



المؤسسة العامة للرعاية السكنية
Public Authority for Housing Welfare

Minister of State for Housing Affairs

Ministerial Resolution no. (14) of 2019

**Regarding the procedures for considering grievances of
the resolutions relative to the contracts made by the
Public Authority for Housing Welfare**

[11/04/2019]

**Minister of State for Housing Affairs and Chairman of
Public Authority for Housing Welfare:**

- Having perused
- The Law No. (47) of 1993 regarding housing welfare and the amended laws thereof;
- The Law no. (27) of 1995 regarding the contribution of private sector in the reconstruction of the state-owned unoccupied plots allocated for the purposes of housing welfare and the laws amended thereof;
- The Law no. (20) of 2014 regarding electronic transactions;



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- The Ministerial Decree no. (146) of 2014, dated 13/11/2014, regarding issuance of the Direct Contracting Regulations amended by Decree No. (42) of 2017;
- The Ministerial Decree No. (24) of 2016, dated 17/04/2016, regarding Application of Tenders Regulations in the Authority, amended by the Decree No. (41) of 2017;
- The Ministerial Decree No. (32) of 2016, dated 26/05/2016, regarding investment regulations, amended by Decree No. (35) of 2018;
- The Ministerial Decree No. (54) of 2016, dated 10/11/2016, regarding formation of the specialized technical committee to provide investment alternatives;
- The Ministerial Decree No. (3) of 2017, dated 26/01/2017, regarding the issuance of the consultative agreements' regulations;
- Pursuant to the approval of the Board of Directors of PAHW in its Session No. (7) of 2018, convened on 03/09/2018 and its Session No. (8) of 2018, held on 27/09/2018;
- And as required by public interest.



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Hereby resolves:

Article (1)

The resolutions in relation to contracting shall be published on the approved website of PAHW and the relative grievance on any of the said resolutions shall meet the following requirements:

- The grievance shall be submitted directly to the secretary of Grievance Committee at the headquarters of the Authority, located in south Surra, either in writing or via the approved e-mail of PAHW and without fees.
- The grievance shall be submitted by the concerned person (the complainant itself), or through its legal representative in respect of any resolution issued in violation of the provisions of the law or the applicable regulations at the Authority, enclosed with the supporting documents.
- The grievance shall be submitted on the form prepared by PAHW in this regard.
- The grievance shall be submitted to the Grievance Committee within (7) working days from the date of publication of the grieved



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resolution or via notifying the concerned parties, whichever is earlier.

- The Secretary shall seal the grievance copy with a stamp stating the date of submission as well as giving a proof of receipt to the complainant.

Article (2)

- A resolution shall be issued by the Minister, after the approval of the Authority's Board of Directors, regarding formation of the Grievance Committee.

Article (3)

The work of the Grievance Committee shall be in accordance with the following procedures:

- The Committee concerned with contracting in PAHW shall be notified of the grievances submitted to the Committee. The Grievance Committee may recommend the issuer of the resolution to suspend the procedures until settling the subject matter of the grievance.



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- The secretary of the committee shall prepare records to document the grievances and the enclosed notes as well as documents. He shall also record the minutes of the meetings of the Committee, follow up the implementation of the resolutions issued by the Committee and other tasks assigned to him by the Committee. The record may be in an electronic format provided meeting the terms stipulated in the said Law no. (20) of 2014.
- The grievance shall be submitted by the Secretary to the Head of the Grievance Committee no later than the end of the working day following the date of receipt of the grievance and shall also notify the relevant committee and the competent sector of the subject matter of the grievance.
- The Grievance Committee shall convene its meetings whenever necessary and the meeting shall be valid in the presence of the majority of the members of the Committee, including the Head.
- The Grievance Committee shall consider the grievance submitted to it and may request the concerned parties for such clarifications and documents as it may seek assistance from whosoever it sees



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fit from specialists as well as experienced figures to provide the technical opinion regarding the subject matter of the grievance.

- The deliberations of the Committee shall be confidential.
- The Committee shall issue its recommendations as per majority of the present members of the Committee. In case of equal votes, the side includes the Head of the Committee shall prevail.
- The Secretary of the committee shall follow up the implementation of the resolution on the grievances presented.
- The relevant parties may also be notified by e-mail; in this case, the e-mail and fax determined by the Committee shall be approved.

Article (4)

Submission of the grievance and consideration shall be made in accordance with the following procedures:

- The Grievance Committee shall issue its recommendation to the Board of Directors of PAHW within (7) working days from the date of its referral.



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- The Board of Directors of PAHW shall issue a final resolution to accept or reject the grievance within (7) working days from the date of its referral.
- The Secretary of the Committee shall notify the complainant as well as the contracting authority and the concerned parties of the resolution issued in the grievance within maximum period of (3) working days from date of resolution's issuance.
- In the event of non-response, the grievance is considered rejected.

Article (5)

- The Paragraph no. (8) of Article (5) of the above mentioned Ministerial Decree No. (146) of 2014, as well as Clause No. (4) of Article (2) of the abovementioned Ministerial Decree No. (24) of 2016 and the last paragraph of Article (3) of the abovementioned resolution No. (32) of 2016, as well as Clause No. (3.3) of Article (3) of the abovementioned Ministerial Decree No. (3) of 2017, and Article (5) of the abovementioned Ministerial Decree No. (54) of 2016, shall all be annulled.



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- Any provision in contravention of the provisions of this Decree shall be repealed.

Article (6)

- All competent sectors and departments shall implement this resolution and come into effect as of the date of its publication in the Official Gazette.

Dr. Jenan Mohsen Hassan Ramadan

Minister of Public Works, Minister of State for Housing Affairs, and Chairman of Public Authority for Housing Welfare