



DECISION

Complaint No.	:	POS/4681/ROK-205/2024/Adv-II
Name and address of the complainant	:	Mst. Shahjahan Begum wd/o Syed Muhammad Shah, R/o. II House No.69, Shahi Bazar, Near Waqar Shah Chowk, Luqman, Khairpur.
Name of the Agency Complainant against	:	Revenue Department, Sindh / Sindh People's Housing for Flood Affected.
Name & Designation of Investigating Officer	:	Rehana Ghulam Ali Memon, Advisor (H)
Vetted by	:	
Subject	:	<u>ALLEGED NON-PAYMENT OF COMPENSATION ON ACCOUNT OF LOSSES SUSTAINED BY COMPLAINANT DUE TO DAMAGE OF HER HOUSE DURING HEAVY RAINS IN THE YEAR 2022, ETC.</u>

COMPLAINT

Mst. Shahjahan Begum wd/o Syed Muhammad Shah filed a complaint on 04.10.2024 stating that she had submitted an application dated 30.08.2022 to the Deputy Commissioner, Khairpur Mirs for grant of compensation in respect of her damaged house during the heavy rains of 2022 but neither survey of her house was carried out nor any compensation was granted. She alleged that other affectees were given compensation in the year 2023-24.

2. She added that her son Mr. Dalair Abbas had also submitted such application on 09.08.2024 to the Director, Provincial Disaster Management Authority (PDMA) Karachi, who forwarded the same to Staff Officer, Senior Member, Board of Revenue / Relief Commissioner, Sindh vide letter dated 23.08.2024 for necessary action. The Additional Relief Commissioner Sindh, Hyderabad vide letter dated 06.09.2024 forwarded the same to Deputy Commissioner Khairpur Mirs for comments. She therefore, requested this Institution to issue directives to the concerned authorities to conduct joint survey of her damaged house and grant compensation.

PROCEEDINGS

3. The complaint was admitted on 18.10.2024 under Section 10 of the Establishment of Office of the Ombudsman Sindh for the Province of Sindh Act, 1991, (Amended up to date) by condoning delay as per section 10 (3) of the Act subject to submission of Affidavit on Form-A.

4. The matter was taken up with the Deputy Commissioner, Khairpur as well as District Manager, Sindh Rural Support Organization (SRSO), Khairpur vide letters dated 05.11.2024.

5. The District Manager, SRSO, District Khairpur vide letter No.SRSO/Khp/SPIIF/0088/2024 dated 19.11.2024 reported that survey of the complainant's house was not carried out by the PDMA and the SRSO is unable to take any action as the beneficiary's CNIC No.45203-0777401-2 is not mentioned in the survey list provided by the SPIIF (Sindh People's Housing for Flood Affected). It was further reported that the SRSO fulfills its responsibility by conducting the survey of those houses whose data is provided by Sindh Government but in this case no data regarding survey was handed to them which limits them to address the specific case. Copy of the report of SRSO was shared with the complainant vide letter dated 26.11.2024 for comments / rejoinder.

6. A report dated 28.11.2024 received from the Office of the Deputy Commissioner Khairpur also states the same version as in para-5 above.

7. The complainant furnished her rejoinder on 06.12.2024 and stated that she had submitted application for grant of compensation on 30.08.2022 well in time but survey of her house was not carried out, however survey of other houses was carried out by the concerned officers. She added that at the time of survey she was at Karachi. She reiterated for grant of compensation of her damaged house.

8. A letter dated 24.12.2024 was issued to the Chief Executive Officer, Sindh Peoples Housing For Flood Affectees (SPHF), Karachi for submission of detailed report indicating the reasons of not considering complainant's damaged house in the survey alongwith suggestions / recommendations to give relief to the complainant.

9. The Legal Officer / GRM Focal Person, SPHF vide letter NO.SPHF-GRM/2024-164 dated 24.12.2024 reported that the applicant is not part of the database. As per the decision made in the Sindh Cabinet meeting held on July, 11.2024, the mechanism for handling exclusion cases through the GRM System has been approved. The cases of "Exclusion" can be registered at GRM Number 021-111-222-400, post registration the matter will be accounted as per operating procedures defined for the same. Consequently, steps such as (a) Registration of Exclusion Cases in GRM (b) Validation by SPHF implementing Partners / NGOs (c) Review and verification by SPHF (d) Inclusion in MIS for Eligibility of Housing Support with Board Approval, shall be followed to assess the damage related to these exclusion cases. He suggested to direct the complainant to follow the process and apply in GRM thereafter SPHF will take action. He also informed on phone that initial survey was carried out by Government of Pakistan and Army which was further validated by SPHF Implementing Partners / NGOs. Her house was not surveyed because of her absence on her premises affected by flood 2022. She also informed the same in her rejoinder mentioned in para-7 above.

10. Copy of the above report dated 24.12.2024 of SPHF was handed over to the complainant's son with an advice to contact the aforementioned GRM Number and get registration under intimation to this office. The complainant's son vide letter dated 31.12.2024 informed that as per suggestions, he contacted GRM No.021-111-222-400 and provided required formalities / details and got registered his mother's case and requested for early survey and payment of compensation on account of damages in floods 2022.

11. The SPHF also confirmed the registration of her case and was asked on 01.01.2025 to intimate the time period of whole process of resolution as indicated in para-10.

12. In response, the Legal Officer / GRM Focal Person, SPHF, vide letter No.SPHF-GRM/2025-02 dated 13.01.2025 reported that applicant's complaint is registered in the GRM System under the Exclusion category with GTN Number:301224NKFS and determination of being eligible or otherwise may take 90-120 days and assured to share the post-assessment findings with this Institution. The report was shared with the complainant vide letter dated 16.01.2025.

FINDINGS

13. The following facts emerged as a logical outcome of the proceedings:

- I. That complainant had applied for grant of compensation of her house (which was damaged during the heavy rains of 2022), on 30.08.2022 well in time but survey of her damaged house was not carried out as she was not present at her premises as she was in Karachi.

- II. As per advice of SPHF, the complaint has been registered in GRM System and after the eligibility, the process will take 90 to 120 days.

DECISION

14. In view of the above and in exercise of powers vested in me under Section 11 of Establishment of the Office of Ombudsman for the province of Sindh Act, 1991 (amended upto date), I hereby direct the Chief Executive Officer, Sindh Peoples Housing for Flood Affected, Karachi to take further steps in processing the case of the complainant and provide the relief to her, if found eligible as per approved Government policy under intimation to this office.

15. The case is disposed off accordingly.

Given under my hand and seal of office.

