

SOPs For Complaints Handling at PEIRA

In order to make outcome-oriented efforts with regards to complaints' resolution/ grievance redressal by ICT- PEIRA, the following standard operating procedures shall be adhered:-

- 1. Establishing Validity of Complaints:** After receiving complaints (online through PMDU or physical receiving of complaint in writing), the authorized complaint handling officer shall establish the validity of a complaint through:-
 - i.** Checking whether the complainant has given a complete name, CNIC No. Valid Mailing Address and Contact details.
 - a.** However, complaints received online / through PMDU will be dealt as per procedures. In case, validity of the complaint is not established, the complaint shall be disposed-off at this stage.
 - ii.** Assessing if a complaint received pertains to aims, objectives, functions and power of ICT-PEIRA as stated in PEIRA's Act, 2013.
 - a.** It shall also be examined whether the content of complaint is clear, unambiguous and the grievance stated in a complaint is actionable and redressable, i.e. relief (in any form) can be granted

- iii. In case, a complaint does not pertain to functions and territorial jurisdiction of ICT-PEIRA, it will be communicated to the complainant that “the complaint does not fall under jurisdiction of ICT-PEIRA” so it may taken up with the quarters concerned, and henceforth, to be considered disposed off.
- iv. Whereas, a complaint shall not be considered if filed after the expiration of impact timeline (in case of ICT-PEIRA’s regulatory directives).

2. **Acceptance of a Complaint and Action to be taken:** After assessing a complaint on afore-stated parameters, the qualifying complaint shall be accepted for necessary action to be taken in accordance with the law, and following action shall be taken:-

- **Issuance of Instructions/ Directions to Comply**
- OR
- **Explanation to be Sought**

The afore-stated shall be issued with clear timelines for compliance/ seeking explanation from the alleged institution/ authority. Whereas, following principles shall be adhered to:-

- a. The allegations made by the complainant shall be considered as allegations, and will be forwarded for seeking explanation, with a maximum response time of 15 days.

- b. After an explanation is sought and awaited, reminders shall be sent in line with templates designed for various forms of complaint while observing the following timelines for response:-
- i.** First Reminder with One-Week Timeframe
 - ii.** Second Reminder with Additional One-Week Timeframe
 - iii.** Third and Final Reminder with Three-Days' Timeframe
- c. After Second Reminder and onwards, it shall be clearly intimated to the defendant that failure to comply/ respond shall bring into effect initiation of a disciplinary action, in accordance with the rules.
- d. Only documentary evidence shall be admissible for establishing actionability and grant of relief.
- e. In case of non-compliance, the case shall be forwarded to the officer concerned with recommendations to initiate a disciplinary action against the respondent i.e. *withdrawal of registration/ imposition of fine* etc.

3. Resolution of a Complaint / Redressal of Grievance: A complaint shall be considered resolved if:-

a. After examining all facts and documentary evidence, the grievance of a complainant is not established,

OR

The grievance is established and grant of relief is assured / performed to the satisfaction of the basic grievance established.

b. The complainant shall be informed about resolution of the complaint whether the grievance could not be established and henceforth, disposed off,

OR

The relief on established basic grievances is assured/ granted. However, ICT-PEIRA shall assist the complainant to ensure the redressal, if necessary.
