



## **DECISION**

Complaint No. :  
Name and address of the complainant : POS/45/2024/KM/KW  
Name of the Agency Complained against : Syed Karrar Haider R/o. House No. 533- KMC, Sector 11 ½ Gali No. 3, Aziz Nagar, Phase-2, Orangi Town, Karachi.  
Name & Designation of Investigating Officer : Director General, Labour Department, Karachi.  
Vetted by : Mr. Aftab Ahmad Khatri, Director, Regional Office, Keamari/West  
Subject : Mr. Muhammad Naseer Jamali, Advisor-N.  
**COMPLAINT AGAINST M/S. HINA ENTERPRISES ALLEGING NON-PAYMENT OF OVERTIME TO THE COMPLAINANT.**

### **COMPLAINT**

Syed Karrar Haider filed a complaint dated 22.10.2024 wherein he stated that he was an employee of M/s. Hina Enterprises from 2005 to 2012 but he was not paid overtime by the company. He has calculated his overtime dues, amounting to Rs. 1,152,000/- for the period from 2005 to 2012. He approached the employer repeatedly for payment of overtime but to no avail. Aggrieved by that, he solicited intervention of this Institution.

### **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 up to date) subject to submission of mandatory affidavit on Form-A, and other relevant documents and by condoning the delay.
3. This office issued a notice dated. 31.10.2024 to the Director General, Labour Department, Karachi and CEO, M/s Hina Enterprises for report. In response, Mr. Muhammad Abdul Rub, CEO, M/s. Hina Enterprises appeared before the Investigating officer, Keamari, Karachi on 06.01.2025 and filed a written statement that admissible dues of the complainant were cleared when he left his job in 2012. The complainant approached this Institution after 12 years without any justification.
4. The statement of CEO M/s. Hina Enterprises was sent to the complainant for rejoinder vide letter dated 24.01.2025 and directed to attend the hearing but he did not respond.

### **FINDINGS**

5. The investigation of the complaint did not establish mal-administration against the agency. The complainant had never approached the Labour department for redressal of his grievance.

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**DECISION**

6. In view of the above, and in the exercise of powers vested in me under Section 11 of the Establishment of the Office of Ombudsman for the Province of Sindh Act, 1991 (amended to date), the complaint is disposed of as rejected.

*Given under my hand and seal of the office*

**Sd /-**  
**(MUHAMMAD SOHAIL RAJPUT)**  
*Sitara-e-Imtiaz.* PAS  
Ombudsman, Sindh

Karachi, dated; **7<sup>th</sup>** March, 2025

