

NATIONAL HIGHWAY AUTHORITY

Admin Wing (Personnel-I)

No 22(1)-Admn (P-I)/NHA/18/1237

Nov 23, 2018

OFFICE ORDER**Sub:- Establishment of Complaints Cell in NHA**

The competent authority has been pleased to approve establishment of a Complaints Cell to ensure timely action on the part of NHA in respect of the complaints at the following web-portals:-

	Description	Address
i.	NHA web portal	http://nha.gov.pk/en/complaints-form/
ii.	PM's Delivery Unit web portal	http://pmdu.pmo.gov.pk

2. In this regard, the competent authority has further been pleased to order the following posting/ transfer in the public interest:-

Sr #	Name & Designation	Present Posting	New Posting
a.	Mr. Shehbaz Hussain DD (Admn) BS-18	Director (Secretariat) NHA, HQ (in his own pay & scale)	Director (Complaints Cell) NHA HQ (in his own pay & Scale) / Focal person for PM's Delivery Unit in place of Mr. Asim Khan, Dir (Legal) Lookafter charge of Dir (Coord) NHA, HQ (in own pay & scale) in addition to his present assignment Ch. Irshad Ali, AD (MIS) will continue to assist Dir (Complaints Cell) as technical person
b.	Mr. Muhammad Hasan Shafqaat, DD(Admn) BS-18	Dir (FRD) NHA, HQ (in his own pay & scale)	Look after charge of Director (Secretariat) NHA, HQ (in his own pay & scale) in addition to his present assignments

3. Mr. Shehbaz Hussain, in his capacity as Director (Complaints Cell) will report to Member (Planning) with the following TORs:-

- He will download complaints concerning NHA from the above web portals and refer to the concerned offices / officers for response/ compliance immediately.
- He will liaise, coordinate and collect necessary response / compliance from concerned offices / officers and ensure their submission to the concerned quarters within a week time.
- He will also inform the complainants about the action being taken / under process, pending final reply / compliance.

4. This issues with the approval of Chairman NHA.


(BARKAT ALI)
Director (Personnel)

Distribution:

- All Members (HQ/Zones/MWs)/PC
- All GMs (HQ/Regions/Projects) NHA
- All Dirs (HQ/Regions/Projects) NHA
- Officers Concerned
- All DDs (HQ/Regions/Projects) NHA
- DD (Audit) NHA HQ
- AD (HRMIS) NHA, HQ
- Master File
- Personal Files

CC:

- SO (Roads) MOC, Islamabad.
- Dir (MIS) NHA, HQ --- To be uploaded on NHA website.