



DECISION

Complaint No. : POS/ROK-432/(Khp)/2025

Name and address of the complainant : Mr. Imam Ali, S/o Dhani Bux Brohi,
R/o Village Dhani Bux Brohi,
P.O Ranipur Riasat,
Taluka Kotdiji, District Khairpur.

Name of the Agency Complained against : 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 PAYMENT OF FINAL INSTALLMENT FOR RECONSTRUCTION OF HOUSE DAMAGED DURING 2022 RAINS.**

COMPLAINT

Mr. Imam Ali Brohi, resident of Village Dhani Bux Brohi, Taluka Kotdiji, filed a complaint on 06-05-2025 alleging an inordinate delay in the release of the final installment amounting to Rs.75,000/- for the house reconstructed by his son, which was damaged during the rains 2022. He sought the intervention of this office, stating that despite the passage of one year, the final payment had not been made.

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 its filing and subject to the submission and Affidavit on Form "A".

03. Upon completion of codal formalities, the matter was referred to the District Manager, Sindh Rural Support Organization (SRSO), Khairpur, on 20-05-2025 for comments. Additionally, the Investigating Officer contacted the District Manager telephonically, who stated that the complainant's son had not carried out the construction work in accordance with the specifications provided by SPHF.

04. The Investigating Officer, accompanied by SRSO field staff and the complainant, visited the site at Village Dhani Bux Brohi, Taluka Kotdiji, on 26-06-2025. It was observed that the civil structure constructed by the complainant's son did not conform to the specifications set by SPHF. The findings of SRSO were thus found to be correct. The field staff informed that the final installment could only be disbursed once the structure is reconstructed in line with SPHF and SRSO standards.

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FINDINGS

05. The house reconstructed by the complainant's son does not meet the required specifications and guidelines set by SPHF and SRSO. As such, the disbursement of the remaining installment is not justified unless the deficiencies are rectified. Accordingly, the complaint merits rejection.

DECISION

06. In light of the above, the complaint is **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 6th August, 2025

