

Housing Complaints Cell

Standard Operating Procedures (SOPs) for Grievance Redressal/ Complaints Handling at ERRA

A. General Complaints

<i>S.No.</i>	<i>Complaint/s</i>	<i>Procedure</i>
1.	<p><u>Forwarded by</u></p> <p>President’s Secretariat Prime Minister’s Secretariat Governors Chief Minister/s Federal/ Provincial Minister/s including the Minister for Kashmir Affairs and Northern Areas (KANA)</p> <p>President of AJK Prime Ministers of AJK Chairman ERRA Deputy Chairman ERRA CoS/D.G. s of ERRA Senior Authorities of Military Human Rights Commission</p>	<ul style="list-style-type: none"> ➤ Diarize the complaint/s. ➤ Enter the complaint in the Housing Complaints Manager (HCM) Software ➤ Check/ verify the complaint/s whether genuine or not ➤ Prepare draft reply and send it to the D.G. (Housing) for approval ➤ Send the approved reply directly to the affecttee with the copy to the forwarding authority ➤ In case of specific directions from the higher authority, send the approved reply directly to the forwarding authority with a copy to the affecttee. ➤ Enter compliance in the Register and the Housing Complaints Manager software. <p>Timeline: Seven days</p>
2.	<p><u>Through</u></p> <p>Director General SERRA/PERRA</p>	<ul style="list-style-type: none"> ➤ Diarize the complaint/s ➤ Enter the complaint in the Housing Complaints Manager (HCM) Software ➤ Check/ verify the complaint/s whether genuine or not ➤ Prepare draft reply and send it to the D.G. (Housing) for approval ➤ Send the approved reply directly to the affecttee with the copy to the forwarding authority

		<ul style="list-style-type: none"> ➤ In case of specific directions from the D.G. PERRA/ SERRA, send the reply directly to the forwarding authority with a copy to the affecttee. ➤ Enter compliance in the Register and the Housing Complaints Manager software. <p>Timeline: Fifteen days</p>
3.	<p><u>Addressed to</u></p> <p>Director Housing Complaints Program Managers Other offices of ERRA</p> <p><u>Forwarded by</u></p> <p>Government offices other than mentioned at Serial #1.</p>	<ul style="list-style-type: none"> ➤ Diarize the complaint/s. ➤ Enter the complaint in the Housing Complaints Cell (HCC) Software ➤ Check/ verify the complaint/s whether genuine or not ➤ Send the case for approval from the D.G. (Housing) when the request is to be regretted being invalid ➤ Send the reply directly to the affecttee with the copy to the forwarding authority ➤ Enter compliance in the Register and the Housing Complaints Manager software. <p>➤</p> <p>Timeline: Fifteen days</p>
4.	Visitor/s	<ul style="list-style-type: none"> ➤ Enter the complaint in the Housing Complaints Manager (HCM) Software ➤ Check/ verify the complaint/s whether genuine or not ➤ After discussion with PM (RH) , intimate the status to the complainant ➤ Send the case for approval from the D.G. (Housing) when the request is to be regretted being invalid ➤ If further guidance is required, discuss the case/s at appropriate level at ERRA ➤ Intimate the decision in writing/ on his available contact no. and also enter in the Housing Complaints Manager software. <p>Timeline: One day</p>

B. Complaints through Wafaqi Mohtasib

Procedure of Entry of Complaint

- Diarize the complaint
- Open separate file for each case
- Enter the complaint in the Housing Complaints Manager (HCM) software
- Check/ verify the complaint/s whether valid or not
- Send draft reply/ comments to the Legal Advisor (LA), ERRA, for vetting within three days.
- Approved reply will be sent to the Wafaqi Mohtasib
- Approved reply will be directly sent to the Wafaqi Mohtasib in the other cases if same/similar issue appears in the complaint and LA has already approved that
- Routine correspondence will be made by the Housing Complaints Cell without approval.
- When order is received, enter in the Housing Complaints Manager software and register of Wafaqi Mohtasib cases with the decision of the case

Implementation of Decision

If Favourable Decision

- If decision is in favour of ERRA, place the order in the file.
- If at later stage, the complainant prefers Representation to the President of Pakistan, draft reply/ comments will be sent to the Legal Advisor (LA), ERRA, for vetting.
- Approved reply will be sent to the Law Division
- When decision is received from the President of Pakistan, place the order in the file.
- If again in ERRA's favour, No further action is required. File will be closed.
- If against ERRA, implement it after formal approval from the Principal Accounting Officer (PAO) of ERRA i.e. Deputy Chairman

If Order is against ERRA and Reconsideration is required

- If order is **against ERRA** and **Reconsideration** is required, prepare reply and send to the Legal Advisor for approval.
- Send the approved Reconsideration Petition to the Wafaqi Mohtasib
- When again order is received, enter in the register of Wafaqi Mohtasib cases with the Decision of the case
- If decision is in favour of ERRA, place the order in the file.
- If at later stage, the complainant prefers Representation to the President of Pakistan, draft reply/comments may be sent to the Legal Advisor (LA), ERRA, for vetting .
- Approved reply will be sent to the Law Division
- If order is in ERRA's favour, no further action is required. File will be closed.
- If order is against ERRA, implement it after formal approval from the Principal Accounting Officer (PAO) of ERRA i.e. Deputy Chairman

If Order is against ERRA and Representation to the President of Pakistan is required

- If case is against ERRA and **Representation** is required, prepare reply and send through the Legal Advisor for approval from the Deputy Chairman
- Send the Representation to the President of Pakistan
- If order is in ERRA's favour, No further action is required. File will be closed.
- If against ERRA, implement it after formal approval from the Principal Accounting Officer (PAO) of ERRA i.e. Deputy Chairman

Additional SoPs

1. Complaints on telephone will be entered in the Housing Complaints Manager and status will be informed to the caller.
2. Individual cases will be handled by the Housing Complaints Cell as per routine. However, it is suggested that in case of lists, the cases will be responded/ handled only if these are endorsed by the Public representatives i.e. Senators, MNAs/ MPAs or the higher official channels.

