



## DECISION

**Complaint No.** : POS/156/ROJ-156(JBD)/2024 and two other similar complaints

**Name and address of the complainant** : Mr. Azhar Ali Shah s/o Atta Muhammad Shah, r/o village Qadirpur Taluka and District Jacobabad.

**Name of the Agency Complained against** : 1. Revenue Department.  
2. Sindh Rural Support Organization

**Name & Designation of Investigating Officer** : Mr. Zahid Hussain Buriro  
Director Regional Office Jacobabad

**Vetted by** : Mir Hussain Ali Advisor-M

**Subject** : COMPLAINT REGARDING DELAY IN PAYMENT OF COMPENSATION FOR CONSTRUCTION OF HOUSE DAMAGED DUE TO HEAVY RAINS IN 2022.

### Complaint:

Mr. Azhar Ali Shah and two others have filed their complaints against the Deputy Commissioner, Jacobabad and the District Manager, Sindh Rural Support Organization Jacobabad regarding delay in payment of compensation for repair of their houses damaged due to heavy rains in 2022. The complainants have therefore requested this Institution to intervene in the matter.

The details of the two other complaints are as follows:

SNo.	Name of complainants	Complaint No.
1.	Mst. Bibi Husna Begum	POS/2135/ROJ-92(JBD)/2024
2.	Mst. Bibi Husna Begum.	POS/1769/ROJ-57(JBD)/2024

### Proceedings:

2. The complaints admitted under Section 10 of the Establishment of the office of Ombudsman for the Province of Sindh Act, 1991 were referred to the concerned offices for comments. In response, the District Manager, SRSO Jacobabad vide his office letter dated 4.12.2024 reported that the survey was conducted in the name of Bibi Husna, while the documentation and verification were completed in her son Azhar Shah's name. He further reported that the first instalment of compensation was also deposited into Azhar Shah's personal account at HBL Bank. Accordingly the case has been forwarded to the SPHF Head Office, Sukkur on 3<sup>rd</sup> December 2024 for necessary correction which will be resolved within 15 days. The Legal Officer/GRM Focal Person, SPHF Sukkur vide his office letter dated 10.1.2025 reported that the applicant's case was under re-verification and now stands cleared, and disbursement will be made accordingly.

3. The RGM SRSO District Jacobabad vide his office letter dated 11.4.2025 informed that the issue regarding discrepancy in information about Azhar Ali Shah CNIC, has been resolved, and the second installment has been disbursed from the SPHF into his personal account.

4. These facts were also confirmed from the said complainant personally on his cell phone on 14.4.2025.

### Findings:

5. In view of the above facts, these three complaints are consigned to the record room as the grievances of the complainants have been redressed.

"Given under my hand and seal of office"

**Sd /-**

(Muhammad Sohail Rajput)  
Sitara-e-Imtiaz, PAS  
OMBUDSMAN SINDH  
Karachi, dated 3<sup>rd</sup> July, 2025

