



DECISION

Complaint No. : POS/732/ROK-21/(Khp)/2023

Name and address of the complainant : Mr. Safdar Ali,
(S/o Atta Muhammad Kharal) & others,
C/o Aziz Book Depot,
Gambat, District Khairpur.

Name of the Agency Complained against : Revenue Department

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

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

Subject : **COMPLAINT REGARDING DELAY IN PAYMENT OF COMPENSATION FOR DAMAGES CAUSED BY HEAVY RAINS IN 2022.**

COMPLAINT

Mr. Safdar Ali and other residents of Taluka Gambat filed a complaint on 05-01-2023, stating that due to the overflow of a drain (*nala*) during rain in 2022 their houses collapsed. They alleged that the Government Authorities failed to remove stagnant rainwater from their area and no relief was provided to them by the Deputy Commissioner, Khairpur from the relief funds. They, therefore, sought 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, subject to submission of an Affidavit on Form "A" and a copy of the CNIC.

03. Upon completion of codal formalities, the matter was taken up with the Assistant Commissioner, Gambat, on 20-02-2023. In response, the Assistant Commissioner forwarded a report from the Mukhtiarkar (Revenue), Gambat, dated 20-03-2023, stating that complainant Mr. Safdar Ali had been provided with one mosquito net and a ration bag.

04. The report was shared with the complainant on 14-04-2023 for rejoinder. In reply, the complainant submitted a rejoinder on 08-05-2023, describing the Mukhtiarkar's report as false and inaccurate.

05. Accordingly, further comments were called from the Assistant Commissioner, Gambat, on 10-05-2023. A subsequent report from the Mukhtiarkar, Gambat, reiterating the earlier stance, was received on 21-08-2023.

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06. The matter was also taken up with the District Manager, Sindh Rural Support Organization (SRSO), Khairpur, on 06-02-2025. The District Manager responded on 10-02-2025, confirming that the complainant had received two installments amounting to Rs. 175,000/- from the Sindh People's Housing for Flood Affectees (SPHF) for reconstruction of his damaged house. He further stated that the third installment would be released upon completion of construction up to the lintel level.

07. This report was shared with the complainant on 18-02-2025. The complainant voluntarily appeared before the Investigating Officer on 05-05-2025 and submitted a written statement, confirming that he had received all installments for the reconstruction of his damaged house. He also acknowledged that the co-complainants had received their respective compensation as well. Expressing gratitude for the Institution's efforts, he requested closure of the case.

FINDINGS

08. The complainant's grievance has been resolved as a result of this Institution's intervention.

DECISION

09. In view of the above, the complaint stands **disposed of as redressed** and is accordingly **consigned to record**.

"Given under my hand and seal of office"



Sd /-

(MUHAMMAD SOHAIL RAJPUT)

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated 14th June, 2025