CMIS Version Dated: 11th January 2021

Integrated Complaint Resolution (ICR) Mechanism

Modernizing the Technological Linkage of Wafaqi Mohtasib (Ombudsman)'s Secretariat with Federal Agencies

Connecting Federal Agencies to Online Complaint Management Information System (CMIS)

A Step toward Paperless Office
and
Internal Complaint Resolution Mechanism

(Operational Manual for Agency)

Wafaqi Mohtasib (Ombudsman)'s Secretariat

Developed
By

Dr. Sohail Ahmad Phatak

Ph. D (Eng. Mgmt), MS (Eng. Mgmt), MCS

MIS Expert/D.D

Sohail_phatak@yahoo.com, sohail.phatak@ombudsman.gov.pk
Tele: (92) 51-9217219-40, Fax: (92) 51-9217224, Cell: (92) 0333-8655302
Wafaqi Mohtasib Secretariat,
Islamabad

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PART 1

Introduction of Complaint Handling System in Wafaqi Mohtasib Secretariat

1. Wafaqi Mohtasib Secretariat (WMS)

The Federal Ombudsman is mentioned in Part-1 of Fourth Schedule of 1973 Constitution. The President of Pakistan established the Office of the Federal Ombudsman through a 'Presidential Order' in 1983 primarily to investigate and redress public complaints against maladministration of public functionaries. The Federal Ombudsmen Institutional Reforms Act, 2013 further strengthens the regulatory framework and administrative powers vested in the Wafaqi Mohtasib for providing relief to the complainants against the unrestrained behavior of officials of federal government agencies.

1.2 The office of the Federal Ombudsman (Wafaqi Mohtasib) is a *quasi-judicial* forum established in 1983 by a Presential Order to provide inexpensive and expeditious redress against unfair and arbitrary decisions. The legislation empowers the ombudsman to diagnose, investigate, redress and rectify any injustice done through 'maladministration'.

1.3 The Ombudsmen administrative justice system complements and supports the customary judicial system. The Ombudsman offices significantly reduce the burden of courts by redressing the complaints of the citizens in an atmosphere which is not adversarial and based upon cherished societal values of compassion, empathy and kindness. This has several distinctive features: -

- It is convenient, expedient and well-suited to the needs of common man.
- It is easy to access and free of cost.
- This mechanism resolves the complaints in the shortest possible time (maximum 60 days in federal Ombudsman offices).
- It does not follow any complicated procedural code for filing of the complaints.
- This mechanism is reformatory, while the judicial system is punitive in nature.
- Facilitates in devolving ethics of civil servants, dealing with the societal issues and strengthens canons of equity.

1.4 The following table provides a birds eye view of the magnitude of the complaints resolved by the WMS during the last 08 years.:

S.No.	Year	Disposal of Complaints
1	2020	129,990
2	2019	74,965
3	2018	69,580
4	2017	79,600
5	2016	94,258
6	2015	55,849
7	2014	77,233
8	2013	74,731

1.5 At the time of establishment of WMS Offices in 1983, the processing of complaints was done manually and no substantial change was incorporated in the procedure till 2007. To bring efficiency through physical outreach and IT based automation dovetailed with LAN/WAN and online processing of complaints through Complaint Management Information System (CMIS), a project was commissioned in 2007. The project provided a sound basis to bring operational efficiency. It improved service delivery and extended physical outreach. It also helped in launching a speedy online complaint redress system by the WMS Offices which now has semi-paperless environment.

1.6 WMS is facing the difficulty in SMS delivery to complainant who are using the Port-in mobile number. So, there is a dire need to strengthen, consolidate and up-grade the SMS delivery integration with CMIS getting new CVAS based Short Code from PTA for smooth unmanned communication with complainants. This integration will improve access to grievance redress system and increase ability to respond in a timely manner to redress grievances.

1. Complaint Receipt and Registration

In essence, the function of the Federal Ombudsman is to provide speedy and free of cost relief to the citizens aggrieved of maladministration and misuse of authority by federal government agencies. However, it is only possible through prompt and efficient processing of complaints. Therefore, complaint handling is the key component of the functions of the Federal

Ombudsman. For the purpose, an elaborate mechanism for complaint handling has been put in place in the form of Complaint Management Information System (CMIS). It is an online activity that facilitates an organized and rapid processing of the complaints throughout the Ombudsman system that works as follows:-

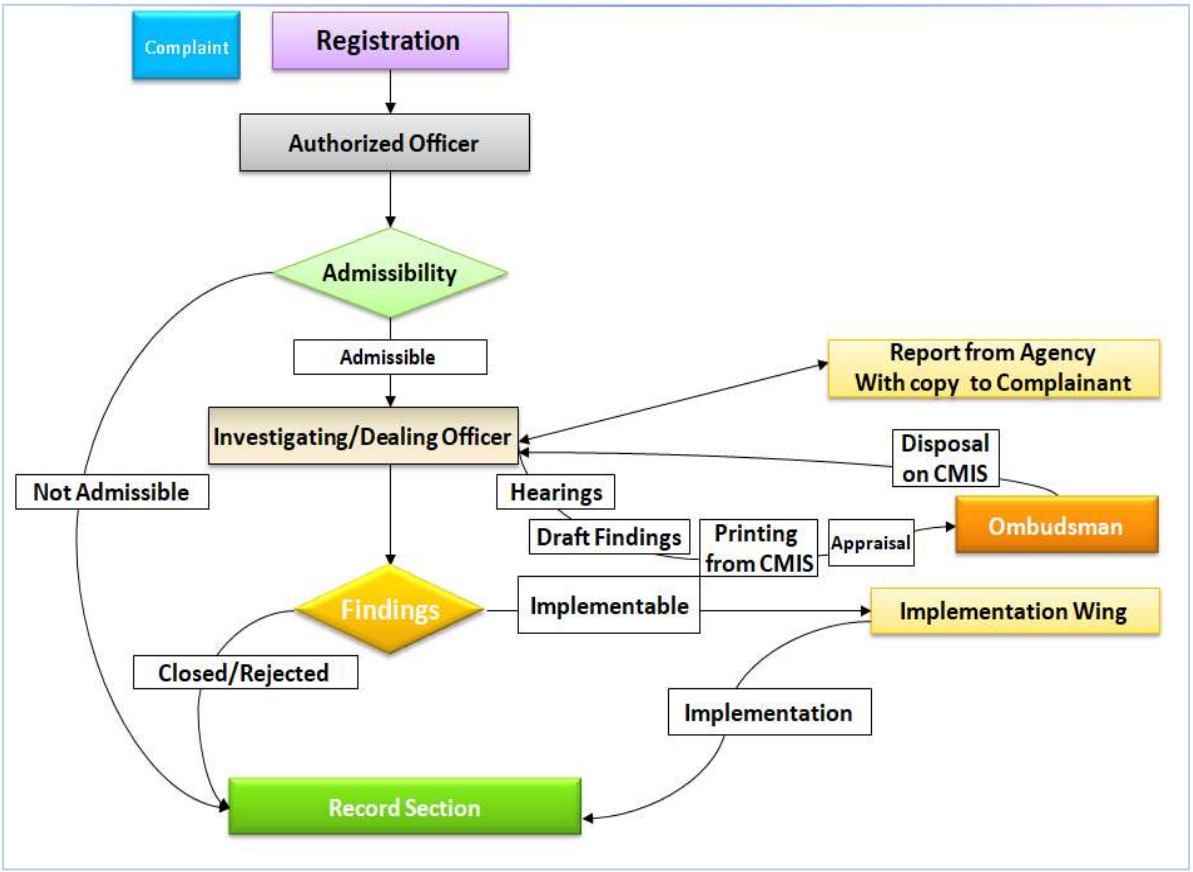

Figure 1: Complaint Handling System (1)

2. Complaint Management Information System

Online Complaint Management Information System (CMIS) is the centerpiece of IT enabled operations in the Wafaqi Mohtasib Secretariat. This serves as the hub for streamlined and integrated complaint management process. CMIS is multi-Language software. Here anyone can input the complaint details as per his own choice of language. A complainant can lodge a complaint and know the latest status through CMIS from all over the world-using internet. The use of CMIS helps in monitoring progress of the cases as well as in reducing communication time between the Head Office and the Regional Offices. The implementation module of CMIS has been an effective tool to monitor the implementation of the findings of the Wafaqi Mohtasib in addition to identifying the late response from the federal agencies. The improvement in IT support has, thus, resulted in increased efficiency and improved performance of the Office of Wafaqi Mohtasib.

A value addition was made in the Investigation Module by way of introducing 'Online Activity Monitoring Module'. This module helped in eliminating the delay in the investigation

process and in updating the latest status of a complaint. Implementation Module was also improved for online Implementation Monitoring Report.

A Data Centre was established at the Headquarters. The other services include SMS for complaint tracking while an online complaint status finder is available on the website of the Wafaqi Mohtasib Secretariat.

Number of complaints registered through online system remained low as compared to those registered through post or in person. The number of online complaints is, however, beginning to pick up with the rise in awareness and the use of Information Technology (IT) as it goes up in the country.

CMIS was the first step toward the paperless environment; the cycle of receiving, finalizing and issuing Findings has been reduced from a few weeks to 24 hours or less in most cases as well as reducing the cost per complaint. Since the soft launch of Implementation module of CMIS the cost on implementable complaint has reduced from average of Rs.15 to Rs.5. The hearing list (of complaints) is now available to the public on the enhanced website.

The complaint handling record from 1998 onwards and final Findings from July 2007 to-date are now available online database, with plans afoot to bring on database the entire records and Findings since the establishment of this institution.

Additionally, a training programme for officers and staff has been initiated that is geared towards enhancing their proficiency in the use of CMIS to improve overall efficiency, reliability and timeliness of this Office.

The CMIS of this Office has been recognized as state of the art system by the other Ombudsman institutions. This secretariat is providing assistance; technical support and training to the other Ombudsman Institutions in the country to enable them adopt the system in their respective offices.

Every process and action on the complaint is computerized using the effective and time-tested system, which automatically processes the steps taken, by each section at different stages. For this reason, status of complaint remains updated in CMIS to meet the timelines. Federal Ombudsman Office ensures fast track communication at both ends i.e. Complainant and Agency, to keep them informed of the status of the complaint at every stage of the Investigation (1). CMIS sends SMS to complaint on its mobile on-

- Complaint Registration
- Hearing of the Complaint
- Adjournment of the Complaint
- Disposal of the complaint

This information is also available on our website for complainants.

On other side for Agency, a paperless communication method has been introduced by providing the direct linkage of agency through its interface to our CMIS. This linkage is now providing the direct access to the Agency at four levels. The access levels are

- Complaints at registration
- Under Process Complaints (at Investigation)
- Singed - Issued Findings of Complaints
- Complaints at Implementation

This provides the fast and paperless communication with complainant and Agency.

The following figure explains complaint-handling system using CMIS.

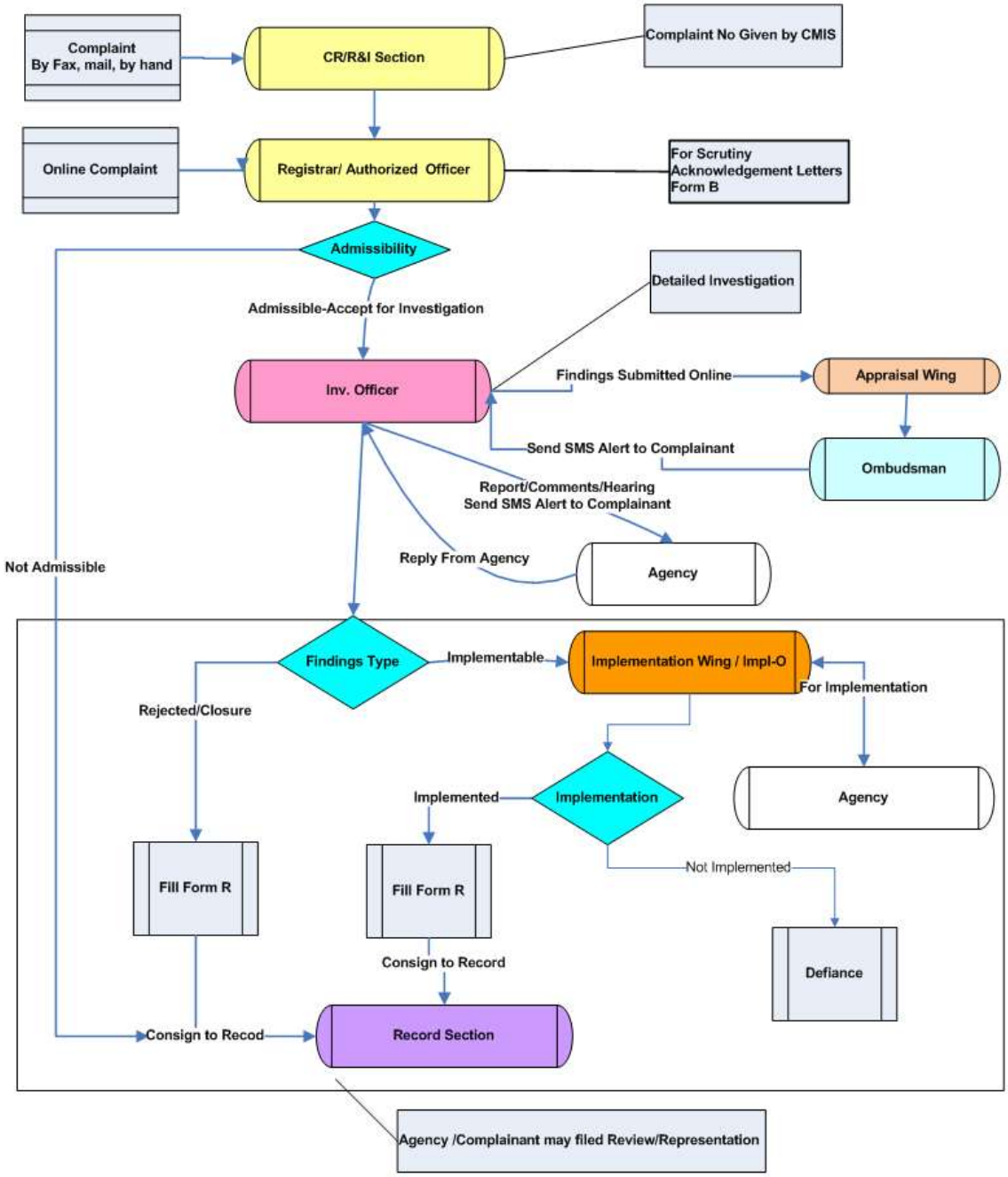

Figure 2: CMIS – Complaint Flow Chart (2)

3. Multi-Lingual Support in CMIS

It is human nature that he/she wants to know in his/her mother language and understands better. The world is now become a global village and globalization has the great impacts on the languages for end user in software industry also. Now everyone is trying to get its daily routine software in his or her own language. OIC member state Ombudsman showed their interest to adopt CMIS on the eve of OIC Ombudsmen conference in Islamabad on 28-29th April 2014. Ombudsmen and Delegates of OIC Conference also visited the Federal Ombudsman Pakistan on next day on 30th April 2014. In briefing, some of them were asked for the support of other language i.e. Arabic and French. By the grace of Almighty Allah this dream become the reality and we have achieved the support of other languages in CMIS within short period of one month. Now CMIS of Federal Ombudsman is multi-language supported and accept the language of the end user choice. CMIS is now accepting any language of world has UTF i.e. Arabic, Urdu, French, English etc. Now non-English Languages can be used in CMIS. Multi-lingual support can be seen in Figure 3 below

Figure 3: CMIS – Multi-Lingual

4. Website for Citizens

The website of the Wafaqi Mohtasib Secretariat is operational since 2000 and is the online interface to the public. Wafaqi Mohtasib Secretariat is using this instrument for information dissemination to the general public or anyone needing information regarding this office and its working. The main design was updated twice in 2008 and 2013. The website is connected to the dynamic online Complaint Management Information System (CMIS). Links have been provided for online complaint registration, to know updated status and the hearings fixed for next 15 days, under the following alpha iconic headings:

'Make a Complaint',

'Check Complaint Status'

'Hearing in next fifteen days'

This up-to-date information is provided from the CMIS, which is used for internal complaint handling. Other information such as legal framework, Acts, forms and members of team etc. is also available on the website. A complaint can now be directly registered on-line through website without having to visit this office as well as the status of the complaint could be checked from the website that is linked with CMIS.

5. Processing of the Complaint at Federal Ombudsman Secretariat

Efficient and timely management of complaints is accomplished by following a number of essential steps.

i. Receipt of Complaint: A complaint may be lodged in a number of ways. Complainant may file it by post, fax or in person. It may also be registered through email or can be filed online using the direct link to CMIS provided on the website of the Secretariat against maladministration of Federal Agencies as defined under Article 2(i) & (ii) of P.O. No. 1 of 1983 read with the Federal Ombudsmen Institutional Reforms Act, 2013. Upon receipt, the Registrar processes the complaint on CMIS and allocates a unique complaint number to each case.

ii. Initial Scrutiny. Initial scrutiny is undertaken by the Registrar who determines its admissibility according to the procedure laid down in Articles 2, 9 and 10 of P.O. No. 1 of 1983. For admitted complaint, acknowledgement is sent to the complainant via CMIS generated letter. The admissible complaints are marked to the designated Investigation Officer for examination and inquest. Those not admitted are returned to the complainant along with reason for non-admittance. To dispose of complaints within the stipulated period of 60 days, the complainants are encouraged to furnish all relevant documents along with the complaint.

iii. Investigation. The Investigation Officer proceeds with investigation as follows:

- Call for report from the concerned government Agency

- Receive response from the Agency
- Call for rejoinder from the complainant
- Conduct hearing
- Carry out onsite inspection (if required)
- Prepare draft findings
- Submit draft findings for approval of the Honourable Wafaqi Mohtasib

The CMIS generates letters to the complainant and the Agency as well as uploads the status of the complaint which can be seen using a link provided on the website of the Wafaqi Mohtasib Secretariat.

iv. Final Disposal. After approval of the Honourable Federal Ombudsman, the findings is conveyed to the complainant for information and to the Agency for information or implementation, as the case may be. Under the new Law of 2013, the Ombudsman is required to settle the case and convey the findings within 60 days. Timeline for disposal of complaint is as follows in Figure 4 and 5:-

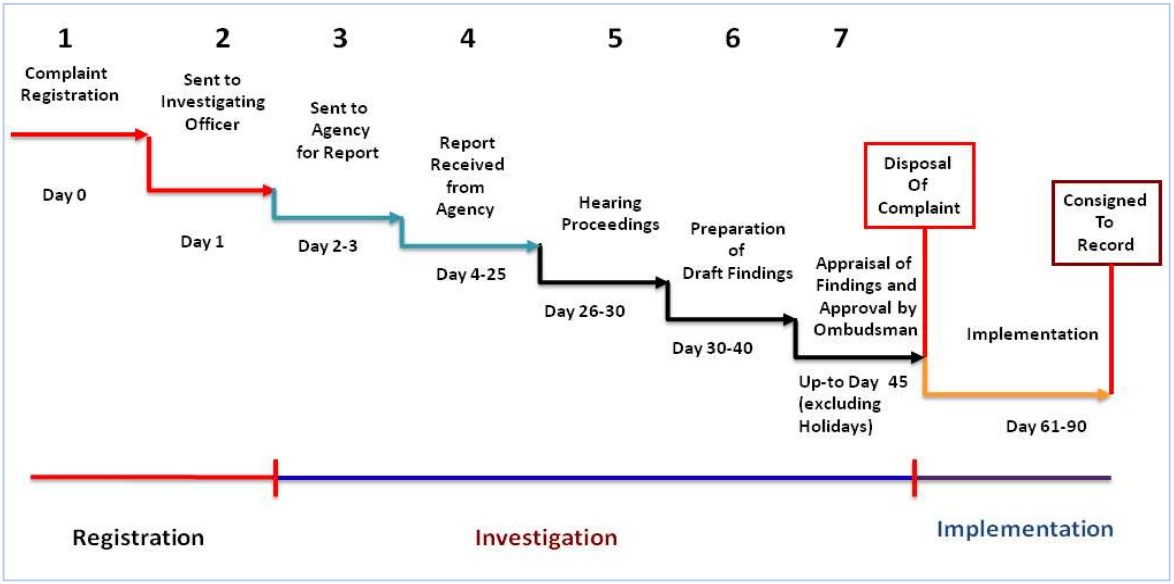

Figure 4: Timeline for complaint investigation

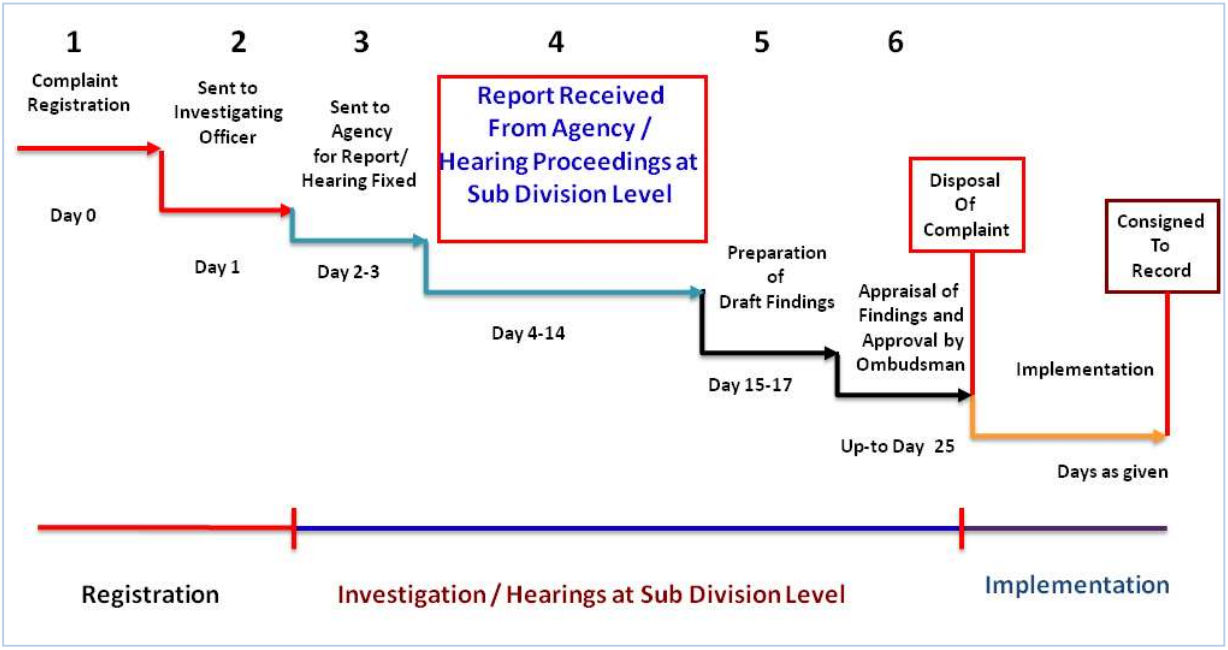

Figure 5: Timeline for complaint investigation

v. Review. If the complainant or the Agency is not satisfied with the findings, a review petition can be filed with the Ombudsman within 30 days of the receipt of findings. The Ombudsman is required to decide the review within 45 days of such application. This process of review petition is also merged in CMIS.

vi. Representation. If the complainant or the Agency is not satisfied with the findings or order passed in review, a representation to the President of Pakistan may be filed under the 2013 Law. The President is expected to decide the representation within 90 days of its filing. A retired judge of the Supreme Court assists the President in processing the representation.

vii. Implementation of Findings. The Ombudsman Secretariat has Implementation Interface on the Complaint Management Information System (CMIS). The implementable findings with recommendation and timeline/due date for implementation are automatically uploaded on this interface, as shown in Figure 6.

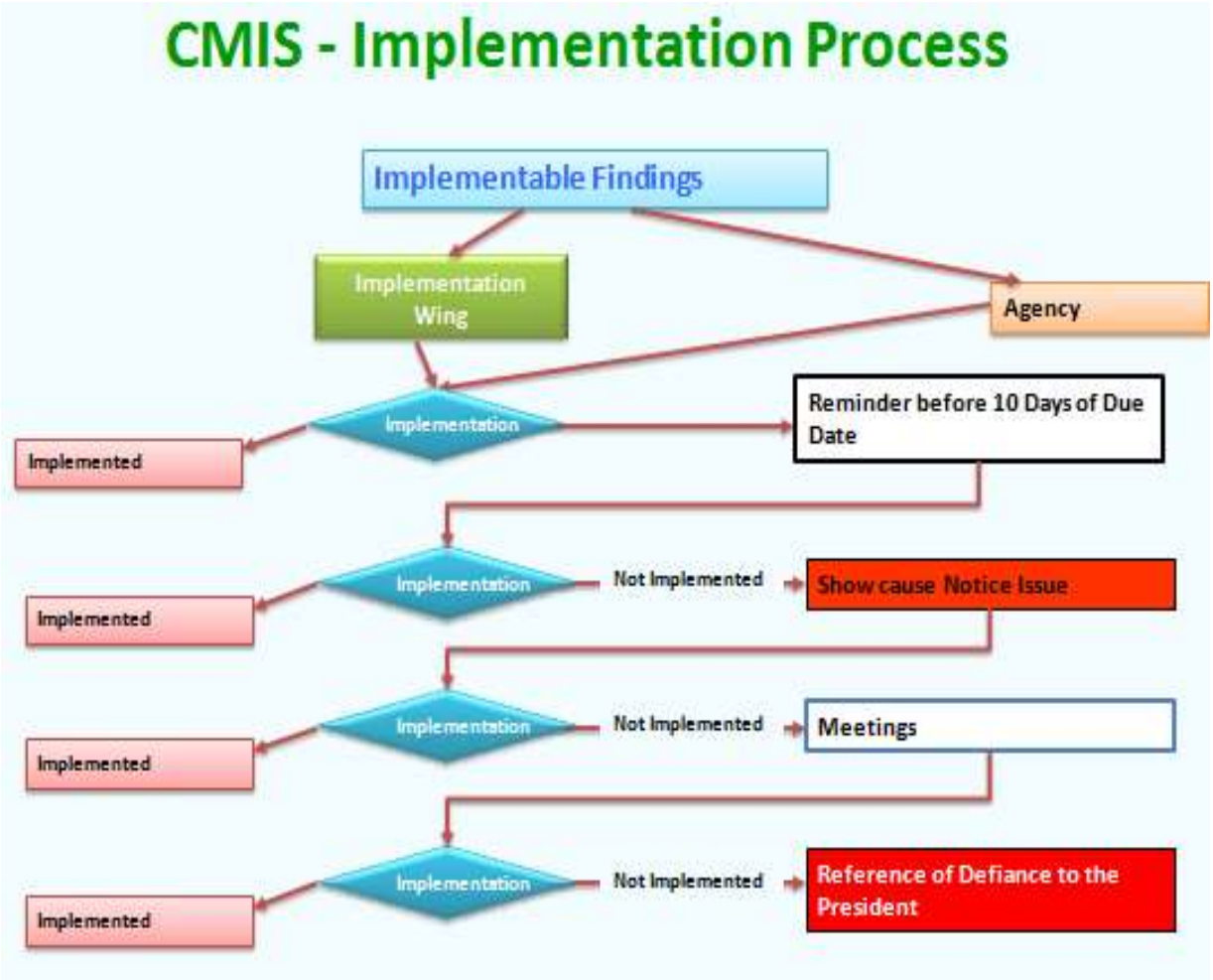

Figure 6: CMIS – Follow up of Implementation

viii. Defiance of Ombudsman's Recommendations. If an Agency fails to implement the findings of the Ombudsman, he may either undertake Contempt of Court proceedings or report defiance to the President of Pakistan for initiating action against the Agency.

6. Modernizing and Strengthening the Process of Grievance Redressal Using CMIS

For expeditious disposal of complaints within sixty days, the Honourable Wafaqi Mohtasib has enforced the timeline of sixty days given FOIR ACT 2013. For this purpose, the Federal Ombudsman has taken two types of special initiatives for speedy redressal of complaints both at Agency Level and Mohtasib Secretariat Level to resolve the complaints. These initiatives has also strengthened and standardized the process of complaint redressal. These initiatives are

- Dynamic Linkage (Paperless Communication) between Ombudsman Office and Agency for Complaints Registered at Mohtasib Secretariat
- Internal Complaint Redressal at Agency Level

6.1. Dynamic Linkage (Paperless Communication) between Ombudsman Office and Agency

As said above every process and action on the complaint is computerized using the effective and time tested system which automatically processes the steps taken by each section at different stages. For this reason, status of complaint remains updated in CMIS to meet the timelines. Federal Ombudsman Office ensures fast track communication at both ends i.e. Complainant and Agency. This information is also available on our website for complainants.

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- Complaints at registration
- Under Process Complaints (at Investigation)
- Singed - Issued Complaints
- Complaints at Implementation

This provide the fast and paperless communication with complainant and Agency.

The Rationale and the process of paperless communication using CMIS is explained in complaint handling system using CMIS.

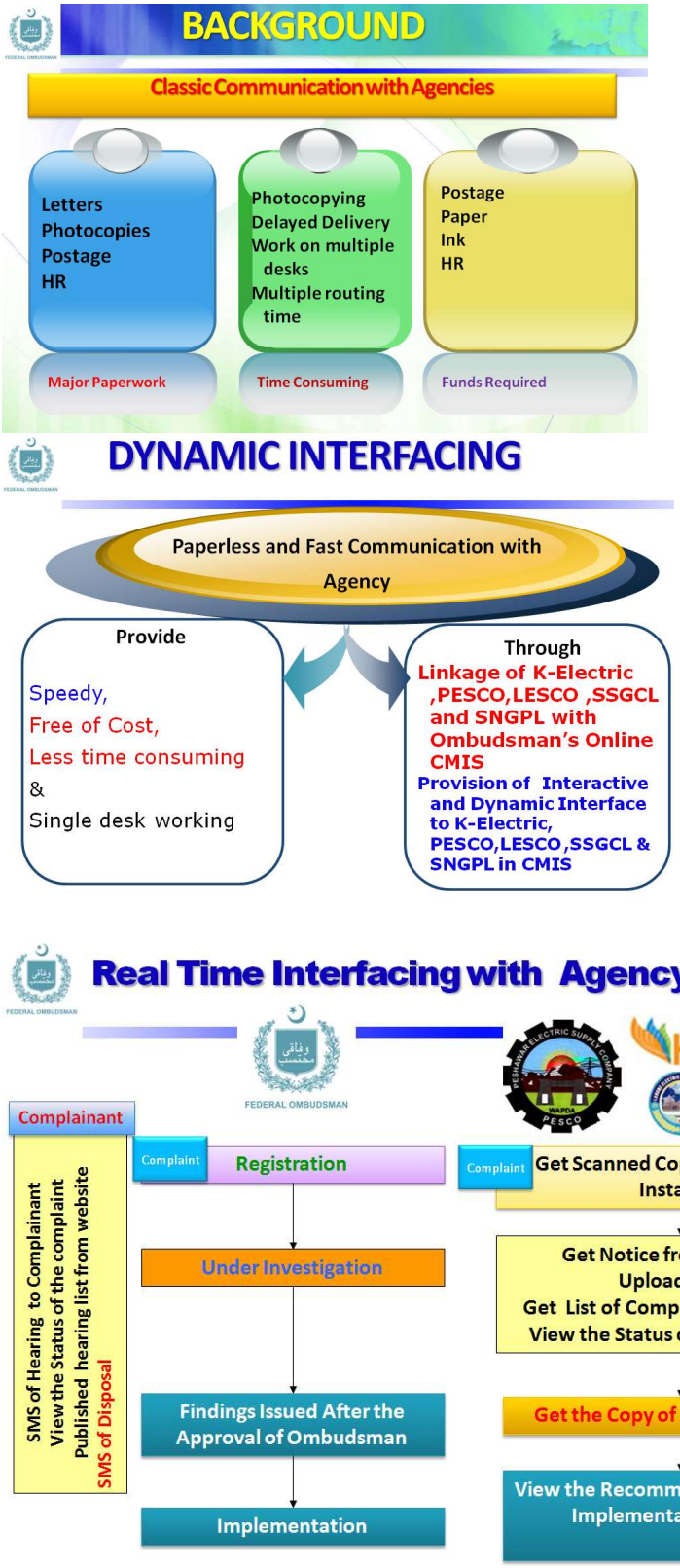


Figure 7: Rationale of Paperless Office

The Paperless Communication Module has installed in different major agencies against WMS is receiving the large number of complaints as give given below

- K-Electric(connected 36 Sub Offices through CMIS)
- LESCO Lahore (Connected 40 Sub Offices)
- SSGC Karachi (Connected 2 Regions)
- SNGPL Lahore (Connected 8 Regions)
- PESCO Peshawar (Connected 28 Sub Office)
- MEPCO Multan (8 sub Offices)

وفاقی محتسب سلمان فاروقی لیسکو آفس میں کمپلینٹ مینجمنٹ انفرمیشن سیل کا افتتاح کر رہے ہیں

وفاقی محتسب نے لیسکو ہیڈ آفس میں کمپلینٹ سیل قائم کردیا

صارف اور بلنگ اور دیگر شکایات درج کرواسکتا ہے، فوری کارروائی کی جائیگی

ہر شکایت پر 15 دنوں میں عمل درآمد ہوگا، سلمان فاروقی کی سیل کے افتتاح کے بعد گفتگو

لاہور (نامہ نگار) وفاقی محتسب سلمان فاروقی نے لیسکو کی اوور بلنگ اور برحق ہوئی شکایات کے پیش نظر لیسکو ہیڈ آفس میں کمپلینٹ سیل قائم کردیا، صارف کی شکایت پر فوری طور پر کارروائی کرتے ہوئے 15 روز میں مسئلہ حل کردیا جائیگا۔ گزشتہ روز شکایت سیل کا افتتاح کرنے کے بعد میڈیا سے گفتگو کرتے ہوئے، وفاقی محتسب سلمان فاروقی نے کہا کہ شکایت سیل میں کوئی بھی صارف اوور بلنگ سمیت دیگر شکایات درج کرواسکتا ہے جس پر فوری طور پر کارروائی کی جائیگی، شکایت چیف ایگزیکٹو لیسکو کو بھیجی جائے گی جو کہ متعلقہ محکمہ سے تفصیلات حاصل کرنے کے بعد اس کارروائی کریں گے، شکایت سیل قائم ہونے سے صارف اور لیسکو کے بوجھ میں بھی کمی ہوگی اور صارف کو سہولت ملے گی۔ انہوں نے کہا کہ یہاں درج ہونے والی شکایت پر 15 روز میں عمل درآمد کر کے صارف کو رلیف دیا جائیگا۔ یہ شکایت سیل آنے والی کسی بھی شکایت کو آن لائن لیسکو حکام کو بھجوائیں گے جس کا ریکارڈ وفاقی محتسب کے پاس بھی ہوگا اور وہ اس شکایت کے حل تک کارروائی کرتا رہیگا۔ انہوں نے کہا کہ وفاقی محتسب کو موصول ہونیوالی شکایات میں سے 80 فیصد فیصلے افہام وتفہیم سے ہوجاتے ہیں' 99 فیصد لوگ فیصلوں سے متفق ہوتے ہیں، زیادہ تر شکایات بجلی' گیس' ٹاورا پاسپورٹ' انشورنس اور اوور سیز پاکستانیز کے حوالے سے آتی ہیں جن میں سے 90 فیصد شکایات کا ازالہ دو ماہ کے اندر اندر کردیا جاتا ہے، اس موقع پر لیسکو کے کسٹمر سروسز ڈائریکٹر مرزا خالد نے کہا کہ صارفین کی بروقت شکایت کے ازالہ کیلئے وفاقی محتسب کی طرف سے کمپلینٹ مینجمنٹ انفارمیشن سسٹم حسن اقدام ہے۔

Figure 8: Inauguration of Dynamic interfacing at LESCO

Presentation on Paperless Office (Complaints at Mohtasib)

FEDERAL OMBUDSMAN

Linkage of PESCO to Complaint Management Information System (CMIS)

A step forward toward the Paperless Office

Sohail Ahmad Phatak
WAFAQI MOHTASIB (OMBUDSMAN) OF PAKISTAN

BACKGROUND

COMPLAINTS AGAINST PESCO IN WAFAQI MOHTASIB

Years	WMS Region	Workload	Disposal	Pendency
2013-2016	Peshawar	20,065	19,883	182
	DI. Khan	4,022	3821	201
	Islamabad	1028	1,012	16
	SWAT	162	159	3
Total		25,277	24,875	402

BACKGROUND

COMPLAINTS AGAINST PESCO IN WAFAQI MOHTASIB in Year 2016

Years	WMS Region	Workload	Disposal	Pendency
2016	Peshawar	1256	1,074	182
	DI. Khan	887	672	201
	Islamabad	99	83	16
	SWAT	4	1	3
Total		2,232	1,830	402

BACKGROUND

Classic Communication with PESCO and other Agencies

- Letters, Photocopies, Postage, HR — Major Paperwork
- Photocopying, Delayed Delivery, Work on multiple desks, Multiple routing time — Time Consuming
- Postage, Paper, Ink, HR — Funds Required

5

DYNAMIC INTERFACING

Paperless and Fast Communication with K-Electric , SSGCL & PESCO

Provide
Speedy,
Free of Cost,
Less time consuming
&
Single desk working

Through
Linkage of K-Electric ,PESCO and SSGCL with Ombudsman's Online CMIS
Provision of Interactive and Dynamic Interface to K-Electric, PESCO & SSGCL in CMIS

6

Real Time Interfacing with Agency (PESCO)

Complaint

Complainant

SMS of Hearing to Complainant
View the Status of the complaint
Published hearing list from website
SMS of Disposal

Registration

Under Investigation

Findings Issued After the Approval of Ombudsman

Implementation

Complaint

Get Scanned Copy of Complaint Instantly

Get Notice from Interface
Upload Reply
Get List of Complaints for Hearing
View the Status of the complaint

Get the Copy of Decision Online

View the Recommendations Upload Implementation Report

KE SSGC

SHARED ONLINE CMIS FUNCTIONING IN WMS AND K-ELECTRIC
Complaint
Wafaqi Mohtasib
10 R.Os and 90 Tehsil Office
24 X 7 Online Centralized
Complaint Management Information System
WMS Data Center
K-Electric
NADRA
SSGCL
PESCO
Complainant
online Status
SMS
Manual Letters

BENEFITS OF ONLINE INTERFACING
Save the Cost
Save time
Speedy Redressal
Technology Sharing

WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
MANAGEMENT INFORMATION SYSTEM (MIS)
K Electric Karachi

WAY FORWARD FOR ONLINE INTERFACING WITH PESCO
Focal Persons appointments for Center and Regions
IT Facilitation
Get Notice etc using CMIS
Attachment of the Reply in CMIS
Get Finding from CMIS
New Scanners required for scanning
Training of the Staff

6.2. Internal Complaint Redressal at Agency Level

The Federal Ombudsman has taken two special initiatives to resolve the complaints at department level. The complaint may file a complaint directly to the Agency, which should be resolved within the stipulated time. These two initiatives are

- Instant Complaint Resolution Mechanism for Agency
- Overseas Complaint Resolution Mechanism for overseas Pakistanis

Figure 9: Internal Complaint Resolution

6.2.1. Instant Complaint Resolution Mechanism for Agency (Resolution within 30 Days)

There are 42 different Federal divisions and around 186 attached departments in Federal Government, which are, comes under the definition of Agency defined in P.O. 1 of 1983. There is always request from the agency on hearing "if complainant approached us earlier we could resolve it our own level" Instant Complaint Resolution Mechanism is also called the internal complaint resolution for the agencies. The purpose of this initiative to enhance the Agency's response and promptness in grievance redressal at its own level. For this purpose, all the federal departments were asked to nominate the focal person for grievance redressal along with a specified space called complaint cell. In the compliance, the most of the federal department had established the complaint cell at their respective department. During the execution of this project, it had found that most of the agencies has no such type of complaint resolution mechanism. This sweltering situation urged us to make separate instant complaint resolution module in CMIS,

which has now capability to handle the complaints at Agency level without the interference of the Wafaqi Mohtasib Secretariat. This module of CMIS is totally for the consumption of agency. This module is developed for instant resolution of complaint at agency level. This module provides the unique complaint number for each agency in this. This module also provide the link for online complaint registration for complainant on specific agency's website. The complainant can also check the status of his/her complaint on same website. WMS has already provided these links to 130 different Ministries/Departments for the integration on their websites. **If the agency is failed to resolve the complaint within 30 days, it will transfer to Mohtasib for redressal without filling any new complaint.**
The overall process is explained in the figure below

6.2.2. Overseas Complaint Resolution for Overseas Pakistanis

A special initiative was taken to cater the complaints of around 8.4 Million Overseas Pakistanis which are living and working around 124 different countries of the World. These overseas Pakistanis are remitting around 19.3 billion US Dollars. The trends in Home Remittances of Overseas Pakistanis in last ten years is shown in Figure 10 and 11

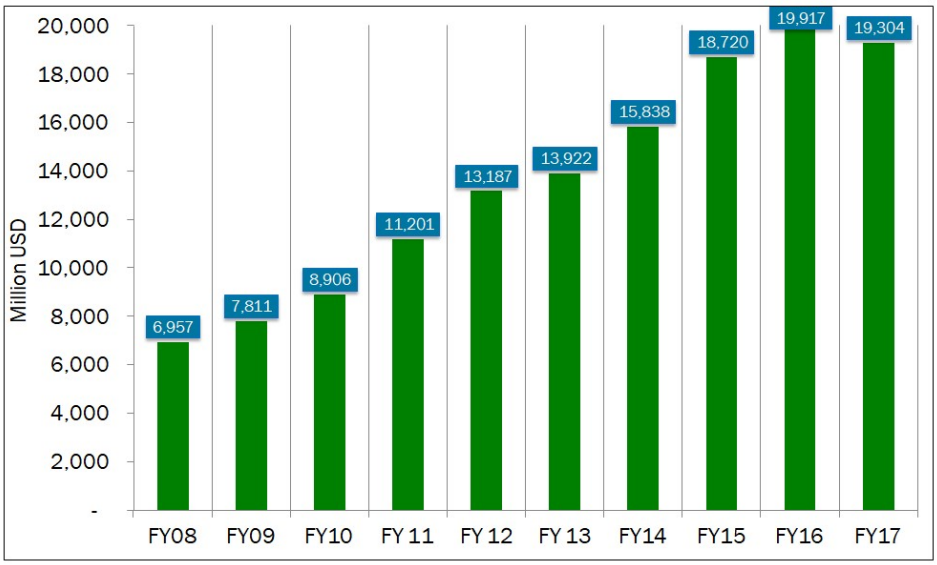


Figure 10: Trend of Home Remittances by Overseas Pakistanis

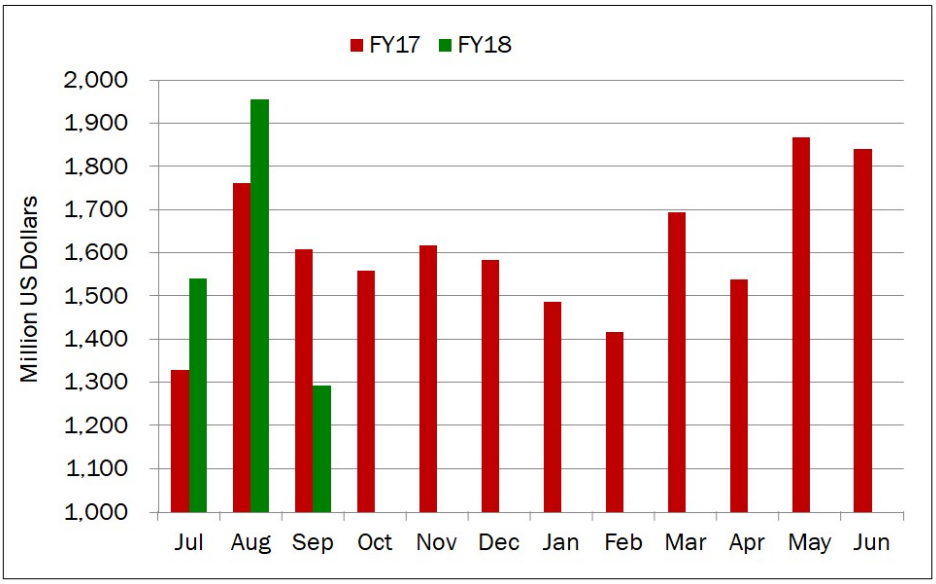


Figure 11: Monthly Comparison of Home Remittances by Overseas Pakistanis in Financial year 2017-2018

The following steps are taken for the overseas Pakistanis

- Appointment of Focal Persons in 56 departments, 116 Missions and four provincial police departments for resolution of Overseas Complaints
- Ambassadors to hear Overseas complaints once a week without any appointment in Pak Missions
- Counsellor and legal assistance to Overseas Prisoners
- Introduction of On-line appointment system in Pakistan Missions
- Resolution of Systemic Issues of NADRA, Passport Department, Foreign Office, OPF, Bureau etc
- Early processing of renunciation of citizenship cases
- Resolution of pending cases of passports, police clearance and NICOP
- Facilitation in Home Remittances and FERC Card
- Regular interaction with overseas community
- One day celebration for overseas
- Settlement of workers insurance and salaries issues
- Cognizance of systemic issues on monthly reports of Pak Missions
- Hearing of Complaints through video link/Skype
- Establishment of cells in Supreme court and High Courts.
- Steps for safe return of stranded Pakistanis from different countries
- Resolution of systemic issues related to Federal Government Departments

A special module has also been developed for overseas Pakistanis to resolve their complaints on priority basis. This is a specialized module of CMIS which is linked to 116 Foreign Missions of Pakistan. A separate complaint number is allocated which depicts it nature and urgency in both at agency and Mohtasib level. Overseas Pakistani may launch a complaint online using internet or

the representative of Foreign Mission may add his/her complaint in CMIS and forward to the concerned agency directly, which may appear on the interface of the concerned agency. The agency is advised to resolve this complaint instantly with in stipulated time of 15 days.

The special One Window Facilitation Desks are also established at eight international Airports of Pakistan for overseas Pakistanis for instant resolution of issues related to immigration, boarding, lost of luggage, unfair treatment and other issues related to Government Agencies working at Airports. The presence of the following agencies has also been assured at these Desks

- Federal Investigation Agency
- Overseas Pakistanis Foundation
- Overseas Employment Corporation
- Directorate General of Immigration & Passports
- Civil Aviation Authority
- National Database and Registration Authority
- Pakistan International Airline Corporation
- Bureau of Immigration & Overseas Employment
- Anti-Narcotics Force
- Airports Security Force
- Pakistan Customs
- Ministry of National Health Services & Regulation
- Representatives of airlines (During operation)

6.3. SOP for Linkage of the Agency

The following steps to be followed in Wafaqi Mohtasib Secretariat for above integration the Federal Agency for expeditious disposal of complaint.

- Establishment of Complaint Cell at H.O and Regional Offices of the Federal agencies
- Appointment of Focal Persons (BS-19 and above) and Complaints Officer both at Head office and sub offices of the Integrated Agencies
- Creation of the integrated Module of CMIS for Agencies to be connected
- Three tier access and monitoring of agencies complaints to be provided in CMIS
- All user name and password to be provided to the Federal agencies by WMS
- Basic training to the focal person of agency to be provided by WMS

6.4. Processing of the Complaint at Agency Level

Handling of complaints in instant complaint resolution mechanism and overseas Pakistanis complaints is required efficient and effective management which can be performed by following a number of essential steps.

This module has following major interfaces with respect to the flow of complaint for redressal at agency

i. **Dashboard:** It provides overall picture of the complaints registered in Agency in graphical presentation. Agency Representative can see the complaints at various stages.

ii. **Receipt of Complaint:** Complainant may file complaint by post, fax or in person to agency. It may also be registered through email or can be filed online using the online direct link provided on the Agency's website.

iii. **Register a New Overseas Complaint**: The overseas complaint may be register online or by the concerned Pakistani Embassy with unique complaint no i.e. '**A33-OVR/0000003/17'**

iv. **Registered Overseas Complaints**: This interface provided to the Agency user to see the updated status of the overseas complaint registered by that particular user.

v. **Register a New Complaint**: This interface provided to the Agency for complaint registration with unique complaint no i.e. M/O Communication's Complaint Number is like '**A33-MOC/0000003/16'**

vi. **Registration Desk Interface:** This interface displays all the fresh registered complaint in agency. Agency can scrutinize and accept or reject the complaint in limin with mentioning the reason on complaint. All the accepted complaints are then marked to the Relevant Officer for further processing.

vii. **Initial Scrutiny.** Initial scrutiny is undertaken by the focal person appointed by Agency who determines its admissibility under the Rules. For admitted complaint, acknowledgement is sent to the complainant via CMIS generated letter. The admissible complaints are marked to the designated Relevant Officer for examination and inquest. Those not admitted are returned to the complainant along with reason for non- admittance. To dispose of complaints within the stipulated period of 15 days, the complainants are encouraged to furnish all relevant documents along with the complaint.

viii. **Relevant Officer Desk**: Relevant Officer can take the action after receiving the complaint and send to Authority for final disposal of complaint. The Relevant Officer proceeds with redressal as follows:

- Receive the complaint and
- Call for report from the concerned own department
- Receive response from the department
- Call for rejoinder from the complainant if required
- Submit proposed redressal for approval of the Competent Authority

The CMIS updated the status of the complaint on every action so the focal person has to required to update the CMIS for updated status to complainant which can be seen using a link provided on the website of the Agency.

ix. **Final Disposal.** After approval of the Competent Authority, the Focal Person may send the letter to the complainant for information

x. **Over Due Complaints**: this interface displays the overdue complaints i.e. complaint having more than 15 days to its registration. These complaint are in alert position after not resolving on 18 day it will transferred to Ombudsman's Registration office where it will be taken as legal complaint under the same complaint number which could be already given to the complainant. By doing this, the complaint has all the previous trail of the complaint.

xi. **Disposed Complaints Interface:** this interface displays all disposed complaints with disposal date and specified relief or reject.

The overall process is explained in the Figure 12 below

Figure 12: Overseas Complaint Redressal Process

xii. **Transfer of complaints to Mohtasib for Redressal:** It is agreed that the agency will resolves the complaint within their give time, maximum 30 days. **<u>If the agency is failed to resolve the complaint within 30 days, it will transfer to Mohtasib for redressal without filling any new complaint. These complaint will be displayed at the interface of "Complaint at Mohtasib</u>**

PART II

Operational Manual for Processing of Complaints on CMIS

7. Dynamic Linkage of the Agency to CMIS – A Step forward toward the Paperless Communication between Ombudsman Office and Agency

In this communication both Mohtasib Office and Agency Officials are involved so this chapter is divided into two parts as below

- Mohtasib Office Responsibility
- Agency Responsibility

7.1. Mohtasib Office - Paperless Communication using CMIS

In Mohtasib Office every process, every action of the complaint is computerized using CMIS. The CMIS keeps the track of all processes and actions taken on the complaint timestamp. Every section do its part of action on complaint and forward to next Section as explained in Part I. That is the reason that the status of complaint remains updated in CMIS to meet the timelines. There are main three levels, in which Agency is directly linked to Mohtasib Office.

7.1.1. Complaints at Registration

The Registrar of the Mohtasib Office registers every complaint that comes to the Mohtasib Office. He is responsible for the scanning and marking the admissibility of the complaint. The scanned copy of the complaint uploads with its complaint number in CMIS and at the moment it attaches with complaint, it is available on Agency' Interface for ready reference and consumption of Agency/ Division/ Departments. The register will use its own interface for uploading other parameter entry. Therefore, there is no need to send the copy of complaint to agency. If Agency may not find the attachment of complaint, he will directly ask to Registrar/ Investigating Officer for attachment

7.1.2. Under Process Complaints

The Investigating/Dealing Officer (IO) at Mohtasib Office is responsible to take action on complaint during the proceeding of the investigation of complaint. The every action by the IO is visible to Agency/Division/Department on it's under process complaints interface of CMIS. The IO will attach the letter/notice with complaint in CMIS. The agency may download it if necessary. The due date for the every action (Hearing, Notice or other activity) is mandatory and is visible to Agency also. Therefore, there is no need to send any written letter or notice to agency. The agency has direct access to that complaint

7.1.3. Issuance of Findings

A findings can be issued only after the approval of Honorable Ombudsman. Disposal section in Head office disposes the complaint after the approval and then it is available for IOs for issuance to the parties. The finding issuance is the responsibility of the concerned IO and after issuance it is available for agency on CMIS till the such file will consigned to record.

7.1.4. Complaints in Implementation

The disposal of complaint is done in Ombudsman Office and sole responsibility lies with Head Office. After the disposal of complaint the implementable findings are visible to implementation cell of concerned Mohtasib' Regional Office and simultaneously to the Agency on its interface of CMIS. Implementation Cell is responsible for implementation of the complaint. Every Activity related to implementation is also visible to Agency.

7.1.4.1. Implementation Process

The process of complaint implementation is discussed in figure below Figure 118

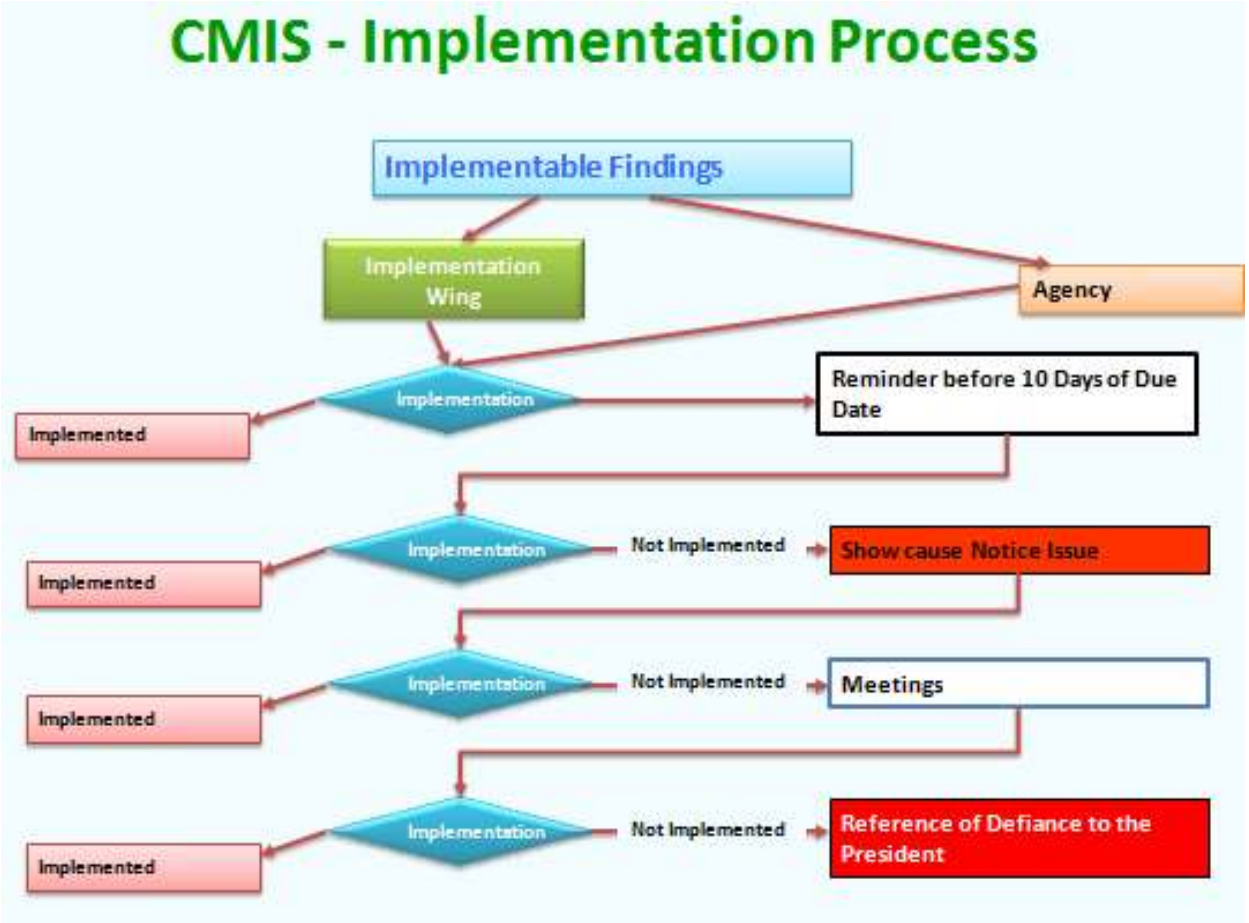


Figure 118: CMIS – Follow up of Implementation

Before go into detail it is important to know which findings are implementable. The details are as under in Figure 119

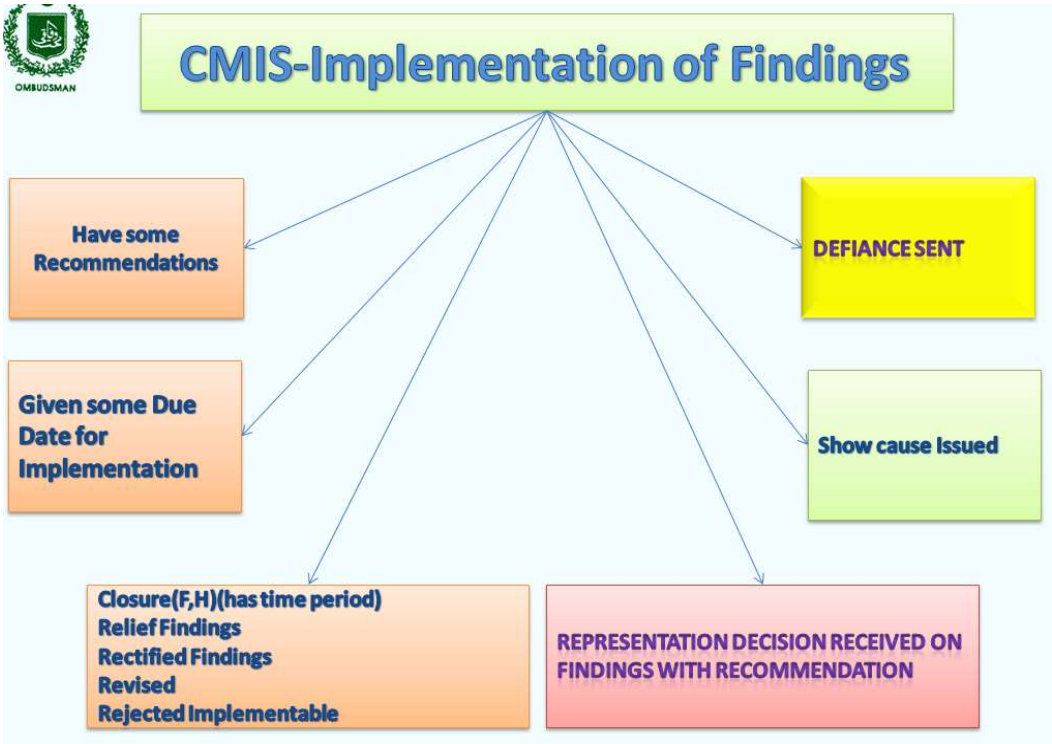


Figure 119: CMIS – Implementable Findings

This process of implementation is further elaborated in figure below. This is the process which is implemented in implementation module of CMIS. Every implementable complaint is tracked in CMIS as we proceed in CMIS according to the figure below. This figure is the replica of the interfaces of implementation wing used in Mohtasib Office. Every Action on the interface also displays simultaneously on Agency's Interface for ready reference

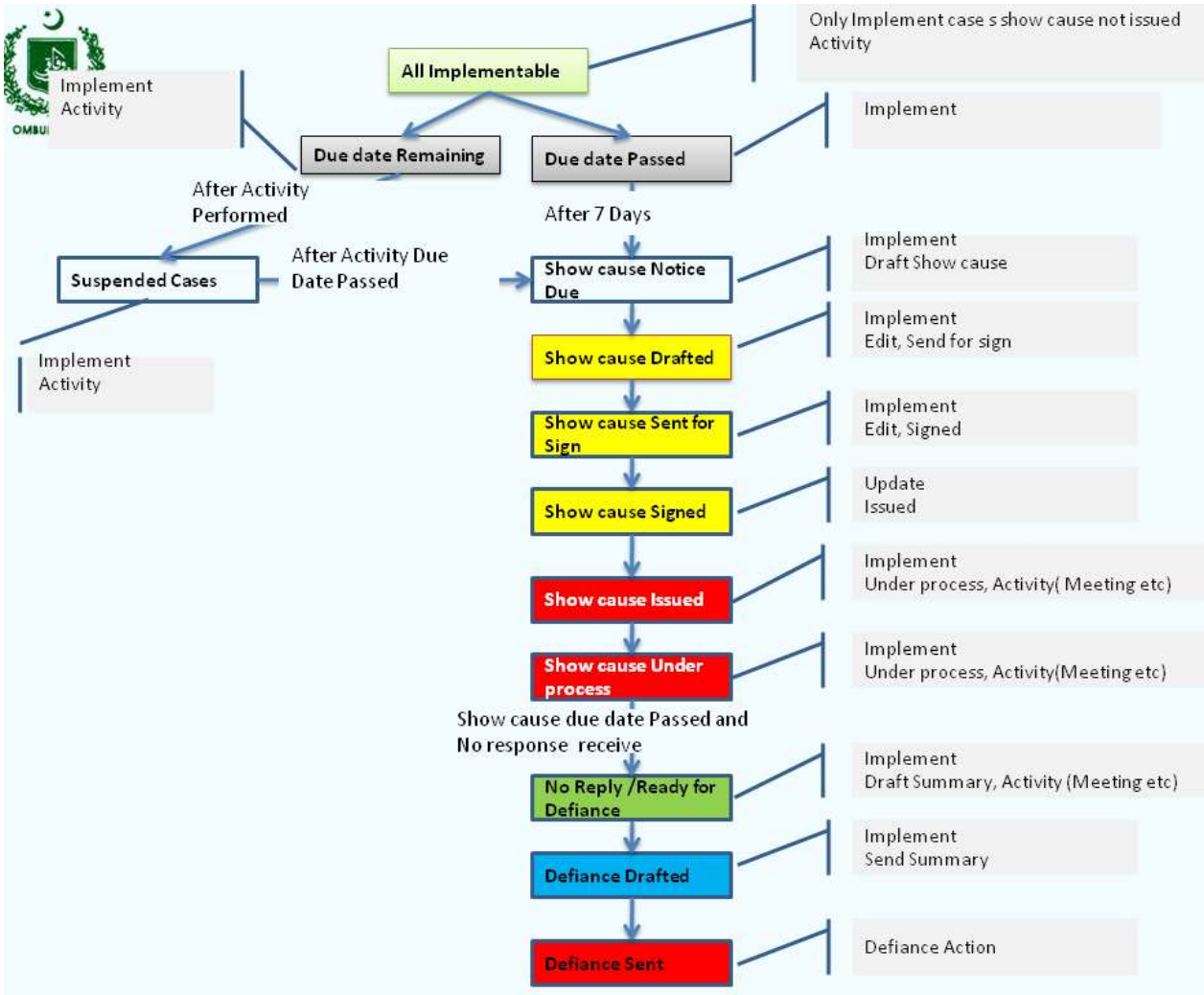


Figure 120: CMIS –Implementation

7.2. Agency- Paperless Communication using CMIS

7.2.1. How to Start-Open the CMIS

The CMIS open by giving the following address in internet explorer / Mozilla fire fox
http://complaints.mohtasib.gov.pk
This CMIS is password protected like email. The username and password has been provided to every user of CMIS. The following page is open for user name and password

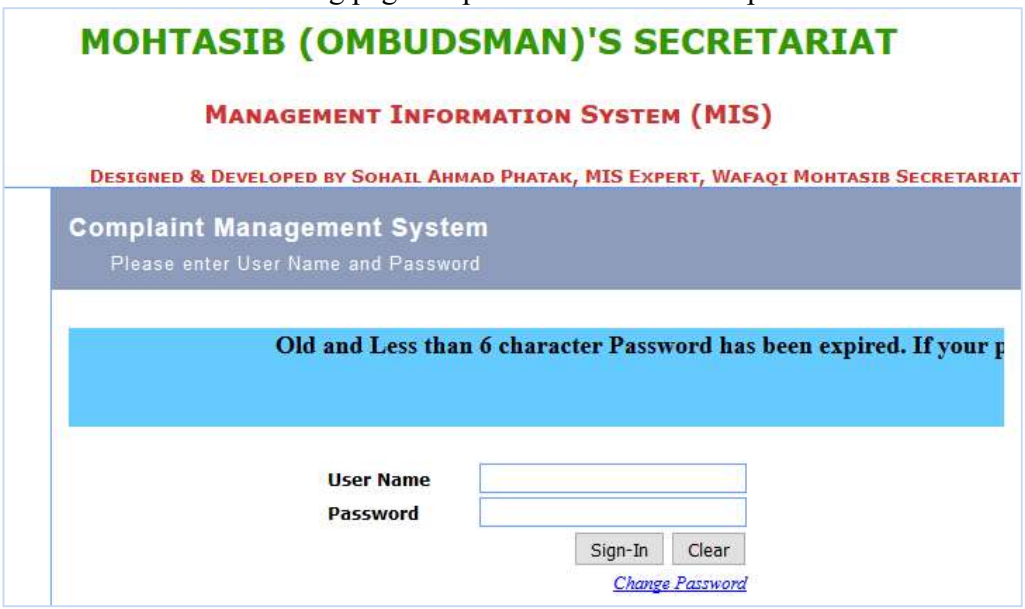


Figure 121: CMIS – Login Page

After login to the CMIS application, there are different links on left side of Page according to the specific role assigned to the user i.e. for Agency (Complaints against Agency), Password Management etc.
Focal person (user) of Agency has role/access level of 'Agency'.

In CMIS, the Interface "Agency" is defined and developed for Agency (Government Division/Department) against which complaints are received in Mohtasib. This module can be accessed only with *Agency Role,* assign by Administrator. This interface provides the direct liaison of Agency with Ombudsman Office. The home page of Agency is shown in Figure 122.

Figure 122: CMIS – Main Home Page for Agency Users

Once you click the link on left side the following interface will be appeared having two links.

- Complaint at Mohtasib – for Dynamic Interfacing
- Complaint at Agency – for Internal complaint Resolution at agency Level and this will be discussed in next Chapter.

The interface is shown in Figure 123.

Figure 123: Agency Interface for complaints

The representative of the Agency can access the complaints at four levels in CMIS. Agency can access all the complaints or the complaints in specific region of the Mohtasib Secretariat. For this purpose the separate username and password will be provided. The main page of Agency is shown in Figure 124.

Figure 124: Agency Home Page

The access levels are

- Complaints at registration
- Under Process Complaints (at Investigation)
- All Complaints Fixed For Hearings
- Hearing List

- Signed- Issued Complaints (Decision issued to the parties)
- Complaints at Implementation

7.2.2. Complaints at Registration

Agency can see complaints on initial stage of registration even before the admissibility. Agency may get the scanned copy of complaint for its consumption from attachment link. The complaint at registration page is shown in Figure 125.

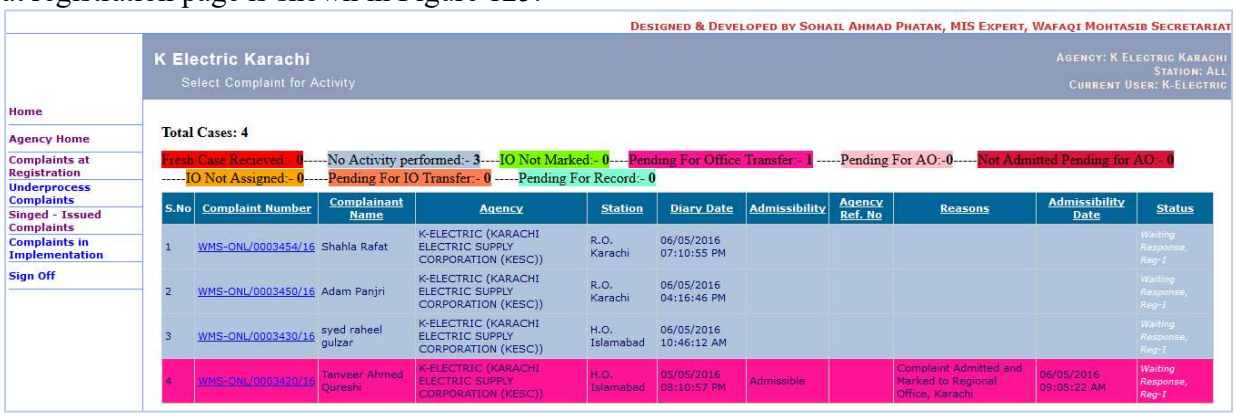


Figure 125: Agency- Complaints at Registration Interface

7.2.3. Under process Complaints

This interface displays the complaints at investigation level with updated status of complaint at Mohtasib Office. All the actions (Hearing Notice, Report, Rejoinder etc) is taken by Investigating Officer on complaint is also displayed on Agency interface on same time. The under Process interface is shown in Figure 126.

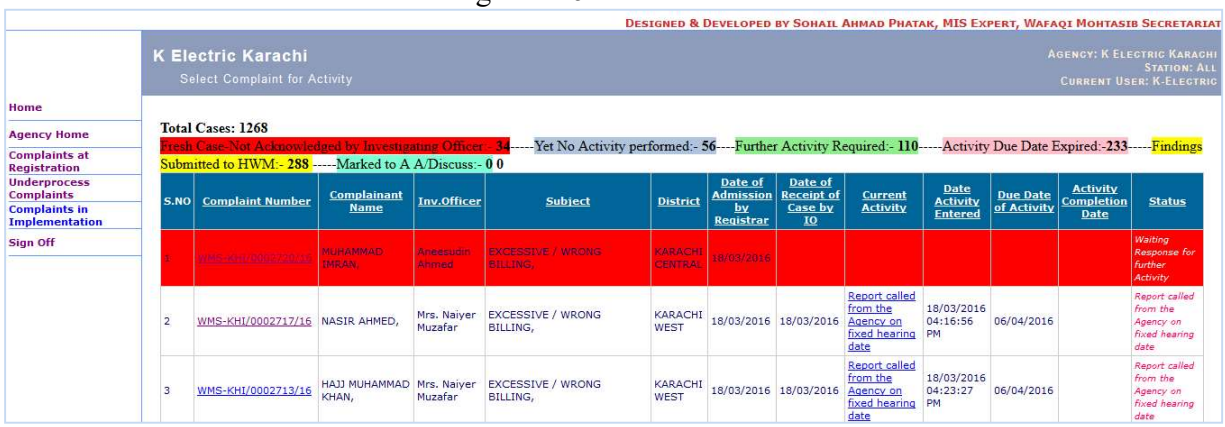


Figure 126: Agency- Under Process Complaints Interface

The Agency can perform the following action on the complaint as follows

- To get the scanned copy of the complaint
- To get the status of the complaint
- To get hearing Notice of the complaint

- Reply/report of the agency be uploaded directly with complaint

Following are the steps required to perform for the printing of scanned copy of the complaint, Hearing Notice or any other letter attached by Mohtasib Office

Step1: Select appropriate complaint from list.
Step2: Select the document from the list of attached document as shown in Figure 127.
Step3: Save and open the document on computer.
Step4: Get the print of the downloaded document
Step5: Click "OK" button will take you to the selected complaint list page.

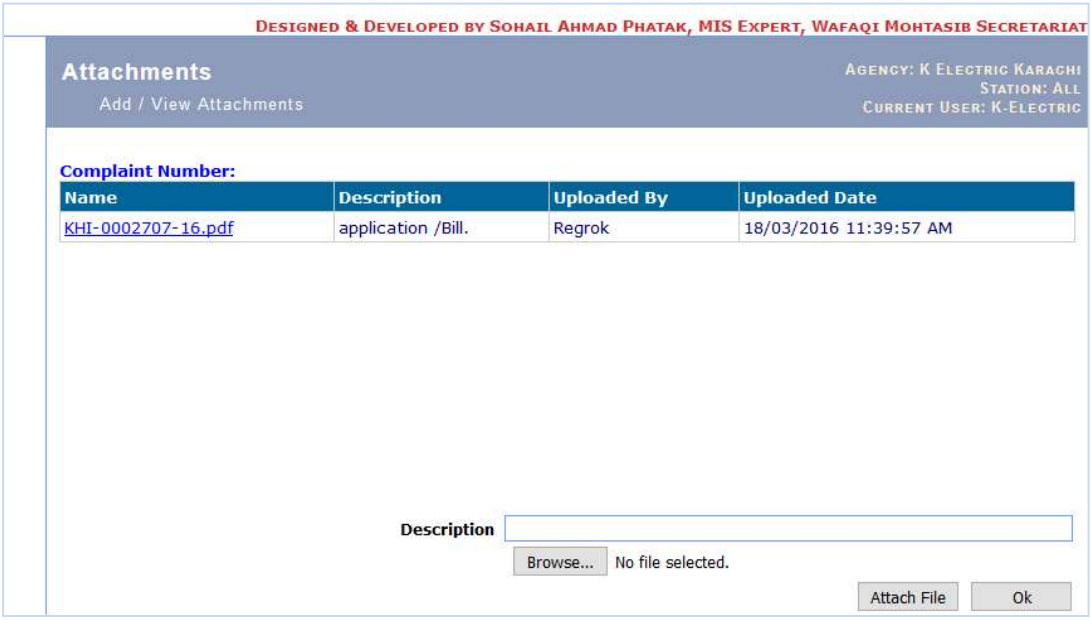


Figure 127: Agency- Get Complaint Scanned Copy

Following steps are required to upload the agency response/report with respective complaint

Step1: Select appropriate complaint from list.
Step2: Click "Brows" button and brows the document from your computer
Step3: type document description in Description Box
Step4: Click "Upload" button and the Document will display in Attached document list against you name.
Step5: Click "OK" button will take you to the selected complaint list page.

This interface shows all the complaints of the agency for the selected region of Mohtasib Office.

7.2.4. All Complaint Fixed For Hearings

This interface separately displays the complaints at investigation level which are fixed for hearings at Mohtasib Office. The time lines of the hearing of the complaint are separated by colors. The under Process interface is shown in Figure 128.

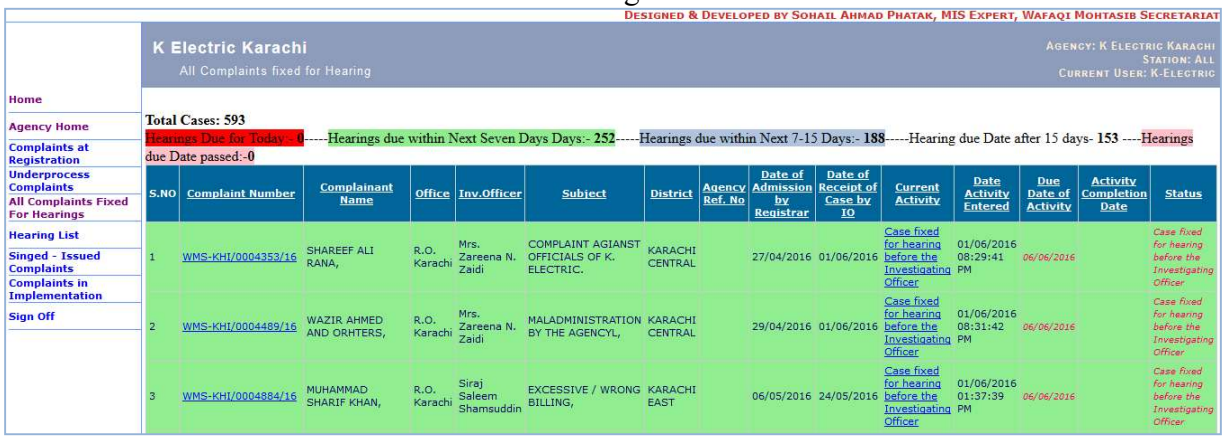


Figure 128: Agency- All Complaints fixed for Hearings Interface

The Agency can perform the following action on the complaint as follows

- To get the scanned copy of the complaint
- To get hearing Notice of the complaint
- Reply/report of the agency be uploaded directly with complaint

Following are the steps required to perform for the printing of scanned copy of the complaint, Hearing Notice or any other letter attached by Mohtasib Office

Step1: Select appropriate complaint from list.
Step2: Select the document from the list of attached document as shown in Figure 129.
Step3: Save and open the document on computer.
Step4: Get the print of the downloaded document
Step5: Click "OK" button will take you to the selected complaint list page.

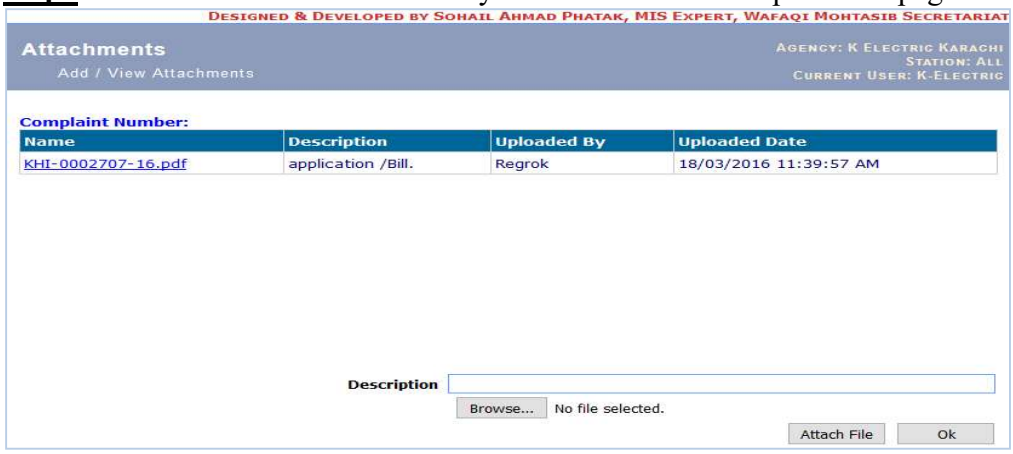


Figure 129: Agency- Get Complaint Scanned Copy

Following steps are required to upload the agency response/report with respective complaint

Step1: Select appropriate complaint from list.
Step2: Click "Brows" button and brows the document from your computer
Step3: type document description in Description Box
Step4: Click "Upload" button and the Document will display in Attached document list against you name.
Step5: Click "OK" button will take you to the selected complaint list page.

This interface shows all the complaints of the agency for the selected region of Mohtasib Office.

7.2.5.Hearing List

Using this interface the agency can get the list of complaint fixed for hearing for specific date. The list between two dates is shown in Figure 130 &131

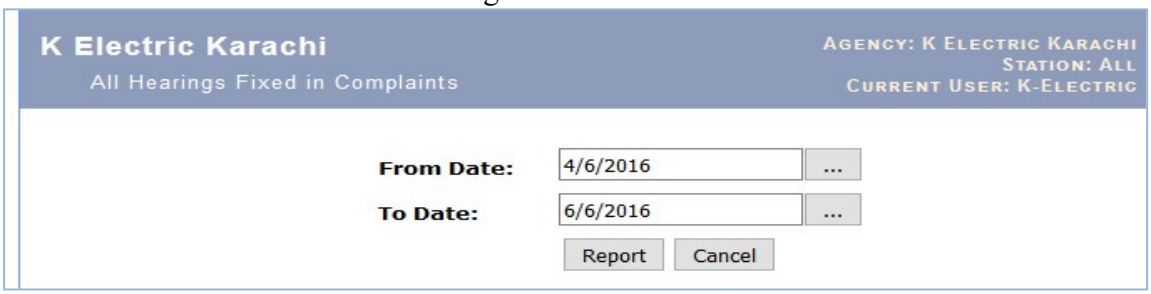
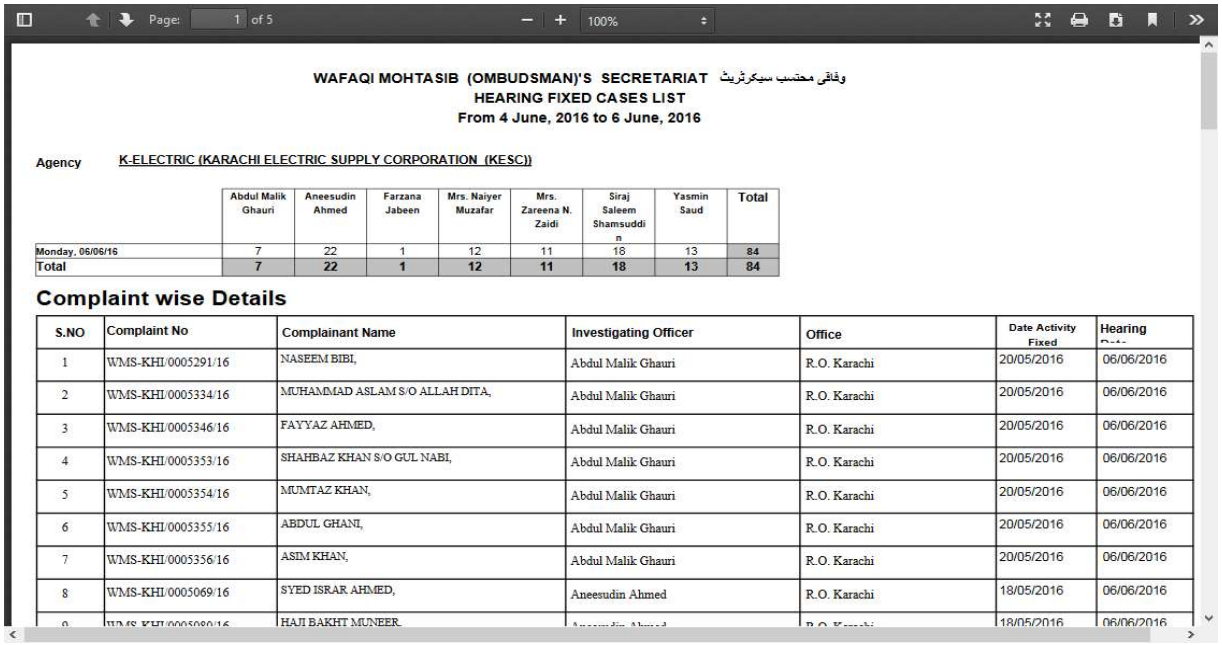


Figure 130: Agency- Hearing Date Selection Interface



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT وفاقی محتسب سیکرٹریٹ
HEARING FIXED CASES LIST
From 4 June, 2016 to 6 June, 2016

Agency K-ELECTRIC (KARACHI ELECTRIC SUPPLY CORPORATION (KESC))

	Abdul Malik Ghauri	Aneesudin Ahmed	Farzana Jabeen	Mrs. Naiyer Muzafar	Mrs. Zareena N. Zaidi	Siraj Saleem Shamsuddin	Yasmin Saud	Total
Monday, 06/06/16	7	22	1	12	11	18	13	84
Total	7	22	1	12	11	18	13	84

Complaint wise Details

S.NO	Complaint No	Complainant Name	Investigating Officer	Office	Date Activity Fixed	Hearing
1	WMS-KHI/0005291/16	NASEEM BIBI,	Abdul Malik Ghauri	R.O. Karachi	20/05/2016	06/06/2016
2	WMS-KHI/0005334/16	MUHAMMAD ASLAM S/O ALLAH DITA,	Abdul Malik Ghauri	R.O. Karachi	20/05/2016	06/06/2016
3	WMS-KHI/0005346/16	FAYYAZ AHMED,	Abdul Malik Ghauri	R.O. Karachi	20/05/2016	06/06/2016
4	WMS-KHI/0005353/16	SHAHBAZ KHAN S/O GUL NABI,	Abdul Malik Ghauri	R.O. Karachi	20/05/2016	06/06/2016
5	WMS-KHI/0005354/16	MUMTAZ KHAN,	Abdul Malik Ghauri	R.O. Karachi	20/05/2016	06/06/2016
6	WMS-KHI/0005355/16	ABDUL GHANI,	Abdul Malik Ghauri	R.O. Karachi	20/05/2016	06/06/2016
7	WMS-KHI/0005356/16	ASIM KHAN,	Abdul Malik Ghauri	R.O. Karachi	20/05/2016	06/06/2016
8	WMS-KHI/0005069/16	SYED ISRAR AHMED,	Aneesudin Ahmed	R.O. Karachi	18/05/2016	06/06/2016
9	WMS-KHI/0005080/16	HAJI BAKHT MUNEER,	Aneesudin Ahmed	R.O. Karachi	18/05/2016	06/06/2016

Figure 131: Agency- Hearing List

7.2.6.Signed –Issued Complaints

This interface displays the all the issued findings to the Agency after approval of Ombudsman. This interface will automatically update with the issuance activity by the Investigating Officer. The agency can download the findings of the complaint directly from CMIS without waiting the manual letter. The interface is shown in Figure 132

K Electric Karachi
Signed Complaints

AGENCY: K ELECTRIC KARACHI
STATION: ALL
CURRENT USER: K-ELECTRIC

Home
Agency Home
Complaints at Registration
Underprocess Complaints
Singed - Issued Complaints
Complaints in Implementation
Sign Off

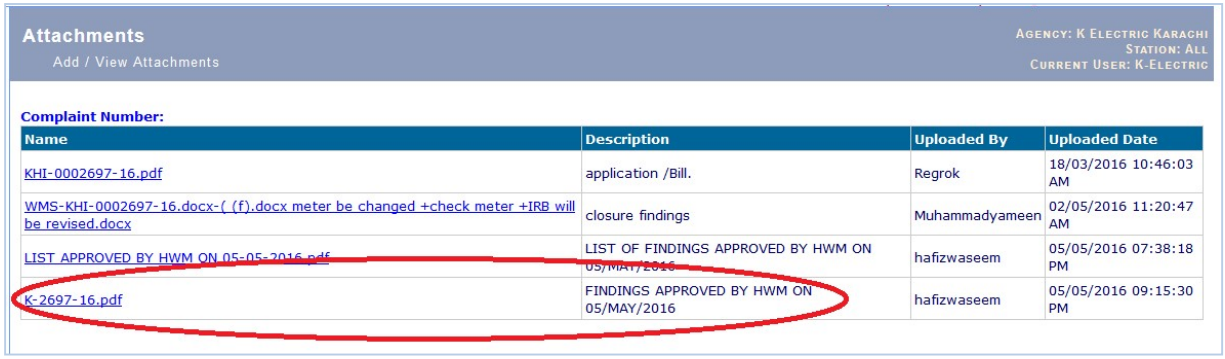
Total Cases: 206 -----Complaint Findings Not issue to parties: 0 -----File Ready for Consign to Record: 10

S.No	Complaint Number	Complainant Name	Inv. Officer	Agency Ref. No	Disposal	Disposal Date	Findings	Current Activity	Date Activity Entered	Current Status
1	WMS-KHI/0002697/16	SYED HIDAYAT ULLAH,	Muhammad Yameen		Relief	05/05/2016	Findings	Closure Findings signed under 23(1) and issued to concerned parties	06/05/2016 11:40:56 AM	Closure Findings signed under 23(1) and issued to concerned parties
2	WMS-KHI/0002542/16	MEHAR-UN-NISA,	Mrs. Zareena N. Zaidi		Relief	28/04/2016	Findings	Findings of the Ombudsman issued-Case Closed	29/04/2016 12:07:04 PM	Findings of the Ombudsman issued-Case Closed
3	WMS-KHI/0002559/16	MUHAMMAD KASHIF,	Siraj Saleem Shamsuddin		Closed	26/04/2016	Findings	Closure Findings signed under 23(1) and issued to concerned parties	03/05/2016 10:33:38 AM	Closure Findings signed under 23(1) and issued to concerned parties
4	WMS-KHI/0002787/16	GHULAM ALI,	Siraj Saleem Shamsuddin		Relief	26/04/2016	Findings	Rectified Findings signed and issued to both the parties	02/05/2016 01:53:00 PM	Rectified Findings signed and issued to both the parties
5	WMS-KHI/0002672/16	S M JAVEED AKHTAR,	Siraj Saleem Shamsuddin		Relief	26/04/2016	Findings	Closure Findings signed under 23(1) and issued to concerned parties	02/05/2016 01:37:34 PM	Closure Findings signed under 23(1) and issued to concerned parties
								Rectified Findings		Rectified Findings

Figure 132: Agency- Signed- Issued Complaints Interface

Following steps are required to get the findings of the respective complaint

Step1: Select appropriate complaint from list by clicking the 'Findings' link.
Step2: Select the findings from the list of attached document as shown in Figure 133.
Step3: Save and open the document on computer.
Step4: Get the print of the downloaded document.



Attachments
Add / View Attachments

AGENCY: K ELECTRIC KARACHI
STATION: ALL
CURRENT USER: K-ELECTRIC

Complaint Number:

Name	Description	Uploaded By	Uploaded Date
KHI-0002697-16.pdf	application /Bill.	Regrok	18/03/2016 10:46:03 AM
WMS-KHI-0002697-16.docx-((f).docx meter be changed +check meter +IRB will be revised.docx	closure findings	Muhammadyameen	02/05/2016 11:20:47 AM
LIST APPROVED BY HWM ON 05-05-2016.pdf	LIST OF FINDINGS APPROVED BY HWM ON 05/MAY/2016	hafizwaseem	05/05/2016 07:38:18 PM
K-2697-16.pdf	FINDINGS APPROVED BY HWM ON 05/MAY/2016	hafizwaseem	05/05/2016 09:15:30 PM

Figure 133: Agency- Get Findings of the Complaint

7.2.7. Complaints in Implementation

This interface displays the complaints (after disposal) which required to be implemented by Agency with its due date for implementation. The interface is shown in Figure 134.

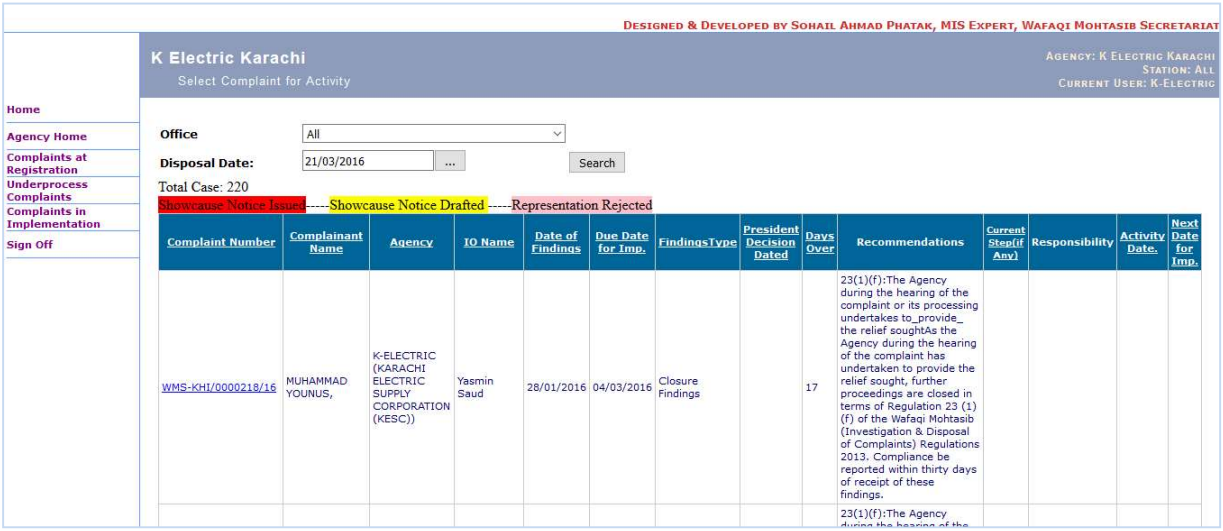


Figure 134: Agency- Complaints in Implementation Interface

The implementation wing of Mohtasib Office is using the CMIS-Implementation module for implementation of the complaint. Different actions are performed for implementation proceeding like meeting, show cause notice, implementation of complaint etc. The status of the complaint is simultaneously shows on the Agency's interface.

8. Internal Complaint Resolution Mechanism at Agency

This Module of CMIS is developed for Internal Complaint Resolution at Agency where agency can resolve the complaint internally at its own level without the interference of the Ombudsman Office. The Ombudsman office will interfere where the stipulated timeline will be exhausted. This module is totally for management of the complaint at Agency, so updation of data is the sole responsibility of Agency. The internal complaint resolution has two special features i.e.

- Instant Complaint Resolution Mechanism for Agency
- Overseas Complaint Resolution Mechanism for Overseas Pakistanis

Two special access roles are created to meet the needs of these imitative. These two modules are interlinked with each other as complaint registered for Overseas Pakistani in any Embassy or Pakistani Mission Abroad will appear on registration Desk of the Agency. This chapter is divided into two parts as below

- Mohtasib Office Responsibility
- Agency Responsibility

8.1. Instant Complaint Resolution Mechanism for Agency

All complaint received at agency will be handled using this interface.

8.1.1. How to Start-Open the CMIS

The CMIS open by giving the following address in internet explorer / Mozilla fire fox
http://complaints.mohtasib.gov.pk
This CMIS is password protected like email. The username and password has been provided to every user of CMIS. The following page is open for user name and password

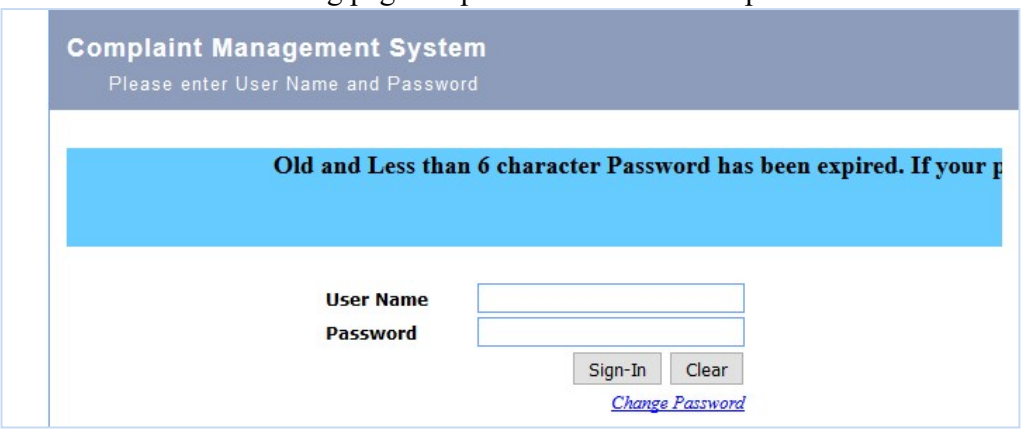


Figure 135: CMIS – Login Page

After login to the CMIS application, there are different links on left side of Page according to the specific role assigned to the user i.e. for Agency (Complaints against Agency), Password Management etc.
Focal Person (user) of Agency has role/access level of 'Agency'.

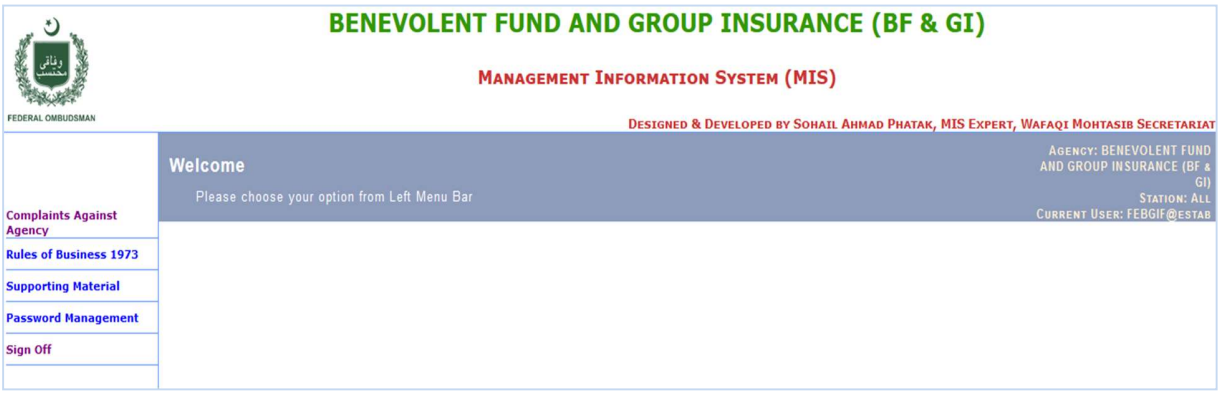


Figure 136: CMIS – Main Home Page for Agency Focal Person

Once you click the link on left side the following interface will be appeared having two links.

- Complaint at Mohtasib – for Dynamic Interfacing discussed in previous chapter.
- Complaint at Agency – for Internal complaint Resolution at agency Level and this will be discussed in this chapter.

The interface is shown in Figure 137.

Figure 137: Agency Interface for complaints

Complaint at Agency: The Focal Person of the Agency can access the complaints, internally or online registered against own Agency/Division/Department/Office/Sub-office as per the tier of the Organization at seven interfaces of CMIS. For this purpose the separate username and password has been provided to the Focal Persons of the Agencies. The main page of **Complaint at Agency** is shown in Figure 138.

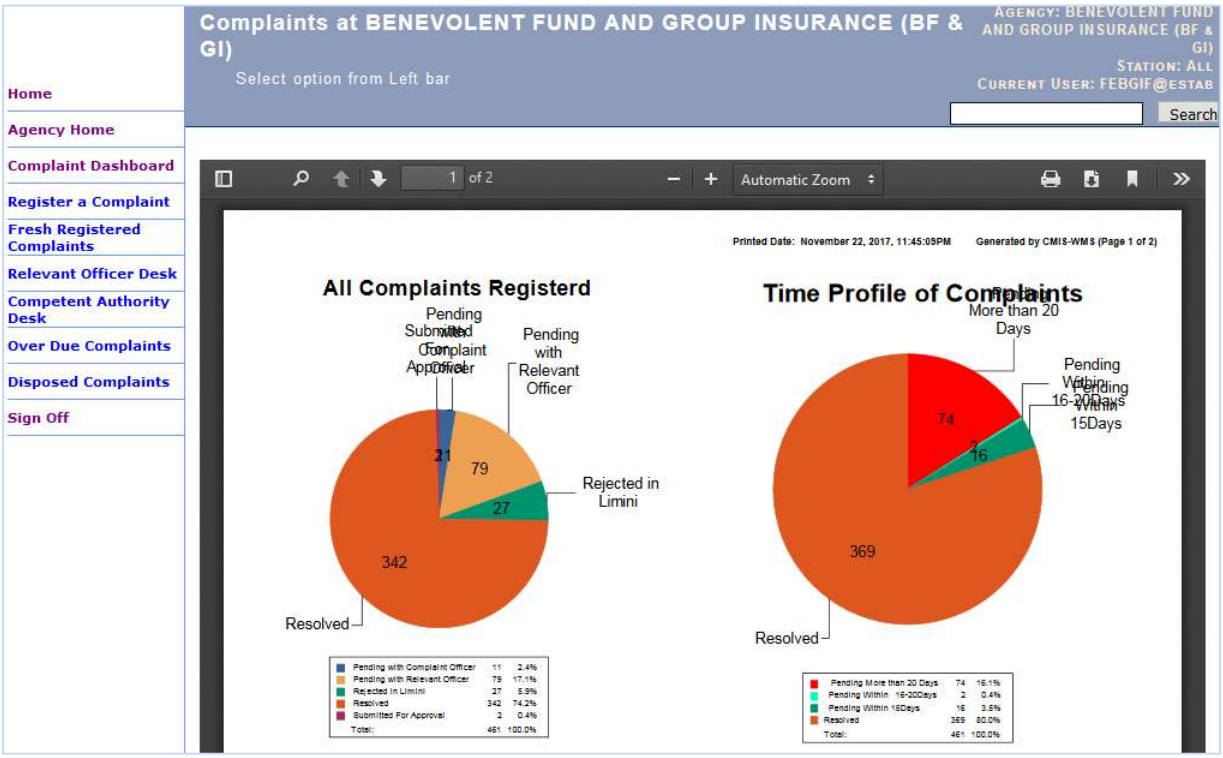


Figure 138: Agency Home Page

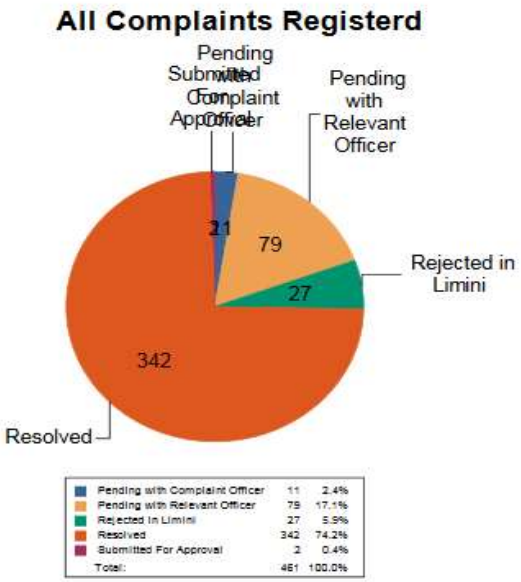
The access interfaces are

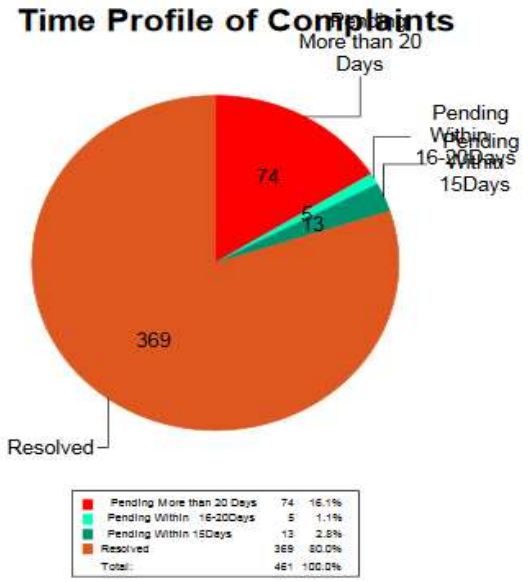
- Complaints Dashboard
- Register a complaint
- Fresh Registered Complaints
- Relevant Officer Desk
- Competent Authority
- Over Due Complaints
- Disposed Complaints

8.1.2.Complaints Dashboard

Complaint dashboard presents the overall picture of internal complaint redressal mechanism of Agency. It displays the report of complaint at different stages of the redressal process. Dashboard report is shown in Figure 139. This report

Printed Date: November 23, 2017, 9:33:31AM Generated by CMIS-WMS (Page 1 of 2)





Printed Date: November 23, 2017, 9:33:31AM Generated by CMIS-WMS (Page 2 of 2)

		Pending with Complaint Officer	Pending with Relevant Officer	Rejected in Limini	Resolved	Submitted For Approval	Total
BENEVOLENT FUND AND GHOUI' INSURANCE (BF - GI)	-- Select Sub Office --	10	48	14	79	2	153
	Regional Board Islamabad		15	9	171		195
	Regional Board Karachi		6	1	44		51
	Regional Board Lahore	1	10	3	48		62
	Total	11	79	27	342	2	461
Total		11	79	27	342	2	461

		Pending with Complaint Officer			Pending with Relevant Officer				Rejected in Limini		Resolved		Submitted For Approval		Total
		Pending More than 20 Days	Pending Within 15Days	Total	Pending More than 20 Days	Pending Within 16-20Days	Pending Within 15Days	Total	Resolved	Total	Resolved	Total	Pending More than 20 Days	Total	
BENEVOLENT FUND AND GHOUI' INSURANCE (BF - GI)	-- Select Sub Office --	1	9	10	41	4	3	48	14	14	79	79	2	2	153
	Regional Board Islamabad				14	1		15	9	9	171	171			195
	Regional Board Karachi				6			6	1	1	44	44			51
	Regional Board Lahore		1	1	10			10	3	3	48	48			62
	Total	1	10	11	71	5	3	79	27	27	342	342	2	2	461
Total		1	10	11	71	5	3	79	27	27	342	342	2	2	461

Figure 139: Agency Dashboard Report

8.1.3. Register A Complaint

This interface allows the agency to register complaint received in agency. The interface is shown in Figure 140

Receive Mode ◉ By Hand ○ By Call ○ By E-Mail

Complainant Name Ali

Subject Delay in Stipend

Address Islamabad

Country. Pakistan

Cell No.

Phone No.

Fax No.

E Mail Address

NIC No.

Passport No.

Description Delay

District ISLAMABAD اسلام آباد

Tehsil ISLAMABAD اسلام آباد

City/Town/Vill ISLAMABAD اسلام آباد

Police Station

Ministry/Division: ESTABLISHMENT DIVISION

Department/Corporation BENEVOLENT FUND AND GROUP

Dept/Agency Sub Office -- Select Sub Office --

Against Person if any 23443

Save Clear

Figure 140: Complaint Registration Form

Following steps are required to get register the complaint

Step1: Fill the all the fields with appropriate data from complaint. Give the complainant's mobile number for SMS to be sent on the registration of complaint.

Step2: Press the Save button and print the Receipt of the complaint as shown in Figure 141.

BENEVOLENT FUND AND GROUP INSURANCE (BF & GI)

Thank you for contacting us.

Dated: **23/11/2017**

Complaint No: **A33-BOT/0000418/17**

Subject: **Delay in Stipend**

Complainant Name: **Ali**

Address: **Islamabad**

Agency: **BENEVOLENT FUND AND GROUP INSURANCE (BF - GI)** وفاقی ملازمین بہبود فنڈ و گروپ انشورنس -,--- **Select Sub Office** --

Please use the above complaint number in all future correspondence with us.

Contact No: **, Fax No.**

INCHARGE

Focal Person Complaint Cell

Print Back

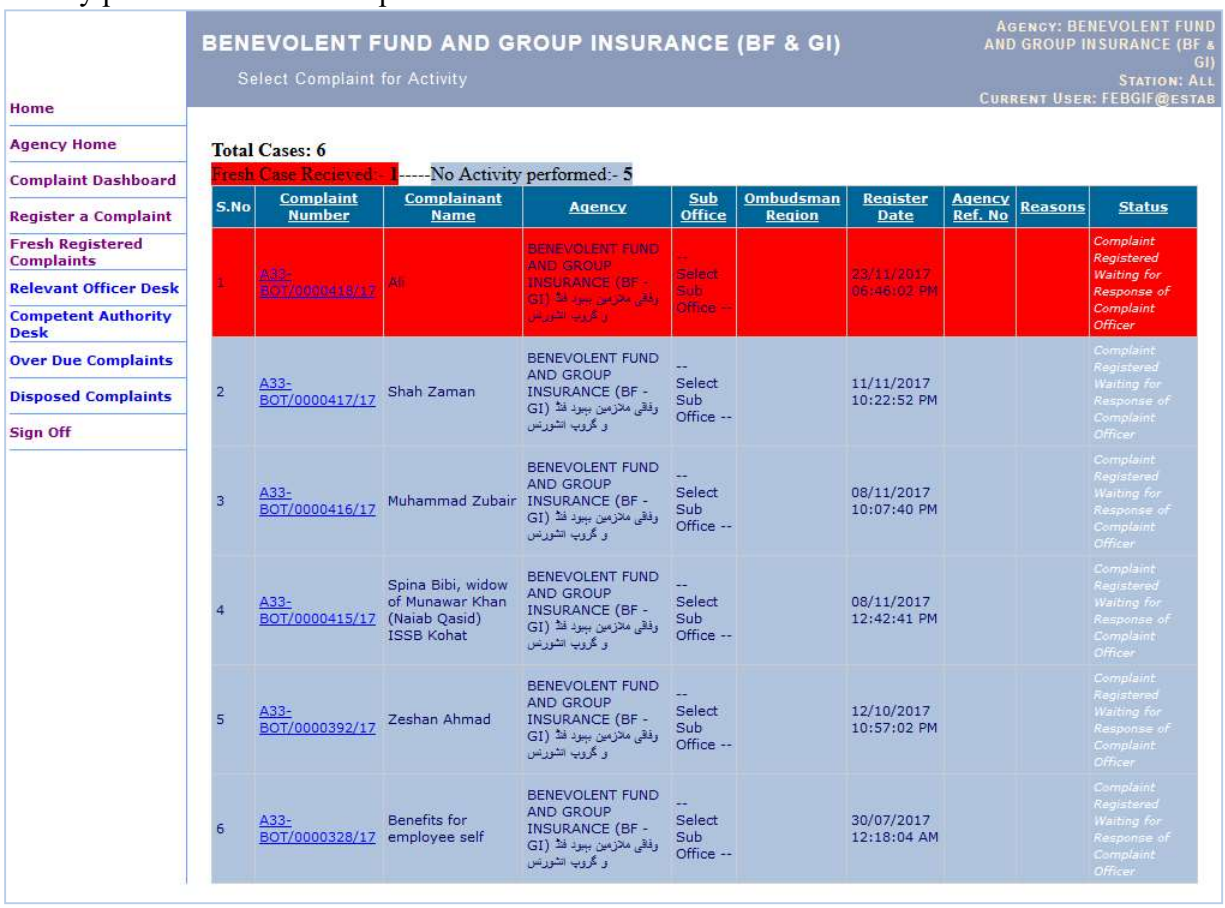
Figure 141: Complaint Registration Form

8.1.4. Fresh Registered Complaints

This interface displays all the fresh registered complaints as shown in Figure 142. All the complaint either these registered online through website or using the form by Focal Person , will land on this interface. This interface has following two alerts

- Fresh Case received
- No Activity Performed

All the fresh cases will show in red color for first day then it will turn to gray colour showing no activity performed on the complaints.



S.No	Complaint Number	Complainant Name	Agency	Sub Office	Ombudsman Region	Register Date	Agency Ref. No	Reasons	Status
1	A33-BOT/0000418/17	Ali	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --		23/11/2017 06:46:02 PM			Complaint Registered Waiting for Response of Complaint Officer
2	A33-BOT/0000417/17	Shah Zaman	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --		11/11/2017 10:22:52 PM			Complaint Registered Waiting for Response of Complaint Officer
3	A33-BOT/0000416/17	Muhammad Zubair	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --		08/11/2017 10:07:40 PM			Complaint Registered Waiting for Response of Complaint Officer
4	A33-BOT/0000415/17	Spina Bibi, widow of Munawar Khan (Naiab Qasid) ISSB Kohat	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --		08/11/2017 12:42:41 PM			Complaint Registered Waiting for Response of Complaint Officer
5	A33-BOT/0000392/17	Zeshan Ahmad	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --		12/10/2017 10:57:02 PM			Complaint Registered Waiting for Response of Complaint Officer
6	A33-BOT/0000328/17	Benefits for employee self	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --		30/07/2017 12:18:04 AM			Complaint Registered Waiting for Response of Complaint Officer

Figure 142: Fresh Registered Complaints

By clicking the Complaint No in the list, the following interface as shown in Figure 143. Following steps are required to update and send the complaint to next level of redressal.

Step1: Scan the complaint and attach with complaint for the future record as shown in Figure 144

Step2: Fill the all the fields with appropriate data from complaint. Give the complainant's mobile number, NIC, Address, Mal Admin Code, Nature, etc.

Step3: Mark the admissibility of the complaint and enter remarks for the complaints.

Step4: Press the Save button for saving fields' value and remarks of the complaint

Step5: Forward the complaint to the Relevant Officer by click on the link "Forward to the Complaint Officer Desk. The complaint will be forwarded according to its admissibility as Admissible will go to the "Relevant Officer's Desk" and Not admissible will be treated as rejected in limini and Consign to Record.

Complaint-Officer
Interface

AGENCY: M/O WATER RESOURCES
STATION: ALL
CURRENT USER: WAPDA

- Home
- Agency Home
- Register a Complaint
- Registered Complaints in Agency
- Attachments
- Transfer to other Agency/Department
- Forward to Relevant Officer Desk
- Sign Off

Complaint Number: A33-WAP/0000032/18

Title	Mr.		
Complainant Name	farooq khan		
Gender	○ Male	○ Female	
Address	ptcl exchange kasur		
NIC. No.	35102-6231714-1	**District**	KASUR
	Search On NIC NO	**Tehsil**	KASUR
		City/Town/Vill	KASUR
Mobile No.	03014527775	**Police Station**	Chunian
Phone No.	0492720247	**Fax No.**	0492720247
E-Mail Address	faruq.ptcl@gmail.com	**Receiving Office**	
NTN No.		**Passport No**	
Agency Ref. No			
Ministry/Division:	M/O Water Resources		
Department/Corporation	WATER AND POWER AUTHORITY		
Dept/Agency Sub Office	-- Select Sub Office --		
Subject	Replacement Of Defective Wapda Meter ((27-11713-2022700 u)) Kasur Main Telephone Exchange.		

Main points of online complaint

```
                sir,

        It is stated that Kasur main Telephone Exchange wapda
meter(27-11713-2022700 u) is defective  and its demand notes Rs.17570
is paid on dated 15-03-2017 in MCB main branch kasur. Its paid copy is
received to the SDO  Bullay shah on same date. Now 12 months has
passed away but meter is not replaced .Please replace defective meter
as early as possible.

                    ONE YEAR DURATION IS PASSAD  STILL  METER IS NOT REPLACED.
```

Print

Value of Complaint	0		
Inv.Officer		**Transferred**	
Mal Admin Code		**Nature of Complaint**	Select Nature
Acknowledgement Status			
Admissibility Status			
Admissibility			
Proved Mal-Administration			
Acknowledgement Letter			
Remarks			

Save Preview Cancel

Final Remarks:
Competent's Remarks:
Complaint Officer's Remarks:

Figure 143: Fresh Registered Complaints

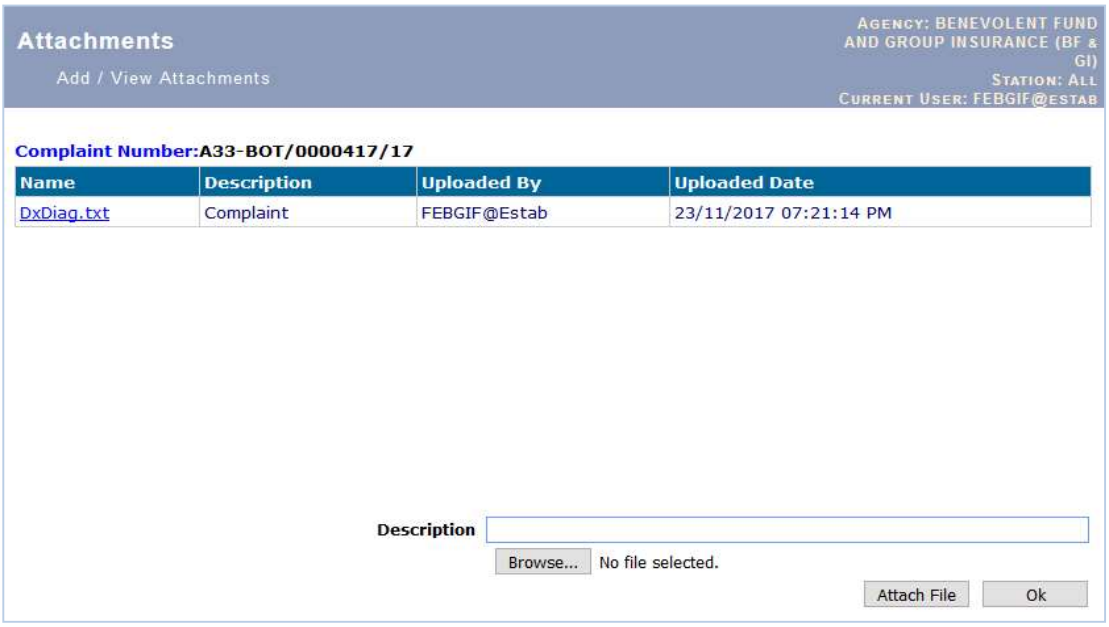


Figure 144: Complaint Attachment Form

8.1.4.1. Complaint Transfer to Other Department/Agency

By clicking the Complaint No in the list in Figure 142, the detailed interface of complaint as shown in Figure 143.
Following steps are required to transfer the complaint to other department/agency.

Step1: Open the link for transfer of complaints as shown in Figure 144

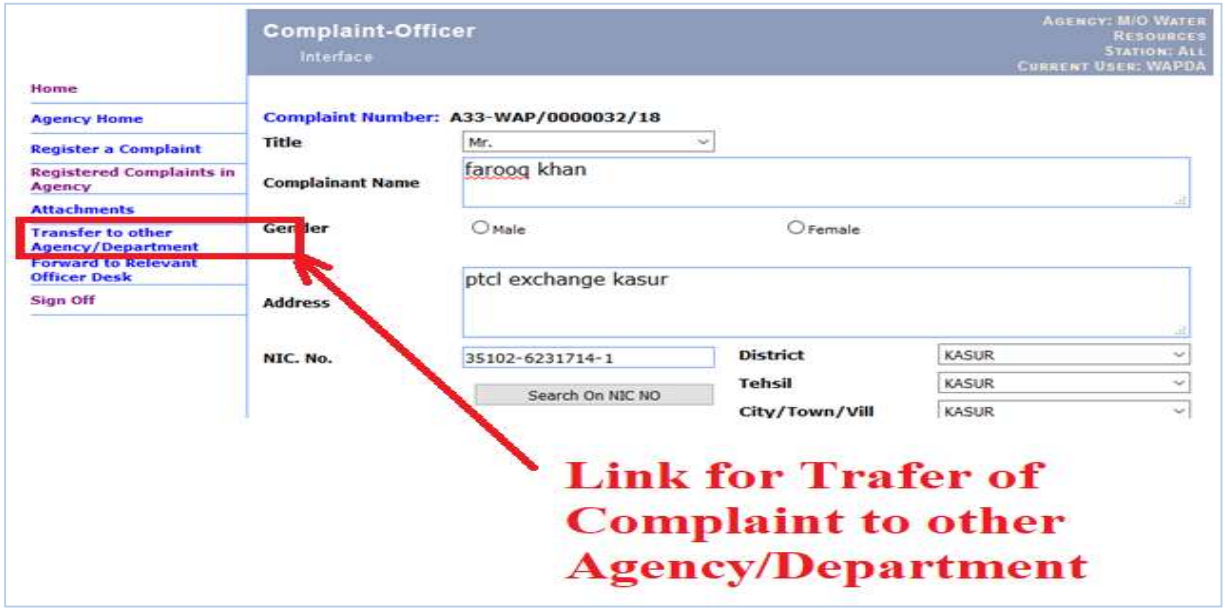


Figure 145: Link for transfer of complaint

Step2: Select the department/ agency and its sub office from the list as shown in Figure 146. This list included all the online integrated departments/ agencies.

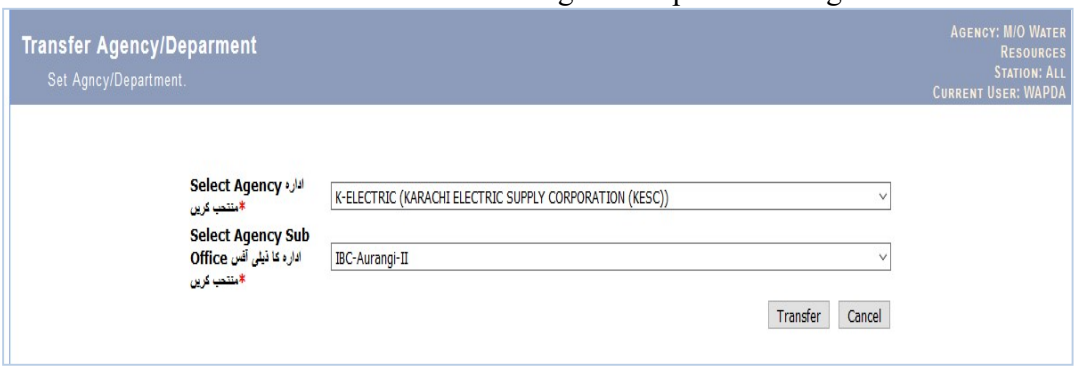


Figure 146: Complaint Transfer Form

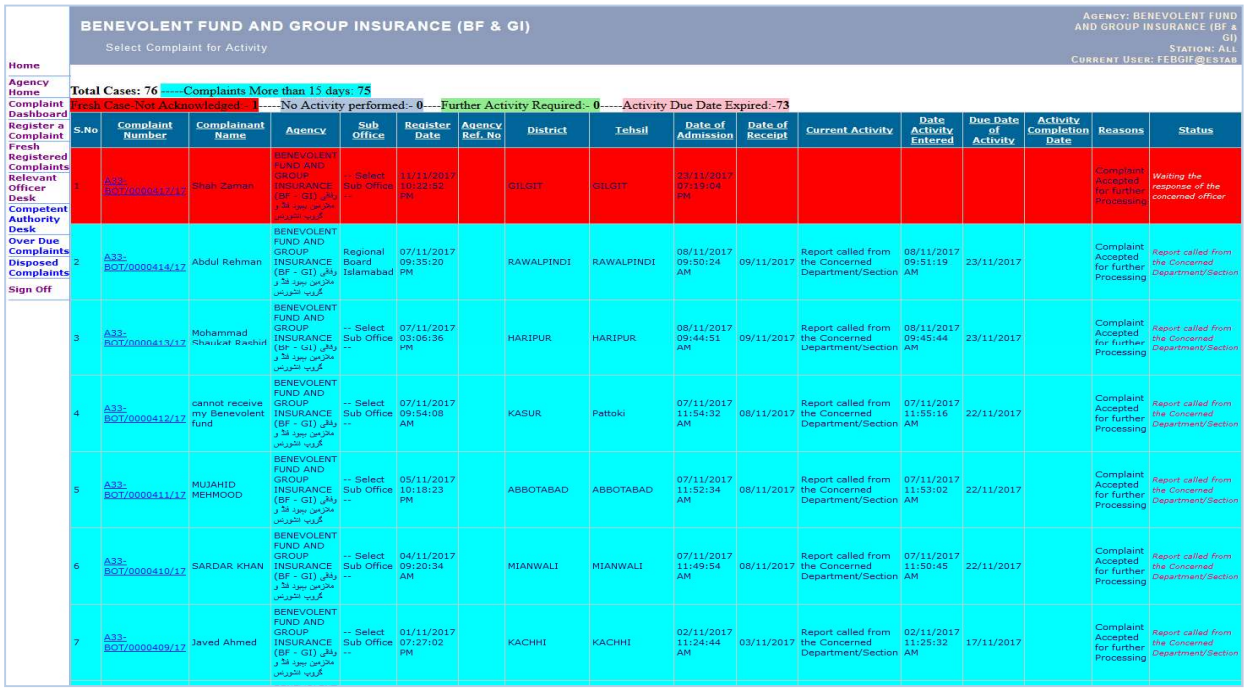
Step3: Press the Transfer button which transfer the complaint to selected department/agency by saving the remarks of transfer of complaints.

8.1.5. Relevant Officer Desk

All the admitted and forwarded complaints will be displayed on this interface own in Figure 145. This interface also shows the status of the complaint and activity performed with due date of it. Any action of the Officer will be depicted on this interface. This interface has following self-explaining colour alerts

- More than 15 days
- Fresh Case received
- No Activity Performed
- Further Activity Required
- Activity Due Date Expired

More than 15 days: All the case registered before 15 days are in aqua colour
Fresh Case received: Fresh received complaint shows in red for one day. After marking its receiving date, it comes to gray colour under No Activity Performed.
No Activity Performed: All the complaints after receiving, on which no action has been taken to date.
Further Activity Required: when an action is completed and the other one is required for updation of the status of the complaint
Activity Due Date Expired: An activity was performed but the action was not completed within due date.
All the Activities are directly related to the status of the complaint, which is available for complainant and Agency. Therefore, therefore the updation of the activity is most important for the Focal Person of the Agency at the interface of Relevant Officer



BENEVOLENT FUND AND GROUP INSURANCE (BF & GI)

Select Complaint for Activity

AGENCY: BENEVOLENT FUND AND GROUP INSURANCE (BF & GI)
STATION: ALL
CURRENT USER: FEBGIF@ESTAB

Home
Agency Home
Complaint Dashboard
Register a Complaint
Fresh Registered Complaints
Relevant Officer Desk
Competent Authority Desk
Over Due Complaints
Disposed Complaints
Sign Off

Total Cases: 76 -----Complaints More than 15 days: 75
Fresh Case-Not Acknowledged :-1-----No Activity performed:- 0----Further Activity Required:- 0-----Activity Due Date Expired:-73

S.No	Complaint Number	Complainant Name	Agency	Sub Office	Register Date	Agency Ref. No	District	Tehsil	Date of Admission	Date of Receipt	Current Activity	Date Activity Entered	Due Date of Activity	Activity Completion Date	Reasons	Status
1	A33-BOT/0000417/17	Shah Zaman	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	11/11/2017 10:22:52 PM		GILGIT	GILGIT	23/11/2017 07:19:04 PM						Complaint Accepted for further Processing	Waiting the response of the concerned officer
2	A33-BOT/0000414/17	Abdul Rehman	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	Regional Board Islamabad	07/11/2017 09:35:20 PM		RAWALPINDI	RAWALPINDI	08/11/2017 09:50:24 AM	09/11/2017	Report called from the Concerned Department/Section	08/11/2017 09:51:19 AM	23/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section
3	A33-BOT/0000413/17	Mohammad Shaukat Rashid	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	07/11/2017 03:06:36 PM		HARIPUR	HARIPUR	08/11/2017 09:44:51 AM	09/11/2017	Report called from the Concerned Department/Section	08/11/2017 09:45:44 AM	23/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section
4	A33-BOT/0000412/17	cannot receive my Benevolent fund	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	07/11/2017 09:54:08 AM		KASUR	Pattoki	07/11/2017 11:54:32 AM	08/11/2017	Report called from the Concerned Department/Section	07/11/2017 11:55:16 AM	22/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section
5	A33-BOT/0000411/17	MUJAHID MEHMOOD	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	05/11/2017 10:18:23 PM		ABBOTABAD	ABBOTABAD	07/11/2017 11:52:34 AM	08/11/2017	Report called from the Concerned Department/Section	07/11/2017 11:53:02 AM	22/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section
6	A33-BOT/0000410/17	SARDAR KHAN	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	04/11/2017 09:20:34 AM		MIANWALI	MIANWALI	07/11/2017 11:49:54 AM	08/11/2017	Report called from the Concerned Department/Section	07/11/2017 11:50:45 AM	22/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section
7	A33-BOT/0000409/17	Javed Ahmed	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	01/11/2017 07:27:02 PM		KACHHI	KACHHI	02/11/2017 11:24:44 AM	03/11/2017	Report called from the Concerned Department/Section	02/11/2017 11:25:32 AM	17/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section

Figure 147: Relevant Officer's Interface

By clicking the Complaint No in the list, the following interface as shown in Figure 147. Following steps are required to update and send the complaint to next level of redressal.

Step1: First Acknowledge the complaint on CMIS by clicking the Link "Receiving Date" this link opens the interface shown in Figure 148. No activity can be performed without receiving the complaint.

Step2: Scan and attach any related document with complaint as shown in Figure 148.

Step3: Complaint day may be updated by changing the value pressing the Save Button.

Step4: Open the Link "Status of Complaint"

Step4: Forward the complaint to the Competent Authority for Approval.

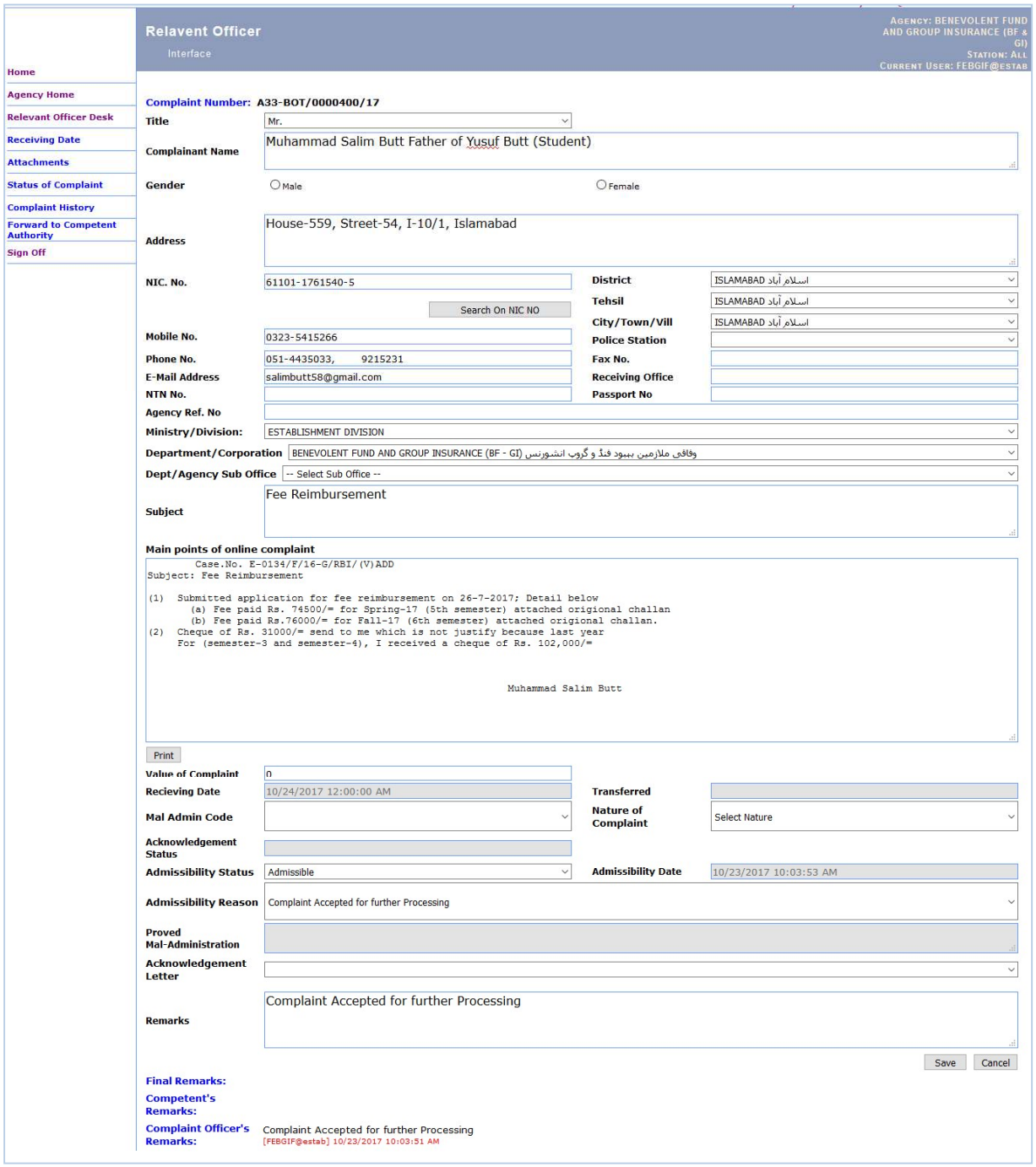


Figure 148: Complaint Details Interface at Relevant Officer Desk

The above page has the following links on left side specific to complaint.

a) Receiving Date
b) Attachments
c) Status of Complaint
d) Complaint History

e) Forward to Competent Authority
f) Sign off

a) Receiving Date

First Acknowledge the complaint on CMIS by clicking the Link "Receiving Date" this link opens the interface shown in Figure 149. No activity can be performed without receiving the complaint. This link will take you to the Receiving date page where set the date of Acknowledgement of file.

Figure 149: Receiving Date Form

b) Attachments

You may scan and attach any relevant document here. By Clicking, the above link will take you to the Attachment page as shown in Figure 150.

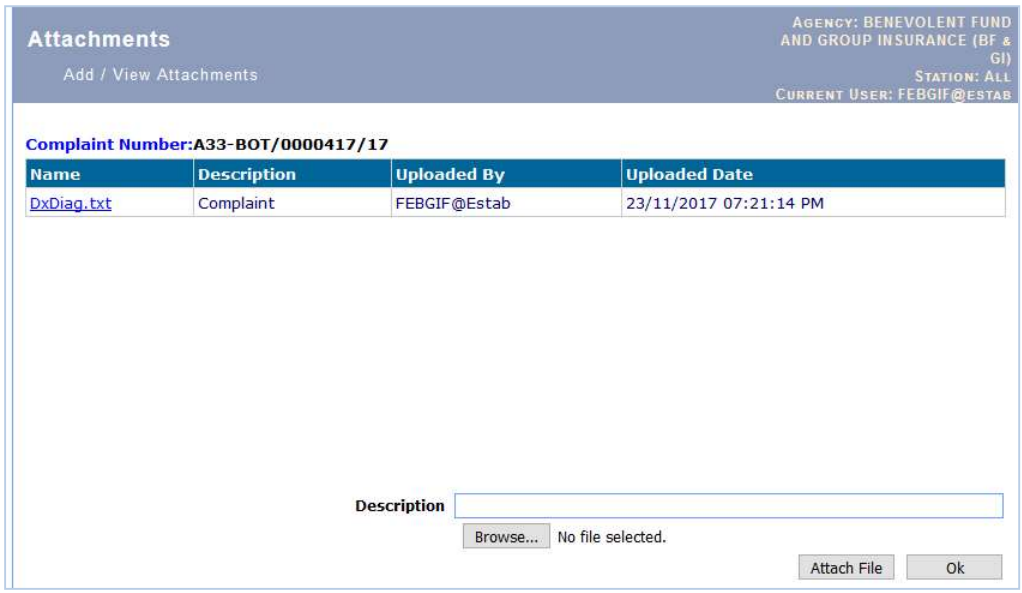


Figure 150: Attachment Form

c) Status of complaint

These are the pre-defined statuses/Activities/actions which may performed by Relevant Officer during the Investigation. Clicking the above link will take you to the following page.

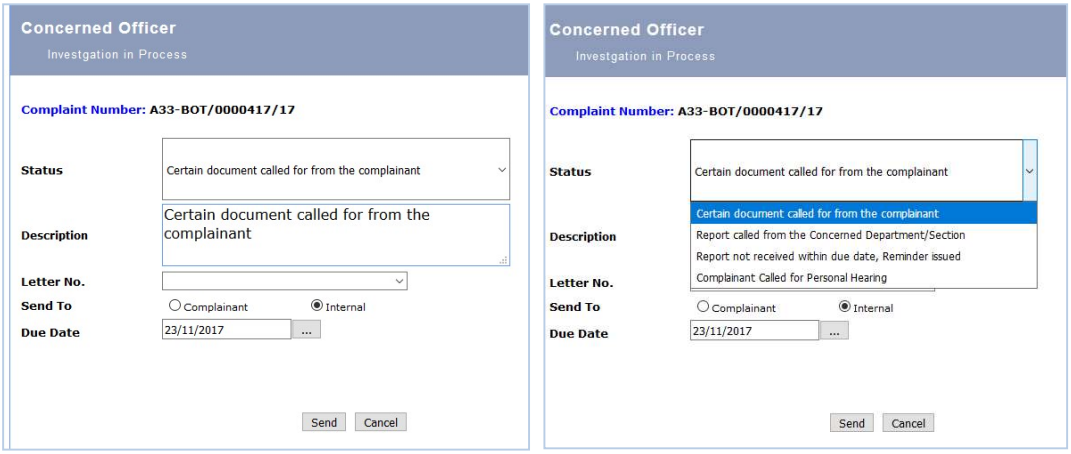


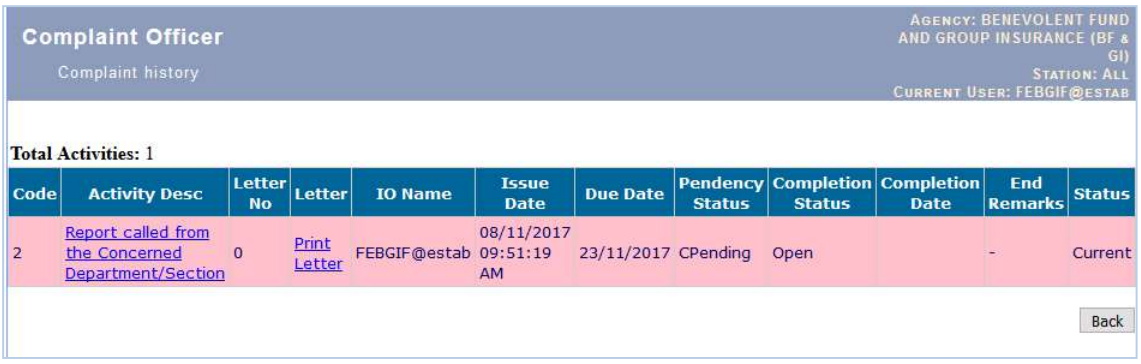
Figure 151: Add the Status/Activity of Complaint

Following are the steps required to perform for the activity of the complaint

Step1: Select appropriate status for the complaint.
Step2: Edit the description if you want.
Step3: Select date from the Due Date.
Step4: Select Letter No, field against which status you want to update.
Step5: Select the appropriate option "Send To" field to which you want to send the letter.
Step6: Click "Send" button and the letter will be opened in the MS Word.
Step7: Click "Cancel" button will take you to the selected complaint details page.

d) Complaint History

Clicking the above link will take you to the following page shown in Figure 152.



Code	Activity Desc	Letter No	Letter	IO Name	Issue Date	Due Date	Pendency Status	Completion Status	Completion Date	End Remarks	Status
2	Report called from the Concerned Department/Section	0	Print Letter	FEBGIF@estab	08/11/2017 09:51:19 AM	23/11/2017	CPending	Open		-	Current

Figure 152: Complaint's History/Activities

The page shown above displays the different actions taken by IO against a complaint. Here the current activity must be closed before open the next activity

By clicking activity will take you to the following page as shown in Figure 153.

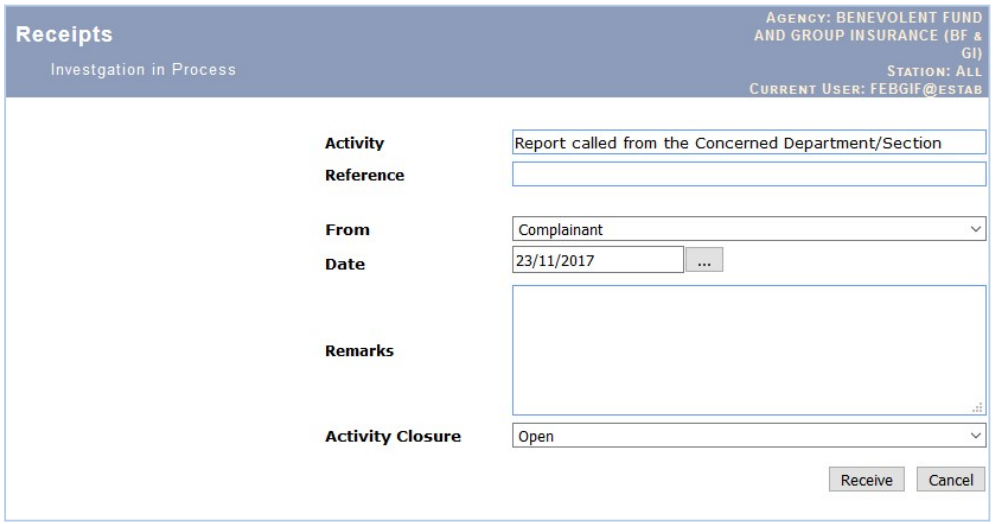


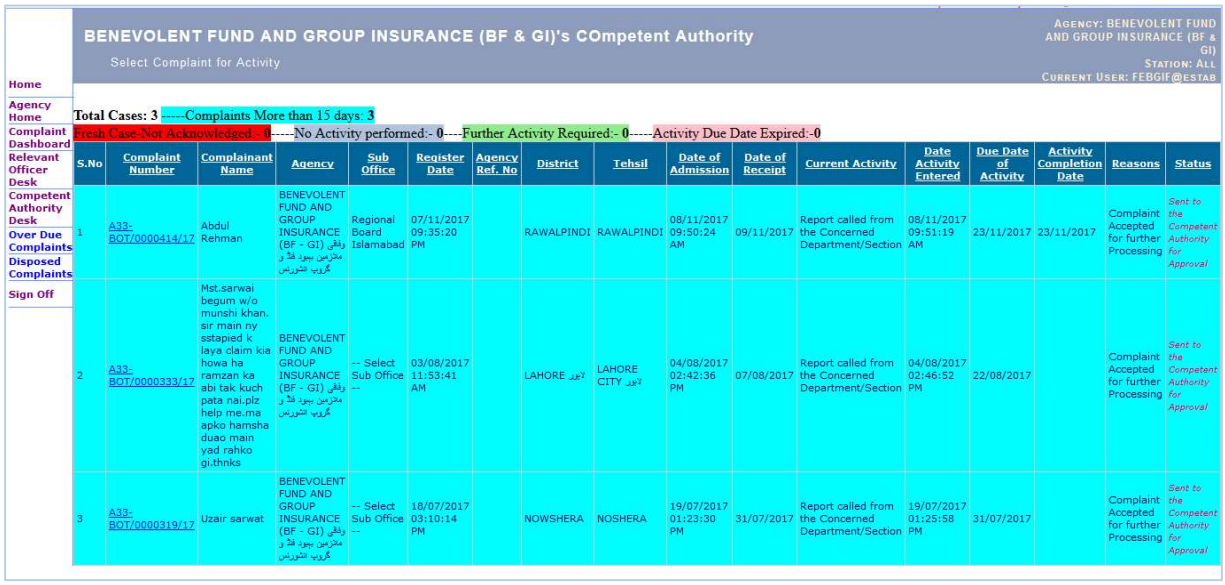
Figure 153: Activity Closure's Interface for Complaint

The updated status of the complaint will be maintained through the following steps. The previous activity must close for new activity.

Step1: Select appropriate status/letter, which you have already sent.
Step2: Enter reference detail in "Reference" field.
Step3: Select date from the "Date" field.
Step4: Select from the "From" field to check from which party a letter is received.
Step5: Enter remarks in the Remarks field.
Step6: Select the "Activity Closure" to make entry.
Step7: Click "Receive" button to make entry
Step8: Click "Cancel" to take you to the complaint detail page.

8.1.6. Competent Authority's Interface

This interface displays all complaints ready for disposal after the approval of competent authority. These are the complaints sent by Relevant Officer for signature as shown in Figure 154. These complaints should be disposed to remove from pedency of the Agency and having the alert of more than 15 days with aqua colour.



BENEVOLENT FUND AND GROUP INSURANCE (BF & GI)'s COmpetent Authority

Select Complaint for Activity

AGENCY: BENEVOLENT FUND AND GROUP INSURANCE (BF & GI)
STATION: ALL
CURRENT USER: FEBGIF@ESTAB

Home
Agency Home
Complaint Dashboard
Relevant Officer Desk
Competent Authority Desk
Over Due Complaints
Disposed Complaints
Sign Off

Total Cases: 3 -----Complaints More than 15 days: 3
Fresh Case-Not Acknowledged :- 0-----No Activity performed:- 0----Further Activity Required:- 0-----Activity Due Date Expired:-0

S.No	Complaint Number	Complainant Name	Agency	Sub Office	Register Date	Agency Ref. No	District	Tehsil	Date of Admission	Date of Receipt	Current Activity	Date Activity Entered	Due Date of Activity	Activity Completion Date	Reasons	Status
1	A33-BOT/0000414/17	Abdul Rehman	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) رفقی ملازمین بہبود فنڈ و گروپ انشورنس	Regional Board Islamabad	07/11/2017 09:35:20 PM		RAWALPINDI	RAWALPINDI	08/11/2017 09:50:24 AM	09/11/2017	Report called from the Concerned Department/Section	08/11/2017 09:51:19 AM	23/11/2017	23/11/2017	Complaint Accepted for further Processing	Sent to the Competent Authority for Approval
2	A33-BOT/0000333/17	Mst.sarwai begum w/o munshi khan. sir main ny sstapied k laya claim kia howa ha ramzan ka abi tak kuch pata nai.plz help me.ma apko hamsha duao main yad rahko gi.thnks	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) رفقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --	03/08/2017 11:53:41 AM		LAHORE لاہور	LAHORE CITY لاہور	04/08/2017 02:42:36 PM	07/08/2017	Report called from the Concerned Department/Section	04/08/2017 02:46:52 PM	22/08/2017		Complaint Accepted for further Processing	Sent to the Competent Authority for Approval
3	A33-BOT/0000319/17	Uzair sarwat	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) رفقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --	18/07/2017 03:10:14 PM		NOWSHERA	NOSHERA	19/07/2017 01:23:30 PM	31/07/2017	Report called from the Concerned Department/Section	19/07/2017 01:25:58 PM	31/07/2017		Complaint Accepted for further Processing	Sent to the Competent Authority for Approval

Figure 154: Activity Closure's Interface for Complaint

By clicking the Complaint No in the list, the following interface as shown in Figure 155.

Home
Agency Home
Relevant Officer Desk
Attachments
Forword for Disposal
Sign Off

Complaint submitted to Competent Authority
Interface

AGENCY: BENEVOLENT FUND AND GROUP INSURANCE (BF & GI)
STATION: ALL
CURRENT USER: FEBGIF@ESTAB

Complaint Number: A33-BOT/0000414/17

Title	Mr.		
Complainant Name	Abdul Rehman		
Gender	○ Male ○ Female		
Address	House nb 98 street # 10 new city phase 1 taxila		
NIC. No.	37406-5144106-9	**District**	RAWALPINDI
	Search On NIC NO	**Tehsil**	RAWALPINDI
		City/Town/Vill	RAWALPINDI
Mobile No.	03125338167	**Police Station**	Rawat
Phone No.		**Fax No.**	
E-Mail Address		**Receiving Office**	
NTN No.		**Passport No**	
Agency Ref. No			
Ministry/Division:	ESTABLISHMENT DIVISION		
Department/Corporation	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس		
Dept/Agency Sub Office	Regional Board Islamabad		
Subject	Delay of stipend		

Main points of online complaint

I sent all the required documents and fulfil the required criteria but my stipend is still at due .kindly send me my stipend so I can continue my studies and fulfil my educational expenditures

Print

Value of Complaint	0		
Recieving Date	11/9/2017 12:00:00 AM	**Transferred**	
Mal Admin Code		**Nature of Complaint**	Select Nature
Acknowledgement Status			
Admissibility Status	Admissible		
Admissibility	Complaint Accepted for further Processing		
Proved Mal-Administration			
Acknowledgement Letter			
Remarks	Complaint Accepted for further Processing		

Save Cancel

Final Remarks:
Competent's Remarks:
Complaint Officer's Remarks: Complaint Accepted for further Processing
[FEBGIF@estab] 11/8/2017 9:50:14 AM

Figure 155: Competent Authority's Interface for Complaint

8.1.6.1. Disposal of Complaint Interface

After selecting complaint from list of Competent Authority as shown in Figure 153, the following steps are required to dispose off the complaint.

Step1: You must scan the approval letter/document and attach with complaint as discussed earlier.

Step2: Click the link "Forward for Disposal" on left side. The disposal interface is shown as in Figure 154 and 155.

Step2: Select the Status from the three given Status as shown in Figure 156

- **Pending** : No action will be performed
- **Signed**: Approved by Authority
- **Resubmit**: Ask for resubmit of complaint. It sends the complaint to Relevant Officer's Desk for resubmission

Step3: Select the Disposal Code from given three as shown in figure 157

- **Reject** : Complaint Rejected
- **Relief**: Relief provided to complainant
- **Closed**: Complaint Closed as per rule.

Step4: Press Save button for disposal. The CMIS will get you on list and complaint will be seen in disposed complaint interface or on Relevant Officer Interface as per selection

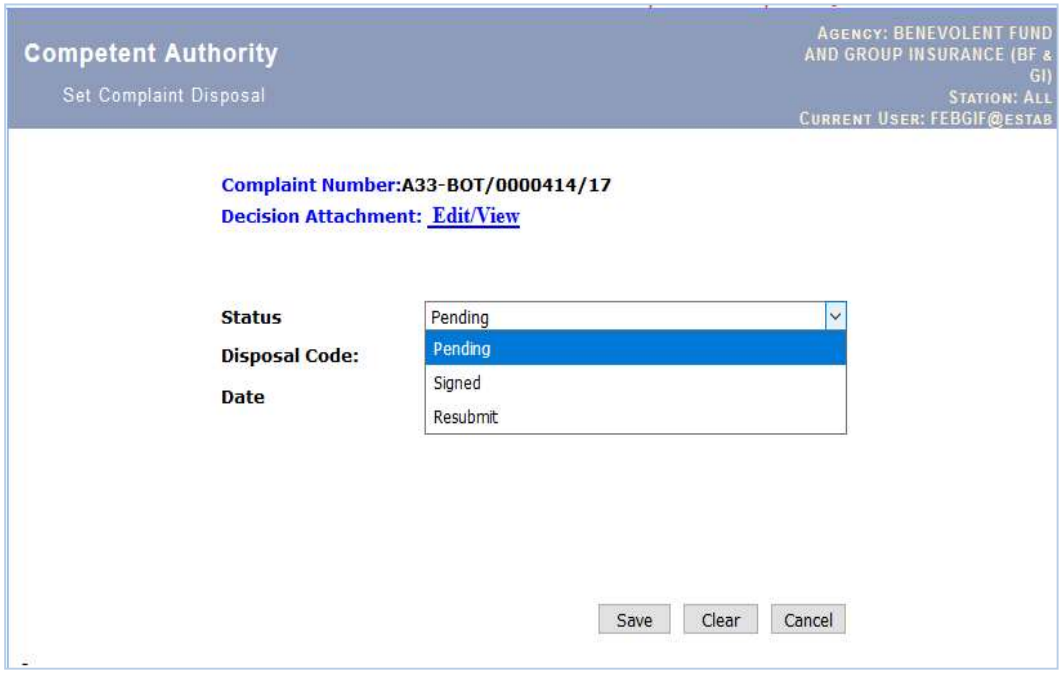


Figure 156: Disposal Form with Status for Complaint

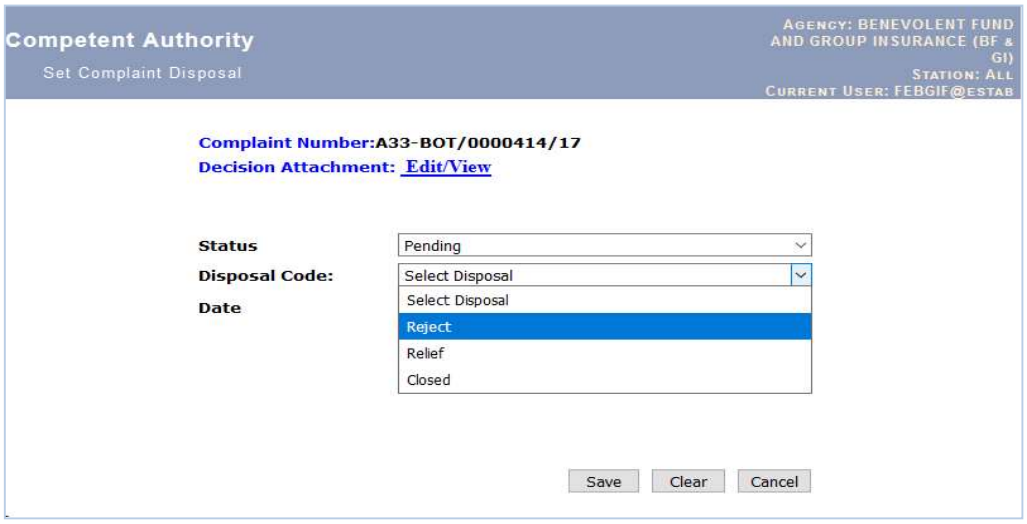


Figure 157: Disposal Form with Disposal Codes for Complaint

8.1.7. Over Due Complaints Interface

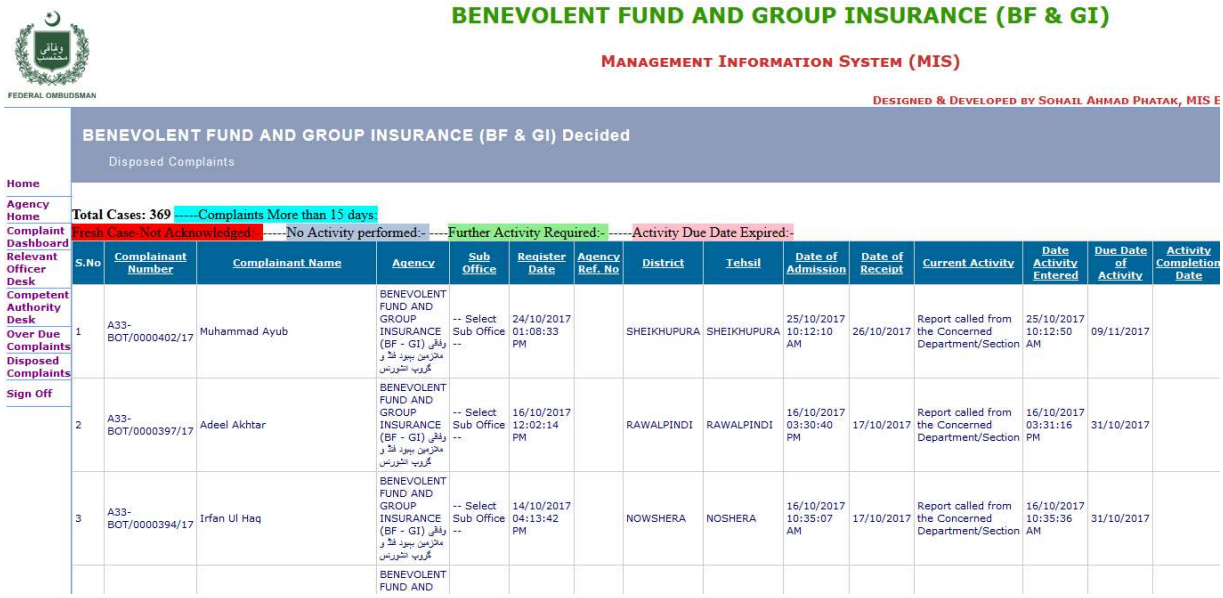
This interface displays all complaints registered prior to 15 days and still pending at agency level. These are the complaint on which urgent attention is required for redressal. If a complaint pass 25th day of its registration, The Mohtasib has right to convert it to a legal complaint and may be asked to explain the reason along with other formalities of report. The Interface is shown in Figure 158.

S.No	Complaint Number	Complainant Name	Agency	Sub Office	Register Date	Agency Ref. No	District	Tehsil	Date of Admission	Date of Receipt	Current Activity	Date Activity Entered	Due Date of Activity	Activity Completion Date	Reasons	Status
1	A33-BOT/0000414/17	Abdul Rehman	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	Regional Board Islamabad	07/11/2017 09:35:20 PM		RAWALPINDI	RAWALPINDI	08/11/2017 09:50:24 AM	09/11/2017	Report called from the Concerned Department/Section	08/11/2017 09:51:19 AM	23/11/2017	23/11/2017	Complaint Accepted for further Processing	Sent to the Compatent Authority for Approval
2	A33-BOT/0000413/17	Mohammad Shaukat Rashid	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	07/11/2017 03:06:36 PM		HARIPUR	HARIPUR	08/11/2017 09:44:51 AM	09/11/2017	Report called from the Concerned Department/Section	08/11/2017 09:45:44 AM	23/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section
3	A33-BOT/0000412/17	cannot receive my Benevolent fund	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	07/11/2017 09:54:08 AM		KASUR	Pattoki	07/11/2017 11:54:32 AM	08/11/2017	Report called from the Concerned Department/Section	07/11/2017 11:55:16 AM	22/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section
4	A33-BOT/0000411/17	MUJAHID MEHMOOD	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بیوت فنڈ و گروپ انشورنس	-- Select Sub Office --	05/11/2017 10:18:23 PM		ABBOTABAD	ABBOTABAD	07/11/2017 11:52:34 AM	08/11/2017	Report called from the Concerned Department/Section	07/11/2017 11:53:02 AM	22/11/2017		Complaint Accepted for further Processing	Report called from the Concerned Department/Section

Figure 158: Over Due Complaints

8.1.8. Decided Complaints

This interface displays all decided complaints either decided by competent authority or rejected in limini with relevant details. The Interface is shown in Figure 159.



BENEVOLENT FUND AND GROUP INSURANCE (BF & GI)

MANAGEMENT INFORMATION SYSTEM (MIS)

FEDERAL OMBUDSMAN

DESIGNED & DEVELOPED BY SOHAIL AHMAD PHATAK, MIS E

BENEVOLENT FUND AND GROUP INSURANCE (BF & GI) Decided

Disposed Complaints

Home
Agency Home
Complaint Dashboard
Relevant Officer Desk
Competent Authority Desk
Over Due Complaints
Disposed Complaints
Sign Off

Total Cases: 369 -----Complaints More than 15 days:
Fresh Case-Not Acknowledged:- -----No Activity performed:- ----Further Activity Required:- -----Activity Due Date Expired:-

S.No	Complainant Number	Complainant Name	Agency	Sub Office	Register Date	Agency Ref. No	District	Tehsil	Date of Admission	Date of Receipt	Current Activity	Date Activity Entered	Due Date of Activity	Activity Completion Date
1	A33-BOT/0000402/17	Muhammad Ayub	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --	24/10/2017 01:08:33 PM		SHEIKHUPURA	SHEIKHUPURA	25/10/2017 10:12:10 AM	26/10/2017	Report called from the Concerned Department/Section	25/10/2017 10:12:50 AM	09/11/2017	
2	A33-BOT/0000397/17	Adeel Akhtar	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --	16/10/2017 12:02:14 PM		RAWALPINDI	RAWALPINDI	16/10/2017 03:30:40 PM	17/10/2017	Report called from the Concerned Department/Section	16/10/2017 03:31:16 PM	31/10/2017	
3	A33-BOT/0000394/17	Irfan Ul Haq	BENEVOLENT FUND AND GROUP INSURANCE (BF - GI) وفاقی ملازمین بہبود فنڈ و گروپ انشورنس	-- Select Sub Office --	14/10/2017 04:13:42 PM		NOWSHERA	NOSHERA	16/10/2017 10:35:07 AM	17/10/2017	Report called from the Concerned Department/Section	16/10/2017 10:35:36 AM	31/10/2017	
			BENEVOLENT FUND AND											

Figure 159: Decided Complaints Interface

8.2. Overseas Complaint Resolution for Overseas Pakistanis

A special module of CMIS has been created to register overseas Pakistanis complaint. The access of this module has been provided to 114 Pakistan Foreign Mission in all Embassies. This module can be used for the registration of complaints by the representative of the Agency in Overseas Help Desks at all Airports. The CMIS will be given a separate unique Complaint No like **A33-OVR/0000123/17** to signify the importance of the Overseas Pakistani Complain by this Overseas Complaint Resolution module. In this module, an overseas complaint is registered and sent to agency to resolve it using its own Instant Complaint Resolution Mechanism as discussed in previous section. The Modules of CMIS i.e.

- Instant Complaint Resolution Mechanism for Agency
- Overseas Complaint Resolution Mechanism for Overseas Pakistanis

These two modules are working together seamlessly only signify the Overseas complaint with its complaint number having almost same interfaces and disposal procedures. The Overseas Complaint Module has two extra interfaces along with the Instant Complaint Resolution Mechanism's Interfaces. This section has explained only these two interfaces

- Register Overseas Complaint
- Fresh Registered Overseas Complaint

All the overseas complaints received at agency will be handled using this Module.

8.2.1. How to Start-Open the CMIS

The CMIS open by giving the following address in internet explorer / Mozilla fire fox
http://complaints.mohtasib.gov.pk
This CMIS is password protected like email. The username and password has been provided to every user of CMIS. As discussed earlier The following page is open for user name and password

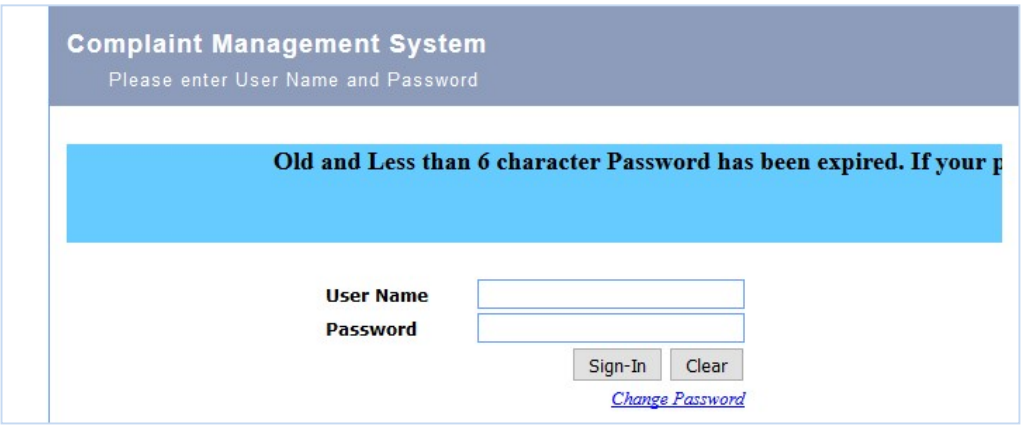


Figure 160: CMIS – Login Page

After login to the CMIS application, there are different links on left side of Page according to the specific role assigned to the user i.e. for Agency (Complaints against Agency), Password Management etc.
Focal Person (user) of Agency has role/access level of 'Overseas Complaint'.
.

Figure 161: CMIS – Main Home Page for Agency Focal Person having Role Overseas Complaint

The details are presented in previous section.

The main page of **Complaint at Agency** is shown in Figure 162.

Figure 162: Overseas Complaint Resolution Home Page

The access interfaces are

- Complaints Dashboard
- Register Overseas Complaint
- Registered Overseas Complaints
- Register a complaint
- Fresh Registered Complaints
- Relevant Officer Desk
- Competent Authority
- Over Due Complaints

- Disposed Complaints

8.2.2. Register Overseas Complaint

This interface allows the user at Embassy to register overseas complaint received in Embassy of Pakistan or Airports. The interface display all the agencies in list which are already connected to CMIS using Instant Complaint Resolution Mechanism and shown in Figure 163

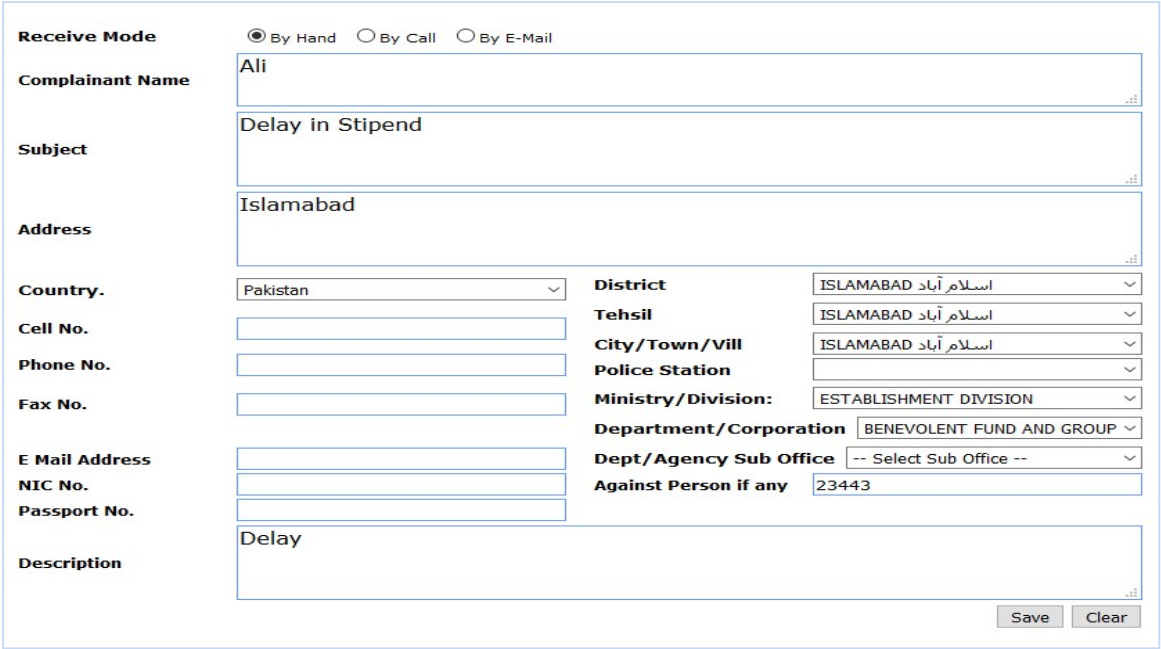


Figure 163: Complaint Registration Form

Following steps are required to get register the complaint

Step1: Fill the all the fields with appropriate data from complaint. Give the complainant's mobile number for SMS to be sent on the registration of complaint.

Step2: Press the Save button and print the Receipt of the complaint as shown in Figure 164.

Figure 164: Complaint Registration Form

8.2.3. Registered Overseas Complaints

This interface displays all the Overseas complaint registered by that particular office whether these complaint are related to other agencies. The user has always access to complaint in term of Status of complaint as shown in Figure 165. The action of the other agency at Pakistan will automatically reflect on this interface.

Figure 165: Registered Overseas Complaints

By clicking the Complaint No in the list, the user can attach the scanned documents and complaint using attachment Form as shown in Figure 165.
Following steps are required to update and send the complaint to next level of redressal.

Figure 166: Complaint Attachment Form

The other interfaces are same as discussed in previous section under the heading Internal Complaint Resolution Mechanism.

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