

Year Book – FY 2023-24

Naya Pakistan Housing and Development Authority (NAPHDA)

1. **Overview.** Naya Pakistan Housing and Development Authority (NAPHDA) was established under NAPHDA Act, 2020 for the purposes of planning, development, construction and management of real estate development schemes and projects, including housing. NAPHDA aims at addressing the housing needs of low and middle income segment, through sustainable policy measures / reforms.

2. Achievements

a. **Housing by Federal / Provincial Government Authorities.** Consequent to creation of requisite enabling environment for development of affordable housing both by the private sector and state owned authorities / organizations, NAPHDA worked with all provincial housing authorities and private sector for initiation of affordable housing projects. Current status of projects/ housing units planned / under construction is as under:-

Project		No of Housing Units (HUs)			* Remarks/ Physical Progress of under construction HUs	Balloted Candidates
		Approved	Completed	Under Construction		
Dev Auths (CDA, LDA, PHA)		34,330	-	9,320	2000 HUs - 64% 896 HUs - 11% 116 HUs - 88%	13,747
Peri Urban	Punjab (Phase I & II), Khyber Pakhtunkhawa	4,322	-	839	87 %	2,560
	Punjab (Phase-III)	4,776	-	-	-	-
Private Lands	Eligibility letter issued (27)	10,633	-	-	-	-
	Approved / under process (32)	43,443	-	-	-	-
Akhawat Foundation		25,583	25,583	-	-	-
Housing loans under MPMG Scheme		31,391	28,798	2,581	Rs.120 Billion disbursed by FIs	-
Total		154,478	54,381	12,740	-	16,307

* On approval of revised MPMG Scheme, loans worth Rs.8.636 Billion will be disbursed by the banks. Accordingly, 3,851 HUs will be allotted to already balloted applicants.

- b. **Low Cost Housing by Private Sector with Government's Support**. With all the facilitation / incentives offered by the government, the private sector has submitted 339 proposals under negotiated procurement for public private partnership scheme. NAPHDA has referred 27 x private parties for construction of 10,633 housing units to the banks. Work will commence on resumption of revised MPMG Scheme.
- c. **Development of IT Applications**. Following IT applications have been developed/ deployed during FY 2023-24:
- (1) **Implementation of e-Office System**
 - (2) **Human Resource Management (HRM) Application**. The HR processes of NAPHDA are optimized by automating employee records, performance evaluations and management of postings thus leading to increased efficiency.
 - (3) **e-Complaints Management System**. The e-Complaints Management System renders a centralized platform for receiving, tracking, and resolving complaints, improving transparency and customer satisfaction with real time visibility of resolution status for complainants.
 - (4) **Implementation of Sidat Hyder Financial System**. This automated account management system has enhanced performance by minimizing errors in record keeping.
 - (5) **Digitization of Members' Complaints Data Module**. The automated module ensures secure, effectively manageable and accessible storage of complaint records, enabling quick retrieval and better analysis for decision-making.
 - (6) **Inventory Management System**. This system augments effective control of managers over IT and General Administration resources ensuring transparent asset management, stock control and issuance / return.
 - (7) **Receipt / Issuance (R&I) and Tracking of Mail Application**. This application has enhanced mail management and tracking while ensuring timely handling and accountability of correspondence.
 - (8) **Biometric Attendance System**
- d. **HR Development**
- (1) Training Committee, namely "Knowledge and Skills Evaluation Committee" works in coordination / collaboration with HRM Directorate. NAPHDA

Officials / Officers have attended following number of courses during FY 2023-24:

i.	External Training Courses/ Classes	=	79
ii.	Internal Training Courses/ Classes	=	112
iii.	Total	=	191

(2) The results as well as progress made by each individual is recorded in "Individual Training Score Card".

e. **Annual Audit of the Accounts by DG Audit Works (Federal)**. Annual Audit of the Accounts Records of NAPHDA for the FY 2022-23 (Audit Year 2023-24) was conducted by field audit team of DG Audit Works (Federal) from 26th December, 2023 to 5th January, 2024. During the DAC Meeting all observations were settled.

f. **Annual Audit of the Accounts by Chartered Accountant Firm**. The Authority has successfully implemented Accrual Basis of Accounting under IPSAS. Chartered Accountant (Category-A) Firm conducted audit of annual accounts of the Authority for FY 2021-22 and 2022-23. After conducting the audit, the Chartered Accountants firm has certified annual accounts.

g. **Formulation of Regulations**. Following regulations have been drafted during the FY 2023-24:

- (1) NAPHDA Service Regulations for permanent employment.
- (2) NAPHDA Financial Regulations
- (3) NAPHDA Land Record, Registration and Transfer Regulations.
- (4) NAPHDA Mortgage Regulations.
- (5) NAPHDA Adjudication Regulations.

h. **Formulation of SOPs**. Following SOPs have been drafted during FY 2023-24:

- (1) Governing assets, its capitalization, depreciation, transfer / relocation, physical verification and coding and tagging.
- (2) Governing receipts, storage, handling, issuance and valuation of inventories.
- (3) Declaration and disposal of unserviceable, surplus, obsolete, stores / assets / equipment.
- (4) Internal controls / utilization of imprest (Petty Cash).
- (5) Usage of fleet / corporate cards.
- (6) Submission and scrutiny of the medical claims.
- (7) NAPHDA internship training policy.
- (8) Conduct of Inquiries IRO NAPHDA vehicle accidents / damage / theft / mal-functions.

- (9) Procedure of change / updation of the information filled in by the applicant in registration form during registration and transfer of applicants status / membership for LCU / HU / Plot on death of the member.
- (10) Management of NAPHDA Day Care Centre.
- i. **Complaints Resolution**. A total of **2,428 x Complaints** were resolved during the FY 2023-24. These complaints were received from Prime Minister's Delivery Unit (PMDU), email, mail, telephone, and walk-in complainants.
- j. **Establishment of Day Care Centre**. In pursuance to **Prime Minister's Women Empowerment Package - 2024**, Day Care Centre has been established at 7th Floor Kohsar Block, Pak Secretariat.