



GUIDELIENS ON COMPLAINTS HANDLING

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**Drug Regulatory Authority of Pakistan
Islamabad-Pakistan**



1. HISTORY

This is the first edition of this document.

2. APPLICATION - Guideline for Regulators

This document is applicable to general public who want to file a complaint regarding the matters related to DRAP.

3. PURPOSE

The complaints handling guideline is intended to describe the general mechanism for effectively handling the complaints filed by the public and their appropriate disposal. This document will also provide guidance to staff of DRAP for processing of complaints in transparent manner with a balanced approach and their appropriate disposal



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4. INTRODUCTION

- 4.1. Complaint handling is a predictable and necessary part of an organization. Errors, misunderstandings, dissatisfaction and unexpected problems occur almost in all administrative systems. Complaint handling can be effective in resolving a problem before it becomes worse, providing a remedy to person or entity who suffered disadvantage and nurturing good relations between organization and the public. Complaints also provide information about weaknesses in a system and its operational delivery faults, thus providing opportunity to management to review systems.
- 4.2. DRAP recognizes the importance of complaints management system as an effective tool for identifying the grey areas and taking corrective measures and is, therefore, committed to be fair, impartial and consistent when handling complaints.

5. LEGAL REQUIREMENTS

- 5.1. Under section 30 of the DRAP Act 2012:-
 - 5.1.1. Any aggrieved person may file a written complaint with the Authority against contravention of any provision of the DRAP Act-2012 or any law specified in Schedule-VI.
 - 5.1.2. The Authority shall, on receipt of a complaint cause it to be investigated as may be prescribed and provide an opportunity to the complainant as well as the person against whom such complaint has been made. The Authority may, on completion of investigation take any action as may be prescribed under DRAP Act-2012 or as the case may be subject to the provisions of any law specified in the Schedule-VI.
 - 5.1.3. User's Guidelines Manual of Pakistan Citizen's Portal (PCP) established under SCHEDULE II [Rule 3 (3)] of RULES OF BUSINESS 1973 (As amended up to 8th October, 2020)



6. GENERAL CONSIDERATION FOR COMPLAINT HANDLING

6.1. Followings general aspect will be considered while complaints handling:-

6.1.1. Complaints are dealt efficiently.

6.1.2. Be encouraged and assured not suffer any adverse consequences from making a complaint.

6.1.3. Complainants receive a timely and appropriate response.

6.1.4. Complaints are properly investigated.

6.1.5. Complainants are informed about outcome / action taken on the complaint.

6.1.6. Corrective action is taken if necessary in the light of the outcome of a complaint.

6.1.7. Complainants receive assistance to enable them to understand the procedure for handling complaints and guidance on where they may obtain such assistance.

6.1.8. Complaint not supported with substantial evidences, specifically the ones against an employee, may not be entertained to conserve time, resources and dignity of the employee.



7. RESPONSIBILITY OF COMPLAINT MANAGEMENT

7.2. The Authority has established a dedicated section of vigilance cell under the ambit of office of the Chief Executive Officer, DRAP, which is responsible for managing the complaint handling system. The responsibilities of vigilance cell include followings:

7.2.1. Promoting positive culture within the organization that values complaint handling to ensure a focused, strong and integrated complaint system.

7.2.2. Integrating complaint information through coordination among all / relevant Divisions of DRAP and complainants for evaluation / analysis of existing procedures.

7.2.3. Following up for redressal of complaints and identification of issues and weaknesses, in the system through the complaints and bring those to the attention of the Authority.

7.2.4. Maintaining up to date information of complaint handling system and participation in complaints handling forums.

8. COMPLAINT MANAGEMENT COMMITTEE

8.1. A committee comprising of Director Admin, HR &Log, Deputy Director Vigilance Section, Deputy Director Legal Affairs and Director(s) of the concerned Division(s) is formed by the CEO DRAP. The meeting of the committee is convened as and when required. The committee carries out the trend analysis of complaints being received for identification of weak areas where improvement is required and recommends corrective action to competent authority.



9. STEPS IN COMPLAINT HANDLING PROCESS

9.1. Lodging of Complaint

9.1.1. The complaint can be lodged through the following modes:

- 9.1.1.1. Pakistan Citizen's Portal through its application.
- 9.1.1.2. Complaint/Suggestion Boxes placed in premises of DRAP office.
- 9.1.1.3. Email.
- 9.1.1.4. Postal Services.
- 9.1.1.5. Letter / Application
- 9.1.1.6. Telephone / Call Centre
- 9.1.1.7. Fax
- 9.1.1.8. In-Person / Verbal
- 9.1.1.9. Media / Social Media

9.1.2. All the relevant details of other sources like E-mail, contact numbers etc. are available at DRAP official website (www.dra.gov.pk). The complaints received from other offices of DRAP will also be forwarded to Vigilance Section of DRAP in Islamabad. Such complaints received from sources other than Pakistan Citizen's Portal will preferably be entered manually in Pakistan Citizen Portal and the complainant will be informed accordingly and is given the relevant information including track and tracing and tentative resolution timeline / status as per manual of Pakistan Citizen's Portal.

9.1.3. The complaints received from source other than Pakistan Citizen's Portal will only be entertained if correct details of complainant including complainant name, copy of CNIC, Mobile number and address are provided.

9.2. Assessing and assigning

9.2.1. The Vigilance cell will assess the nature of the complaint and accordingly:

- 9.2.1.1. Forward the complaint to the focal person or any responsible officer of the relevant division.
- 9.2.1.2. Prioritize the complaint and define a timeline. The relevant division(s) will be advised to respond within the timeframe.



9.2.1.3. Provided that if any action/reply on the issue raised in the complaint was previously taken then the same may be conveyed to the complainant directly by the Vigilance Cell.

9.3. Investigate

9.3.1. The concerned officer of relevant division will investigate the matter in supervision of the senior officer. Investigation may involve evaluation/scrutiny of the relevant facts, records etc. to ascertain the factual position. Accordingly, an appropriate response/ action will be taken wherever required and intimated to the Vigilance Section.

9.4. Communicate

9.4.1. The vigilance cell will analyze the response. If the response is satisfactory and complete, it will be communicated to the complainant in prescribed format via Pakistan Citizen's Portal, post, telephone, e-mail etc.

9.5. Follow-up

9.5.1. Once the response is received by the complainant, they can inform the Authority by giving feedback. The complaints feedback may be forwarded to the concerned Division / competent authority for further evaluation if so required.

9.6. Appellate Forum

9.6.1. As per Section 30 (3) of DRAP Act-2012, appeals against the decisions of the Authority shall be referred to the Policy Board, which shall formulate an Appellate Board from among its members, who shall decide the case on merit.

10. REFERENCES

10.1. DRAP ACT 2012

10.2. Drug Act 1976



ANNEXURE I

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DRUG REGULATORY AUTHORITY OF PAKISTAN (DRAP)

Complaint Lodging Form

Complainant Name:	
Complainant CNIC: (please attach copy)	
Complainant Mobile #	
Complainant Address	

Subject / Title of Complaint:

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Complaint Details / Contents: [Attach Document/ Evidence Related to Complaint (if any):

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For Vigilance Section-DRAP Only:

Complaint Date and Tracking #	
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DRUG REGULATORY AUTHORITY OF PAKISTAN
Telecom Foundation Complex, G-9/4, Islamabad, Pakistan
www.dra.gov.pk