

NATIONAL HIGHWAY AUTHORITY

Secretariat Section

No 50/190/FP/Secy/NHA/15-565 Islamabad the, May 14, 2015

Sub: **Standing Operating Procedures (SOP) for Complaint Redressal of Grievances of Overseas Pakistanis**

1. Preamble

- 1.1 The National Highway Authority through Ministry of Communications if receive any complaints from Non-resident Pakistanis or their representatives will provide redressal on priority appropriately.
- 1.2 In order to ensure that the benefits of these programmes reach the targeted people, in the intended manner, it is essential to address these complaints seriously and effectively. For the purpose, a redressal mechanism is of utmost importance.
- 1.3 Keeping this in view, the National Highway Authority evolved the following Standing Operating Procedures for addressing complaints to be received to NHA.

2. Composition

- 2.1 Pursuant to the directions of Federal Ombudsman, Chairman NHA has been pleased to nominate Secretary NHA as the 'Focal-Person' to deal with complaints/references to be received from Overseas Pakistanis in NHA.
- 2.2 An advisory council comprising of the following officers is framed to work in this respect under direct control of the Chairman NHA, viz :
 - o Secretary, NHA HQ
 - o General Manager (Engg-Coord) HQ
 - o Director (Legal- Bureau) HQ

3. Scope

- 3.1 The scope of the respective advisory council will be :
 - a. To deal with issues raised by Overseas Pakistanis in connection with NHA matters.
 - b. To recommend further course of action on complaint (s)/ reference(s).
 - c. To address individual or systematic issues of such Overseas Pakistanis.

- d. To convene monthly meeting of Advisory Council to address Grievances of overseas Pakistanis if lodged with NHA and modes of redressal for onward recommendations to the respective authority.
 - e. Any other matter/ issue or reference of acute importance be deliberated as deem fit and appropriate by the respective Advisory Council.
- 3.2 Office of the Secretary NHA will arrange, convene and draft the minutes of meeting(s) on each complaint and upload all or any proceedings on the website of NHA with the approval of Chairman duly developed by MIS Wing of NHA HQ for the purpose.
- 3.3 E-mail address in this regard is grievances-pak@nha.gov.pk.

4. Procedure

- 4.1 All complaints requiring enquiry by the Advisory Council will be submitted in the prescribed form available on website duly attached to these SOPs. The complaint will be entered in a Common Register to be maintained in the office of Secretary NHA.
- 4.2 The gist of the complaints enquired into by Advisory Council along with the status of actions on those complaints will be uploaded and updated on the website of the NHA through MIS Cell.
- 4.3 The advisory Council upon receipt of a complaint, will categorize the complaint into '(urgent, normal, trivial, anonymous). The 'trivial/anonymous' cases may be disposed off straightway.
- 4.4 The Advisory Council will refer the case to concerned wing, preferably through electronic means, to enquire into the complaints to convey comments with relevant record within such period as may be specified, not exceeding thirty (30) days.
- 4.5 Where prima facie, in any 'serious' case, the facts alleged are so serious, and where time is of the essence for purposes of verification, Institutional Level Monitors may be nominated by the advisory council for enquiring into the matter.
- 4.6 The Advisory Council will forward such 'serious' complaints, which need to be investigated by nominated Institutional Level Monitors, to the concerned wing/region in electronic form along with a gist of the specific issues needing investigation.

5. Disposal

- 5.1 On completion of necessary process on a complaint, the complainant or his representative and the case referring authority i.e. Honorable Ombudsman through Grievance Commission Cell will be informed with the approval of the

Chairman.

5.2 Record of such cases will be secured for three years of the final action. Further disposal of record will be scrutinized by the Advisory Council after prescribed period and will either be:-

- i. Placed in main record room of NHA for certain period as deem appropriate by the Advisory Council.
- ii. Destroyed if no more required.

5.3 However, copy of complaint and final decision/orders will be scanned and kept as soft copy in record.

Secretary, NHA

Submit Online Complaints

| | | | |
|-------------------------------|--|--------------------------------|--|
| Name | <input type="text"/> | Father Name | <input type="text"/> |
| CNIC / NICOP | <input type="text"/> | Passport No | <input type="text"/> |
| Ph: (Off) | <input type="text"/> | Ph: (Res) | <input type="text"/> |
| Mobile | <input type="text"/> | Email | <input type="text"/> |
| Fax | <input type="text"/> | Present Living Foreign Country | <input type="text" value="Please Select"/> |
| Your Province in Pakistan | <input type="text" value="Please Select"/> | Your City in Pakistan | <input type="text" value="Please Select"/> |
| Local Address (in Pakistan) | <input type="text"/> | Foreign Living Address | <input type="text"/> |
| Department/Agency | <input type="text" value="Please Select"/> | Case Type | <input type="text" value="Please Select"/> |
| Attachment / Evidence | <input type="text" value="Browse..."/> | | |
| Details / Grievances | <input type="text"/> | | |

The email shall be go to grievance-pak@nha.gov.pk