. It was noted that Mst. Noor Jehan had already completed the reconstruction of her house and received housing reconstruction support in accordance with the policy. However, it was important to highlight that as per policy only one family member was eligible for housing support. Complainant's brother Ali Jan received copy of SPHF's report on 06-11-2024 from this office.

FINDING

04. On the basis of report of SPHF, the complaint can not be considered and is liable to be rejected.

DECISION

08. 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 17th February, 2025