



## DECISION

Complaint No. : POS/1466/SKK-19/2022

Name and address of the complainant : Mr. Altaf Hussain Panhwar,  
R/o. House No. 3, Gulistan Colony,  
Khairpur.

Name of the Agency Complained against : Director General, National Institute of Labour Administration,  
Training (NILAT), Labour Department, Govt. of Sindh, Karachi

Name & Designation of Investigating Officer : Mr. Nazir Ahmed Dhoon,  
Director, Regional Officer, Sukkur

Vetted by : Mr. Ghulam Abid Shaikh,  
Advisor-K

Subject : **COMPLAINT REGARDING NON-PAYMENT OF  
OUTSTANDING RENT OF BUNGALOW OF THE  
COMPLAINANT.**

### COMPLAINT

Mr. Altaf Hussain Panhwar, filed a complaint on 11.03.2022 regarding non-payment of outstanding rent of his bungalow rented to National Institute of Labour Administration Training (NILAT), Labour Department, Government of Sindh, Karachi. After exhausting his efforts, he solicited our intervention in the matter.

### PROCEEDINGS

2. The complaint was admitted under Section 10 of the Establishment of the Office of Ombudsman for the Province of Sindh, Act. 1991 (amended upto date), after receiving mandatory Affidavit on Form "A" and other relevant documents. The matter was taken up with the Director General, National Institute of Labour Administration Training (NILAT), Labour Department, Govt. of Sindh, Karachi vide this office letter dated: 20.04.2022 followed by reminders. In response, the Superintendent NILAT submitted report dated: 23.08.2022 informing that they have paid the rent upto 30.06.2022, but due to Covid-19, the Finance Department did not allocate required funds to clear the liabilities, therefore, as and when the funds are received from Finance Department, the complainant's liability will be cleared.
3. Later-on, the Director NILAT submitted report dated: 11.07.2023 informing that an amount of Rs.768,000/- has been paid as rent of office building as well as partial arrears to the complainant. The remaining arrears would be paid to him out of the budgetary allocation for the Financial Year 2023-24.



4. A copy of said report was sent to the complainant for his rejoinder vide this office letter dated: 26.07.2023. In response, he vide his rejoinder dated: 23.08.2023, confirmed the receipt of above amount but requested for early payment of remaining dues. The request of the complainant was passed on to NILAT for early settlement of complainant's dues.
5. In response, the Director General NILAT vide his report dated: 28.08.2024 informed that an amount of Rs.390,000/- has been paid to the complainant in the month of June, 2024 which was also confirmed by the complainant but he requested for payment of remaining amount of Rs.78,000/-.
6. Later-on, the complainant vide his another letter dated: 16.01.2025 confirmed that all outstanding of rent has been paid to him. Hence, he requested to close the case as his grievance has been redressed.

**FINDINGS**

7. Due to intervention of this Institution, the complainant has been paid entire outstanding amount as confirmed by him vide his letter dated: 16.01.2025. Hence, no further action is required.

**DECISION**

8. In view of the above, the complaint stands fully redressed and disposed of accordingly.

*Given under my hand and seal of office.*



**Sd /-**

**(Muhammad Sohail Rajput)**

Sitara-e-Imtiaz. PAS

Ombudsman, Sindh

Karachi, dated: 7<sup>th</sup> February, 2025