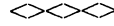


GOVERNMENT OF PAKISTAN
MINISTRY OF HOUSING AND WORKS



No. F.6(10)/2016- Admn-I

Islamabad, the 27th September, 2016

Subject: **ESTABLISHMENT OF PUBLIC COMPLAINTS RESOLUTION MECHANISM**

I am directed to refer to the Wafaqi Mohtasib Secretariat, Islamabad's communication No.4(7) LJCP/SL/WMS/2016 dated 8th September, 2016 on the subject note above and to say that the following action has been taken in the Ministry of Housing & Works as per Wafaqi Mohtasib Secretariat recommendations as under:-

<u>Recommendation</u>	<u>Action taken</u>
Establishment of Public Complaints Resolution mechanism under the supervision of an officer of BS-19 or above as focal person, with a Complaint Officer who will receive the complaints, register the same and put up to the Focal person. He will keep track of the progress and will also inform the Ombudsman for non response of complaints/letters. He would also make ensure that every complaint or public letter received by him will be properly registered, uploaded and processed on the web system provided by Federal Ombudsman Secretariat as per time line	Mr. Jameel Ahmed Khan, Deputy Secretary (Admn) has been assigned the duty to supervised Public Complaints resolution mechanism with in the Ministry. He has also been designated as Complaint Officer who will receive the complaint.
All agencies may ensure Installation of Helpline for Public complaints and guidance (User and access nos.) before the next meeting.	Section Officer (General) has been requested to take up the matter with NTC for installation of Helpline for public complaints. Whereas Email address is as s under:- <u>Email address:-</u> focalpersonmohw@gmail.com
Notification/display of brochures/printed material regarding ambit of Ministry/Division/Attached Departments/Subordinate offices/Organizations for public guidance and awareness be ensured before the next meeting.	A notice board has been fixed to display notifications, broachers/printed material regarding ambit of this Ministry.
The Ministry/Division/Attached departments/Subordinate Offices/Organizations should design a mechanism of feed back to inform the complaints about status of their complaints before the next meeting. Complaint policy and procedure must be displayed at website and on prominent premises of the organization. All complaints should be treated as urgent and handled in a timely manner as suggested and the mechanisms should be submitted before next meeting in Federal Ombudsman Secretariat	The Ministry shall take steps to design a mechanism of feed back to inform the complainants about status of their complaints.

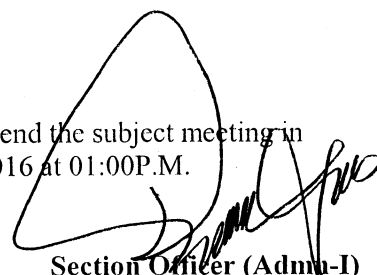
2. The following action has also been taken in the Ministry of Housing & Works as per recommendation of Wafaqi Mohtasib Secretariat as under:-

Recommendation	Action taken
The contents of letter NO. LJCP/SL/WMS/2016 dated 8 th August, 2016 may be implemented in letter and spirit.	The contents of said letter has been implemented in the Ministry in letter and spirit.
List of focal persons and Complaint Offices of all Ministries/Divisions/Attached departments/Organizations may be provided containing names, Designations, Office Phone Number, Cell Number, email address etc within three days. This information be also fixed on agencies notice board and websites for public awareness.	List of Focal persons and complaint officers of Ministry of Housing & Works and its attached department is enclosed at Flag-B .
Helpline for public complaints and guidance may be installed. All relevant Organization may through their respective controlling Ministries approach to the IT Division for installation of help line. Ministry if IT will fully cooperate in this regard with all agencies and will submit report before the next meeting	Section Officer (General) has been requested to take up the matter with NTC for installation of Helpline for public complaints.
Standies containing information regarding Focal persons, Complaints Officers, Ombudsman contacts numbers etc may be installed at prominent places in the Ministries/Divisions/Departments/Organizations	Complaints box has already been placed at First Floor of the Ministry. Whereas, information regarding Focal Persons, Complaints Officer, Ombudsman contacts number has been installed at notice board in the Ministry.
Notification/display of brochures/printed material regarding ambit of Ministry/Division/Attached Departments/sub-ordinate offices/Organizations for public guidance and awareness be ensured on websites and on notice board.	A notice board has been fixed to display notifications, broachers/printed material regarding ambit of this Ministry
Demonstration to all Focal person along with their Complaints officers will be arranged by WMS in next meeting. The system will be launched in presence of Complaint Authorities (Secretaries of the Ministries/Head of Organizations) and Federal Ombudsman	The focal person alongwith their complaints officers will present in WMS in next meeting on 28.9.2016.

(Qudrat Ali Khan)
Section Officer (Admn-I)
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CC: 1) APS to Senior Joint Secretary (H&W).
2) APS to Deputy Secretary (Admn) with the request to attend the subject meeting in Conference Room of Wafaqi Motasib Secretariat on 28.9.2016 at 01:00P.M.


Section Officer (Admn-I)