

[THE ICT EMPLOYEES' SOCIAL SECURITY  
(DETERMINATION OF MANNER AND TIME FOR DECIDING COMPLAINTS & DISPUTES &  
REVIEW OF DECISIONS) REGULATIONS, 2017]

**S.R.O. 118(KE)/2017 :**

In exercise of the powers conferred on it by Section 80(1) of the Provincial Employees Social Security Ordinance, 1965, the Governing Body of ICT Employees Social Security Institution is pleased to make the following Regulations:-

**1. Title and Application.** – (1) These regulations shall be called the ICT Employees' Social Security (Determination of Manner and Time for Deciding Complaints and Disputes and Review of Decisions) Regulations, 2017.

(2) These shall come into force at once.

**2. Definitions.** – In these regulations, unless the context provides otherwise, the following expressions shall have the meanings hereby respectively assigned to them, that is to say :-

- (a) "Ordinance" means the Provincial Employees Social Security Ordinance, 1965;
- (b) "Section" means a section of the Ordinance;
- (c) "Complaint" includes a question or a dispute as mentioned in Section 57 of the Ordinance;
- (d) Other expressions shall have meanings assigned to them in Section 2 of the Ordinance.

**3.** If any question or dispute arises in respect of any matter enumerated in Section 57 of the Ordinance, the aggrieved person may file a complaint before the Commissioner within 30 days of the arising of such question or dispute giving full details thereof and the relief sought;

Provided that the Commissioner may on sufficient cause being shown by the complainant, extend the period of 30 days by an order in writing giving reasons for such extension.

**4. (1)** The Commissioner shall decide the complaint by an order in writing giving reasons for his decision, within 60 days of the registration of the complaint unless he is prevented from doing so by circumstances beyond his control;

Provided that the Commissioner may refer such complaint to any of the officers of the Institution for investigation and report and decide the case upon such report after giving the parties concerned an opportunity of being heard.

- (2) The complainant shall be supplied free of cost, a copy of the order passed under clause (1) above within one week of the passing of such order.
  - (3) Any person other than the complainant may, on application, also obtain a copy of such order, on payment of a fee to be fixed by the Commissioner from time to time.
5. The Commissioner may, by order in writing, authorize any other Officer not below the rank of Assistant Director to exercise the powers of the Commissioner for disposal of complaints under Regulation 4.
6. No appeal shall lie against the decision of the Commissioner or of an Officer exercising such powers, except to the Social Security Court within 30 days of the delivery thereof, as provided in section 59 of the Ordinance.
7. The Commissioner or any other officer exercising the powers of the Commissioner, may, on new facts being brought to his notice on his own motion, or on an application made to him in this behalf by an aggrieved person, review any order passed by himself or any of his predecessor in office within sixty days of the passing of such order and on so reviewing modify, reverse or confirm the same;

Provided that no order shall be reviewed without giving the person or persons concerned an opportunity of being heard and adducing evidence in support of or against the decision, as the case may be;

Provided further that no review shall lie against an order which has become the subject matter of an appeal in a Social Security Court under section 59 of the Ordinance.

[No. F.1/3/2013-IESS].