



TRANSPARENCY
INTERNATIONAL - PAKISTAN

E-Complaint Center

Guide Book



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E-COMPLAINT CENTRE

Guidebook

**T R A N S P A R E N C Y
INTERNATIONAL-PAKISTAN**

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Saad Rashid,
Executive Director,
Transparency International - Pakistan

Dear Reader,

We would appreciate your feedback and comments about this publication. Please write to ti.pakistan@gmail.com

INTRODUCTION

Transparency International, the global civil society organization leading the fight against corruption, brings people together in a powerful worldwide coalition to end the devastating impact of corruption on men, women and children around the world. TI's mission is to create change towards a world free of corruption.

Transparency International challenges the inevitability of corruption, and offers hope to its victims. TI plays a lead role in improving the lives of millions around the world, by building momentum for the anti-corruption movement, raising awareness and diminishing apathy and tolerance of corruption, as well as devising and implementing practical actions to address it.

Transparency International is a global network including more than 90 locally established national chapters and chapters-in-formation. These bodies fight corruption in the national arena in a number of ways. They bring together relevant players from government, civil society, business and the media to promote transparency in elections, in public administration, in procurement and in business. TI's global network of chapters and contacts also use advocacy campaigns to lobby governments to implement anti-corruption reforms.

Politically non-partisan, TI does not undertake investigations of alleged corruption or expose individual cases, but at times will work in coalition with organizations that do.

TI has the skills, tools, experience, expertise and broad participation to fight corruption on the ground, as well as through global and regional initiatives.

Transparency International - Pakistan, the National Chapter has been working in the country for the past five years. It works with the public and private sector to fight corruption in a non-confrontational approach by building National Integrity Systems.

Transparency International – Pakistan firmly believes that corruption in the public sector can be effectively reduced by transparency in all its dealings. Easy access to all information, except those that would be harmful to National Interest, should be ensured. For Local Governments this is possible by adopting the OPEN system of Governance being followed by many cities in the world.

In December 2001, with the blessings of the then City Nazim, the Nazim Gulshan-e-Iqbal Town signed a Memorandum of Understanding (MOU) with Transparency International – Pakistan to go ahead with the implementation of the ‘Integrity Pact’ and the OPEN systems in their town.. One of the outcomes of this exercise was the setting up of the e-complaint center for the improving delivery of public services for the pro poor of that town.

The purpose of this guidebook is to disseminate information regarding the setting of the e-complaint center at other towns in the country. Transparency International – Pakistan will provide all technical services including software gratis to the administration of any town who approaches it.

Saad Rashid
Executive Director,
Transparency International – Pakistan

OPEN SYSTEM

The OPEN System or Online Procedures Enhancement for civil applications was developed to achieve transparency in the city administration by reducing unnecessary delays or preventing unjust handling of civil affairs.

The web based OPEN system allows citizens to keep an eye on how applications are dealt with especially in the area where irregularities are most likely to occur.

Features of the system.

Ensuring Transparency in Administrative procedures.

Information on civil applications, procedures of approvals, document reviews, schedules for the process etc can be assessed in real time. So that transparency may be secured in advance, contrary to the long standing practices whereby on going process was not open to the public.

Citizens easy access to the OPEN system.

Citizens are allowed to monitor the procedures of civil applications through internet anytime, anywhere without visiting the government offices.

Increasing credibility in the city administration.

Offering access to information to all citizens, fairness and objectivity is secured in the city administration, thereby removing public distrust.

Contents of the OPEN System.

The structure of the system covers flow charts for each process as well as what the application is about. Focused on meeting citizen

need for information, the system provides the specification of each case to be published, which includes processing required paperwork, related documents and search functions. The system also provides information on the department in charge, staff in charge, the telephone numbers as well as when and how the applications will be processed.

Benefits of the system.

First, it serves to forestall civil servant's abuse of discretionary power and to prevent corruption.

Second, it can satisfy the citizens right to know by publishing details information.

Third, it has narrowed the distance between citizens and the Government.

E-Complaint Center

One of the tools developed under the OPEN System was the e-complaint center for the Gulshan Town. The state of the art, e-complaint center was designed by Transparency International – Pakistan and inaugurated in February 2005.

The methodology adopted was a bottoms up participatory approach. The requirement of the community was judged based on focus group discussion, surveys and interviews with the residents. The objectives were

- To help the community to overcome the cultural barriers to information and communication.
- Enable the community to access locale specific, demand-driven content through the use of appropriate technologies.
- Help in the development of local applications in a participatory way.

- Reiterate the need to be gender friendly, inclusive and transparent.
- Sensitize the Gulshan Town Administration to the information age and to be more responsive and accountable to their citizens

The beneficiaries of this program were

- The Citizens
- Civil Society Organizations
- The Elected Representatives
- The Government Authorities

The participants were

- Elected Union & Town Council Members
- Women Citizens of the Town
- Technocrats
- Representatives of CSO & Welfare Associations

The ICT Model was developed on the SQL open source platform. Complaints could be made by:

- By logging on from any location
- By Phone
- By registering in person at the complaint centre

The Complaint would generate a token No/ID and it would be passed on to the relevant complaint cell. The Complainant could track progress of his complaint through the internet. The Complaints were to be redressed in 3 days. After the expiry of three days, if a complaint had not been rectified in 3 days, the Town Nazim and other officials would automatically be notified and they could inquire the reason for the delay. The town officials also have access to the system to track the efficiency of the department.

The relevant complaint cell registers and processes the complaint, noting date and time of the Complaint, the follow up on complaints,

monitoring and update status, register compliance and posts information on the computer.

This information is automatically fed back to the main Computer and is available at the Main Complaint Center, and on the Town website simultaneously.

The benefits of this system is

- Decrease in contact between the citizens and the Public Officials.
- Rapid and Direct communication between the poor and the administration.
- Increase efficiency and fairness of personnel in rectifying complaints.
- Provides the necessary Checks and balances for monitoring and good governance.

It has been recommended that the Nazim sets up a 3-member committee under a Convener to

- Continuously check on the status of complaints and effect compliance in case of unnecessary delays.
- Monthly rewards and punish staff on performance on the recommendations of this committee.
- Declare a Man of the month for award.

The Gulshan -e- Iqbal e-complaint center has been in operation since its inauguration in February 2005. An analysis of the complaints handled is appended in Annexure I.

Manual for Complaint Management System

This manual has been prepared for the use of the software by town administrations who intend to set up e- complaint centers in their respective towns. The software is user friendly. It can be operated by anyone who has some basic knowledge and is able to enter data.

Tools Used

To achieve the best objective of software we used following open source tools

- PHP 5.0.
- MySql 5.0.
- Apache 2.0

We used PHP as a front end, MySql as a back end database and Apache as an application server. IIS server may also be used in place of Apache server.

When one logs onto the complaint management website, the home page opens. This page contains the log in, about us, about Transparency International – Pakistan, and the contact us hyperlinks. It also has search boxes for tracking and registering complaints.

A complainant registers or tracks his complaint by entering information in the relevant box. The Administrator of the program or other officials who have access to the complaint system log in by entering the user name and id.

Complaint Registration

Main Page

The first step is the registration of complaints. Complaints can be registered via the internet, by placing a call to the centre or by visiting the center. For those registering through the web the form has to be completed themselves. For others the form shall be completed by the attendant manning the center. The complainant has to select the department for which the complaint is being made. After entering the selection he clicks 'Go' Button

If the complainant has already registered his complaint he can check the progress by entering the tracking number in the field of Track complaint before clicking 'Go' Button. This he can check through the web himself or inquire from the attendant at the center through the phone or by visiting the center.

The screenshot displays the 'Main Page' of the 'Town Complaint Management System'. The page is divided into two primary functional areas:

- Track Complaint:** This section prompts the user to 'Enter the tracking number and click "Go"'. It features a text input field and a 'Go' button.
- Register Complaint:** This section prompts the user to 'Select the Department and click "Go"'. It includes a dropdown menu with the following options: '--- Select ---', 'Land & Roadwork', 'Water', 'Sewerage', 'Sanitation', 'Municipal', 'Public Works', and 'Parks'. A 'Go' button is positioned to the right of the dropdown.

The page header contains the 'Town' logo and the text 'Complaint Management System'. The footer features the 'Transparency International Pakistan' logo.

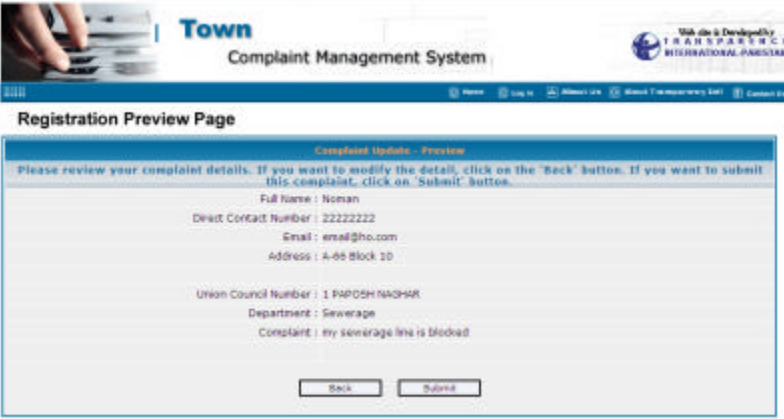
Registration Form

After the selection of the department of complaint by clicking ‘Go’, the complaint registration form will be displayed. The complainant will complete this form himself through the internet or supply the information to the attendant by phone or visiting the center. Personal information like name, address, contact number, email address will have to be entered. He will also record the nature and details of his complaint that he is facing. He will then click the submit window. A sample of Registration form is given below.

The screenshot shows a web browser window displaying the 'Town Complaint Management System' registration form. The page header includes the 'Town' logo and the text 'Complaint Management System'. A navigation bar contains links for Home, Log In, About Us, About The Management System, and Contact Us. The main heading is 'Registration Form' with a sub-heading 'Complaint Registration'. Below this, a blue box contains the instruction: 'Fill the form below to register your complaint.' The form fields are: Full Name (text input), Direct Contact Number (text input), Email (text input), Address (text input), N.C. no. (text input), Union Council Number (dropdown menu with 'Select the Union Council' as the selected option), Department (dropdown menu with 'Sewerage' as the selected option), and Complaint (text area). At the bottom of the form are 'Reset' and 'Submit' buttons. The footer of the page features the 'Management International Pakistan' logo and name.

Registration Preview Page

After the form is submitted the complaint registration form will be displayed again with the completed information. The web user can check the information. The attendant filling the form can confirm the information submitted from the complainant. If the information is found correct he will push the submit button. If there is any mistake the user will push the back button to get back previous form to make the necessary correction and resubmit it.



Town
Complaint Management System

With site & Developed by
I R R S P A R S R C E
INTERNATIONAL PAKISTAN

Home | Log In | About Us | About Transparency Act | Contact Us


Registration Preview Page

[Complaint Update](#) - [Preview](#)

Please review your complaint details. If you want to modify the detail, click on the 'Back' button. If you want to submit this complaint, click on 'Submit' button.

Full Name : Noman
Direct Contact Number : 22222222
Email : email@ho.com
Address : A-66 Block 10

Union Council Number : 1 PAPOSH NAGHR
Department : Sewerage
Complaint : my sewerage line is blocked

 Transparency International Pakistan

Receipt

After the form has been submitted a computer receipt will be generated which can be printed for record. This receipt will contain a computer generated tracking number, the personal information and details of the complaint, the date and time when it was lodged and the name of the DTO. (e.g.water/Sewerage-20050925). The complaint will be automatically forwarded to the concerned DTO. A sample of Receipt is shown below.

Receipt

Register Complaint - Tracking Slip on Internet	
The complaint has been registered against the 'Sewerage' Department. 	
Tracking Number : 1-Sewerage-20070519	
Date : 2007-05-19	Time: 16:38:15
Name of Council Representative : N/A - submitted by complainant	
Name of DTO : Mehmood	
Complaint Details	
Full Name : Noman	
Direct Contact Number : 22222222	
Email : email@ho.com	
Address : A-66 Block 10	
Union Council Number : 1	
Description : my sewerage line is blocked	
Internal Comments:	

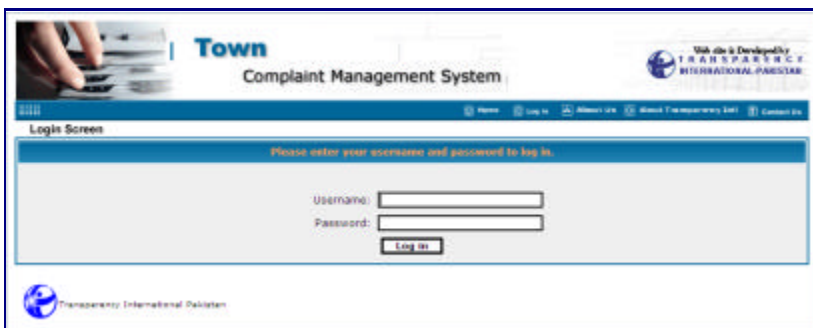
Departmental Process

Once a complaint has been submitted it is stored in a database. The software has been designed such that a number of users can access the database. The Administrator of the town (Nazim or TMO) shall grant access rights to the users.

These users (District Town Officer) shall be given access to view and review complaints, register new complaints, check daily, weekly or periodic reports. The Administrator of the web site can make as many user group as he wants. For instance, DTO is the name of group and all the DTO's of department are under this group and all have access rights. The access to different DTOs can be varied. Some may have access to limited data while others may be allowed to view the complete database. More information about the assigning of rights are in the Administrator area.

Login Screen

Every department has a specific user who can access/check complaints. The first process by the user is to login. The system will check user id and password and redirect him to that portion of the database to which he has access. The login Screen is shown as under.



The screenshot displays the login interface for the 'Town Complaint Management System'. At the top, there is a navigation bar with links for Home, Log In, Admin area, Search Transparency Info, and Contact Us. The main content area is titled 'Login Screen' and includes the instruction: 'Please enter your username and password to log in.' Below this, there are two input fields: 'Username:' and 'Password:'. A 'Log In' button is positioned below the password field. The footer of the page features the Transparency International Pakistan logo and name.

Summary Information

After the user has logged on, the Summary Information screen opens showing the detail of the complaints.

The left hand side of the screen shows the access rights of the user. The rights may be some or all of the following:

- a) View Assigned Department
- b) Register Complaint
- c) Track Complaint
- d) View Reports
- e) Update Profile

The summary contains information of the number of new complaints, the number of complaints during the day, week and the month, the total tasks assigned and the total complaints.

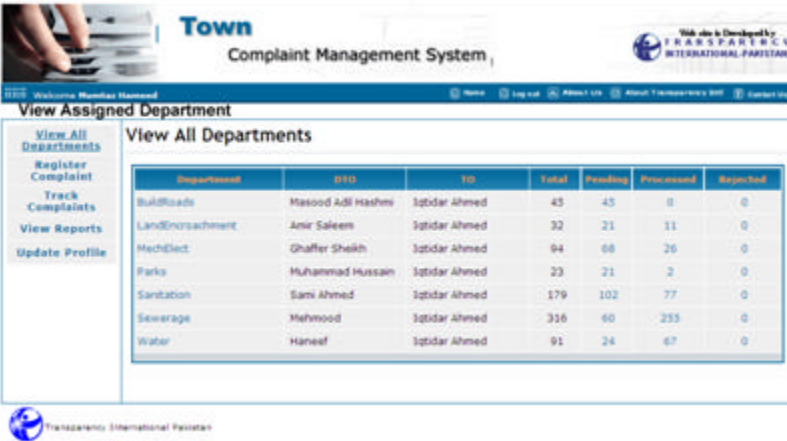
Summary Information	
New Complaints	343
Complaints today	1
Complaints this week	5
Complaints this month	16
Total Complaints	700

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a) View Assigned Department

By clicking the ‘View Assigned Departments’ the user will see his respective department’s complaints. This screen also shows the total complaints that have been received, the quantity of new complaints, those that are open, processed, rejected or delayed.

The screen is shown below: The user can also register new complaints directly, track any particular complaint, view periodic reports, change the status of complaints as they are processed and update the profile through this web page.



The screenshot shows the 'View Assigned Department' page of the Town Complaint Management System. The page features a navigation menu on the left with options: View All Departments, Register Complaint, Track Complaints, View Reports, and Update Profile. The main content area is titled 'View All Departments' and contains a table with the following data:

Department	DFD	TO	Total	Pending	Processed	Rejected
BuldRoads	Masood Adil Hashmi	Iqtidar Ahmed	45	45	0	0
LandEncroachment	Amir Saleem	Iqtidar Ahmed	32	21	11	0
Mech/Dlect	Ghaffar Sheikh	Iqtidar Ahmed	94	68	26	0
Parks	Muhammad Hussain	Iqtidar Ahmed	23	21	2	0
Sanitation	Sami Ahmed	Iqtidar Ahmed	179	102	77	0
Sewerage	Mehnood	Iqtidar Ahmed	316	60	255	0
Water	Haneef	Iqtidar Ahmed	91	24	67	0

The footer of the page includes the logo and name of Transparency International Pakistan.

Department Complaint List

When the user clicks on the department link of the previous screen the Department Complaint List page will be opened. This page has a searching facility. In the 'Action' column, the user has to enter whether the search is to be done by tracking number or status.

All new complaints are shown on this page. For the new complaints the word 'process' appears under the action column, The user when he clicks 'process' opens a new page 'Process Page' shown on the next page.

For older complaints the word 'view' appears in the action column. On clicking view, a number of options are available in the combo box. The progress can be searched by complaint number, complainants name or the status of the complaint. For each an entry of the number name or rejected/delayed/processed have to be entered in the search box respectively.

Town Complaint Management System

Department Complaint List

Sewerage Department Complaint List

Department Details

Name: Muhammad Wasay Jali TMO: Eng. Shafiq Ur Rehman
 TO: Hubeen Siddiqui DTO: A-Sewerage

Search: Criteria: Complaint Number

Change Priority:

ID	Complaint Number	Name	Date Registered	Time Registered	Status	Action
	15012025-Sewerage-1	Professor Abdul Malik	15-Jan-2025	1:50 AM	Processed	View
	26012025-Sewerage-1	Fatah Ghaz	26-Jan-2025	1:28 AM	Rejected	View
	27012025-Sewerage-2	Azwan Hyder	27-Jan-2025	12:45 AM	Processed	View
	28012025-Sewerage-4	Irfan Illahi	28-Jan-2025	1:52 AM	New	Process

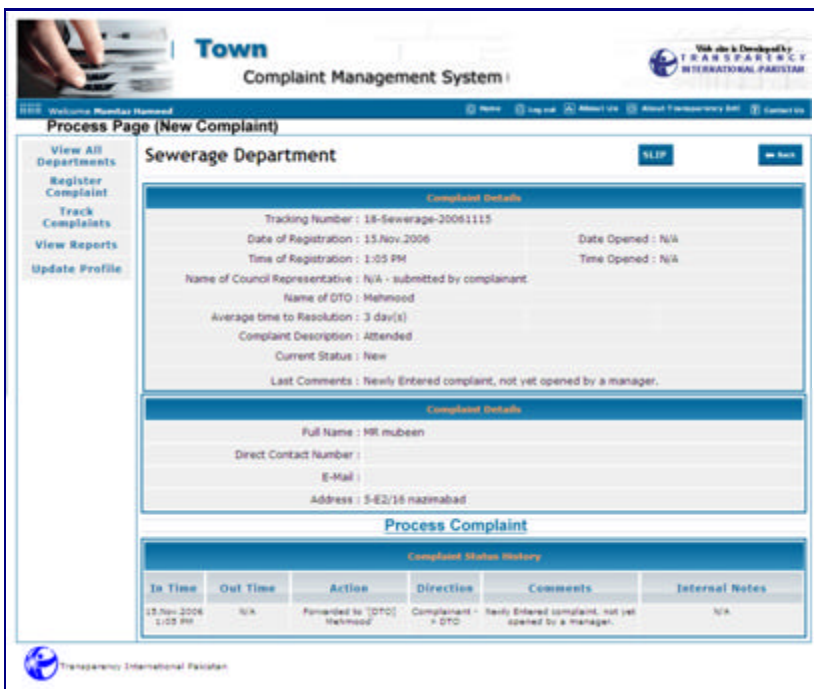
Records 4 out of 4

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Process Page (New Complaints)

This window will be opened when the user clicks ‘process’ on the last page in Action column. This page shows the information on the screen regarding the new complaint. It gives all the details of the complainant, the name, address, contact number, the time and date when the complaint was lodged etc. It also shows the nature of complaint.

The user by clicking the ‘Process Complaint’ opens the window ‘Process complaint’ shown on the next page from where he can plan what action has to be taken.



Town Complaint Management System

Process Page (New Complaint)

Sewerage Department [SLIP](#) [in Box](#)

Complaint Details

Tracking Number : 18-Sewerage-20061115
 Date of Registration : 15.Nov.2006
 Time of Registration : 1:05 PM
 Date Opened : N/A
 Time Opened : N/A
 Name of Council Representative : N/A - submitted by complainant.
 Name of DTO : Mehmood
 Average time to Resolution : 3 day(s)
 Complaint Description : Attended
 Current Status : New
 Last Comments : Newly Entered complaint, not yet opened by a manager.

Complaint Details

Full Name : MR.mubeen
 Direct Contact Number :
 E-Mail :
 Address : 5-E2/16 nazimabad

Process Complaint

Complaint Status History

In Time	Out Time	Action	Direction	Comments	Internal Notes
15.Nov.2006 1:05 PM	N/A	Forwarded to [DTO] Mehmood	Complainant = = DTO	Newly Entered complaint, not yet opened by a manager.	N/A

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Process Page (Old Complaints)

This window will open when the user needs information regarding old complaints while searching by tracking number, name or status. All information regarding the complaint will be shown on this window. The progress of the complaint can also be viewed here. The user can also change the status and update information regarding the complaint once he receives information from his staff attending the complaint. A sample of the process page (Old complaints) is given below.

The screenshot displays the 'Process Page (Old Complaint)' for the Sewerage Department. The page includes a navigation menu on the left, a header with the system name and logo, and a main content area with three sections: Complaint Details, Contact Information, and Complaint Status History.

Complaint Details

Tracking Number : 18-Sewerage-20061115	Date Opened : N/A
Date of Registration : 15.Nov.2006	Time Opened : N/A
Time of Registration : 1:05 PM	
Name of Council Representative : N/A - submitted by complainant	
Name of DFO : Mehmood	
Average time to Resolution : 3 day(x)	
Complaint Description : Attended	
Current Status : Processed	
Last Comments : Newly Entered complaint, not yet opened by a manager.	

Contact Information

Full Name : MR mubeen
Direct Contact Number :
E-Mail :
Address : 5-E2/16 nazimabad

Complaint is solved

Complaint Status History

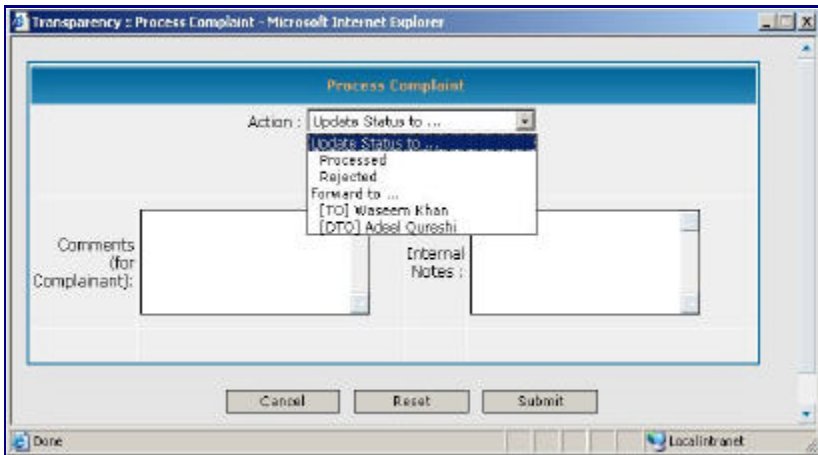
In Time	Out Time	Action	Direction	Comments	Internal Notes
15.Nov.2006 1:05 PM	N/A	Forwarded to [DFO] Mehmood	Complainant - DFO	Newly Entered complaint, not yet opened by a manager.	N/A

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Process Complaint page

This action window helps user to process complaint whether this is Processed, Rejected or Forwarded to other users. This is opened when he clicks 'Process Complaint' on the last page. From this window, the user can take action on the new complaints by forwarding it to the Town Officer or the Deputy Town Officer who would take action to rectify the complaint. The user can also update the status of the complaint. The options available to him are 'Process', 'Reject', 'Processed', and 'Forwarded to'.

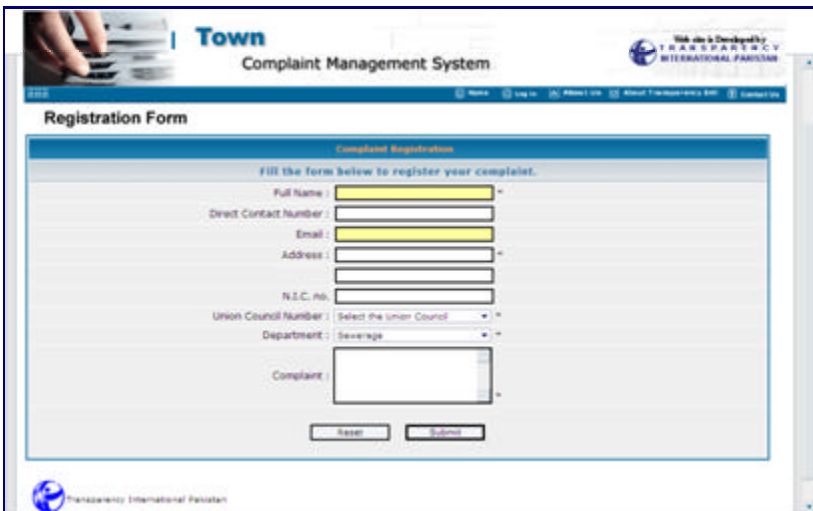
He can also enter comments for the complainant on this box for complainant to see via the internet. He can also make notes for internal office use to be viewed by his department



b) Register Complaint

When the user clicks the 'Register Complaint' on the left side of the viewed Assigned Departments the window shown below will be open. It is the same window as that shown in the beginning of the manual where a complaint is registered.

The option to register complaint directly by the user is also given to him in case a complainant approaches the user directly and informs him of the complaint.



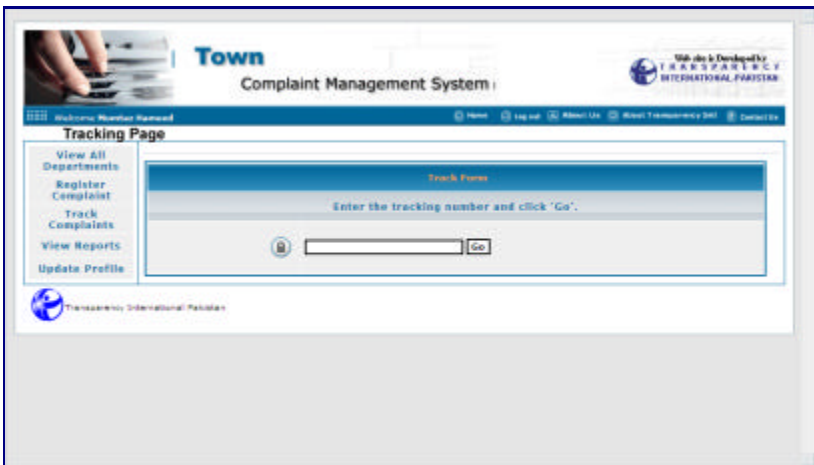
The screenshot displays the 'Town Complaint Management System' interface. At the top, there is a navigation bar with links for Home, Log in, About us, About Transparency, and Contact us. The main heading is 'Registration Form' under the sub-heading 'Complaint Registration'. Below this, a blue box contains the instruction: 'Fill the form below to register your complaint.' The form fields are as follows:

- Full Name:
- Direct Contact Number:
- Email:
- Address:
- N.E.C. No.:
- Union Council Number:
- Department:
- Complaint:

At the bottom of the form are two buttons: 'Reset' and 'Submit'. The footer of the page includes the logo and text for 'Transparency International Pakistan'.

c) Track Complaints

By clicking the ‘Track complaints’ on the left hand side, the Tracking page will open. The user can enter the tracking number issued at the registration of the complaint. All the details regarding the complaint will be available to the user. This window will facilitate to track complaint.



d) View Report

By clicking the “View Reports” on the left of the View Assigned Department, the user can view reports of his department between periods e.g. day, week, month or a year or between any two dates.

For those who have access to all the data like the Nazim or Town Municipal Officer they can view reports for all the departments by entering the name of the department in the relevant box. These can be viewed for the period according to the dates entered.

The report will show the number of complaints registered during the period, the numbers processed, under process, rejected or delayed. The relevant authority can use the data to monitor the efficiency of the different departments and can hold accountable the employees whose record is not up to the mark.

The screenshot displays the 'View Report' page of the 'Town Complaint Management System'. The page header includes the system name and the logo of Transparency International Pakistan. A navigation menu on the left lists options: View All Departments, Register Complaint, Track Complaints, View Reports, and Update Profile. The main content area is titled 'View Report' and contains a form with the following fields:

- Report Type:** Radio buttons for 'For Single Department' (selected) and 'Across Departments'. A 'List' link is also present.
- Department:** A dropdown menu with 'Land@enrichment' selected.
- Status:** A dropdown menu with 'Solved' selected.
- Number of records per page:** A dropdown menu with '1000' selected.
- From Date:** A date picker set to '2022-04-08'.
- To Date:** A date picker set to '2022-04-19'.

Buttons for 'Reset' and 'Submit' are located at the bottom of the form. The footer of the page features the Transparency International Pakistan logo and name.

e) Update Profile

Last link of the menu helps user to update personal information and user id and password. This will also be needed when an officer is transferred. The new user is permitted to access to the software while the access to the previous one is terminated.

Town
Complaint Management System

Update Profile Page

User Group
Users
Department
Update Profile

Update Profile

Update Your Profile

Update the details below to modify your profile.

Title: Mr. ▾

Full Name:

Direct Contact Number:

Email:

Change your Login Details.

User Name:

Password:

Confirm Password:

Transparency International/Dakota

Administrator Area

When the Administrator logs in the Administrator home page opens.

On the left hand side this page appears the menu which shows tasks that he can perform. There are.

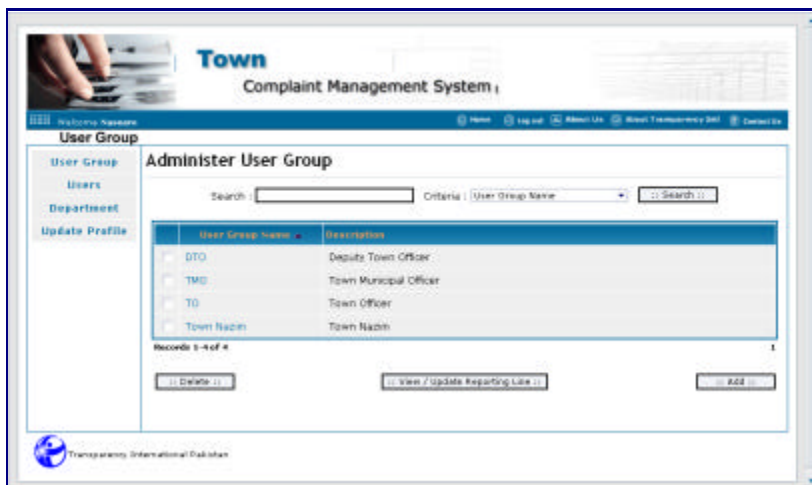
- a) User Group
- b) Users
- c) Department
- d) Update Profile



a) User Group

On clicking the ‘User Group’ on the menu the ‘User Group Page’ opens. This page shows the user group of the entire complaint management system who may be allowed access to the software. The administrator can delete or add groups.

These groups will be allowed by the Administrator to access the program. Every user is associated to one of the groups listed in the User Group, for instance all the Department’s administrator belongs to “DTO” user group. The DTOs are the officers to whom the complaints are forwarded in the first instance and they then decide the action to be taken. The other groups could be the Town Municipal Officer or the Town Officer. The Administrator may also allow any other group that he may deem qualified to view the complaint center.



The screenshot displays the 'Town Complaint Management System' interface. The main heading is 'Administer User Group'. Below this, there is a search bar and a dropdown menu for 'Criteria' set to 'User Group Name'. A table lists four user groups with checkboxes for selection:

User Group Name	Description
<input type="checkbox"/> DTO	Default Town Officer
<input type="checkbox"/> TMO	Town Municipal Officer
<input type="checkbox"/> TO	Town Officer
<input type="checkbox"/> Town Nazim	Town Nazim

Below the table, it indicates 'Records 1-4 of 4'. At the bottom, there are buttons for 'Delete', 'View / Update Reporting Line', and 'Add'. The footer includes the 'Transparency International Pakistan' logo and name.

Update User Group

When the administrator clicks any one of the user Group name's column in a new screen 'Update User Group' opens. This screen shows the Group name and its description. It also has the authorization to the access available to the User Group. The Administrator of the program enters the rights that this group can access on the advice of the Nazim. The option of access rights are as follows:

View all Departments

This allows group to see all the department of the system.

View Assigned Departments

This allows group to see only the assigned department of the system. This is basically for the DTO user group and its user to whom the complaint is directed when it is lodged.

Process Complaints

This allows group to process complaint of the department.

Register Complaint

Users under this group can register complaint

Track Complaint

Users under this group can track complaint.

View Reports

User can view summary reports.

Change Complaint Status

User would have right to change complaint status (e.g. process, rejected, forwarded or processed).

The screen also has the organizational attributes chart at the bottom. This consist of the following

Only user of this group can exist

In this there is an option to click the box if the user group consists of only one person as in the case of the Nazim or Town Municipal Officer. No other person will be allowed the access rights available to this group.

Can handle multiple departments

This access right allows user to handle multiple department if clicked, otherwise only a single department.

Report to

This restricts the user group to report any information or advice required in the course of attending a complaint only to the officer mentioned in the box.

A sample of the 'Update User Group' is shown below.

User Group
Users
Department
Update Profile

Update User Group

Update User Group

Fill the form below to update User Group.

Group Name : *

Description :

Authorization - Access Rights to different sections of the application.

View All Departments :

View Assigned Departments :

Process Complaints :

Register Complaint :

Track Complaints :

View Reports :

Change Complaint Status :

Organizational Chart Attributes.

Only one user from this group can exist :

Can handle multiple departments :

Reports to :

User Group Reporting Line

At the bottom of the 'User Group' page, a button 'View/Update Reporting Line' will show. By clicking this we have User Group Reporting Line screen. The purpose of this screen is to maintain the reporting line for example in this page DTO will report/ forward complaint to TO, TO will report/forward complaint to TMO and finally TMO will report/forward complaint to Town Nazim. There is a restriction for any user group to bypass any one in the chain of reporting.

The screenshot displays the 'User Group Reporting Line' interface within the 'North Nazimabad Town Complaint Management System'. The page title is 'User Group Reporting Line' and the main heading is 'Usergroup Reporting Line'. The interface is designed for updating the reporting line for a user group.

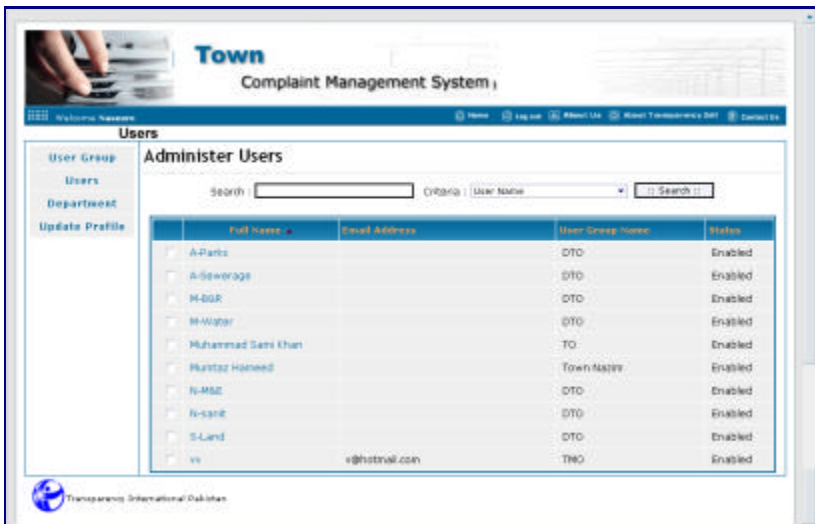
On the left side, there is a navigation menu with the following options: 'User Group', 'Users', 'Department', and 'Update Profile'. The 'User Group' option is currently selected.

The main content area is titled 'Update the Reporting Line' and contains two columns: 'All Usergroup' and 'Reporting Line Usergroup'. The 'All Usergroup' column lists 'DTO', 'TO', 'TMO', and 'Town Nazim'. The 'Reporting Line Usergroup' column lists 'Town Nazim', 'TMO', 'TO', and 'DTO'. There are '>>' and '<<' buttons between the columns to facilitate moving items. Below the columns are 'Cancel' and 'Submit' buttons.

At the bottom left of the page, there is a logo for 'Transparency International Pakistan'.

b) Users

On clicking the ‘User’ in the Administrator Area, a screen shall open showing the number of users created under any of one user group who will have the same access rights permitted to that user group. This page has the facility of searching and adding or deleting the user by entering the name in the search box.



The screenshot displays the 'Administer Users' page within the 'Town Complaint Management System'. The interface includes a search bar at the top with a dropdown menu for 'User Name' and a 'Search' button. Below the search bar is a table listing users with the following columns: Full Name, Email Address, User Group Name, and Status. The table contains ten entries, all with a status of 'Enabled'. A sidebar on the left provides navigation options: User Group, Users, Department, and Update Profile. The footer of the page features the Transparency International Pakistan logo.

Full Name	Email Address	User Group Name	Status
A-Parts		DTC	Enabled
A-Sewerage		DTC	Enabled
M-DGR		DTC	Enabled
M-Water		DTC	Enabled
Muhammad Sami Khan		TO	Enabled
Muhammad Haneeb		Town Master	Enabled
N-M&E		DTC	Enabled
N-sanit		DTC	Enabled
S-Land		DTC	Enabled
vs	v@tstrial.com	TMO	Enabled

c) Department

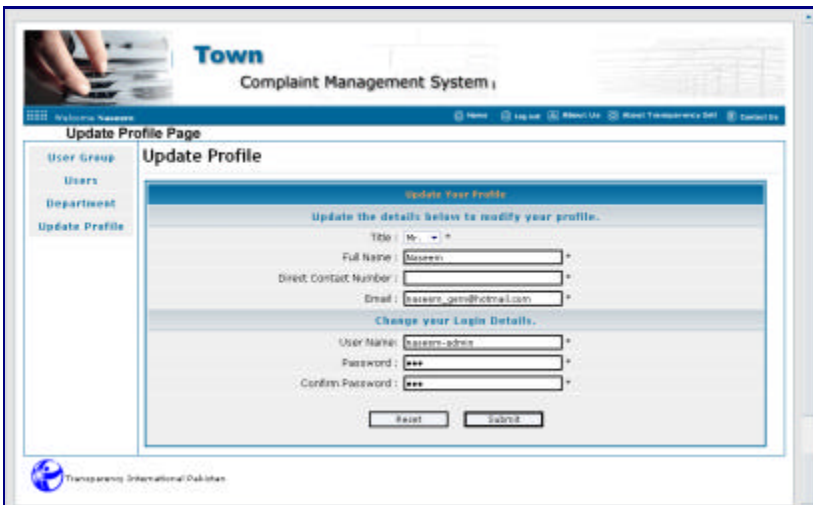
On clicking the department on the left side of the Administer area, the page below opens and showing the name of the departments for which complaints could be registered. This page has the facility of searching and adding or deleting the departments.

The screenshot shows the 'Administer Departments' page in the 'Town Complaint Management System'. The page features a navigation menu on the left with options: 'User Group', 'Users', 'Department', and 'Update Profile'. The main content area displays a search bar, a criteria dropdown set to 'Department Name', and a search button. Below this is a table listing departments with columns for Name, Description, Reply period, and Department Code. The table contains seven rows, each with a checkbox in the Name column. At the bottom of the table, it indicates 'Records 1 - 7 of 7'. There are 'Delete' and 'Add' buttons at the bottom of the page. The footer includes the 'Transparency International' logo and the text 'Transparency International/Dakshin'.

Name	Description	Reply period	Department Code
<input type="checkbox"/> BuildRoads		3 day(s)	005
<input type="checkbox"/> Land		3 day(s)	001
<input type="checkbox"/> MechElect		3 day(s)	005
<input type="checkbox"/> Parks		3 day(s)	007
<input type="checkbox"/> Sanitation		3 day(s)	004
<input type="checkbox"/> Sewerage		3 day(s)	003
<input type="checkbox"/> Water		3 day(s)	002

e) Update Profile

For the Administrator to change his personal information and user id or password, he may click the 'Update Profile' link in the Administrator Area page. This may be necessary in case the user id or password has been compromised or a new administrator takes over the complaint management system.



The screenshot displays the 'Update Profile' page within the 'Town Complaint Management System'. The page is titled 'Update Profile' and contains two main sections: 'Update Your Profile' and 'Change your Login Details'.

Update Your Profile

Update the details below to modify your profile.

Title: *

Full Name: *

Direct Contact Number: *

Email: *

Change your Login Details

User Name: *

Password: *

Confirm Password: *

Buttons:

Navigation menu: Home, Log Out, About Us, About Transparency Set, Contact Us

Footer: Transparency International Dakhlan

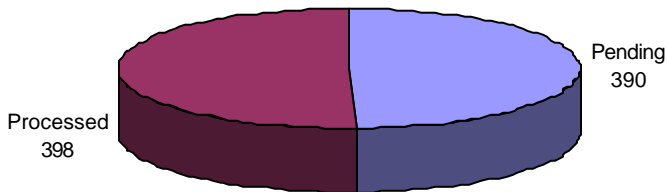
Annexure 1





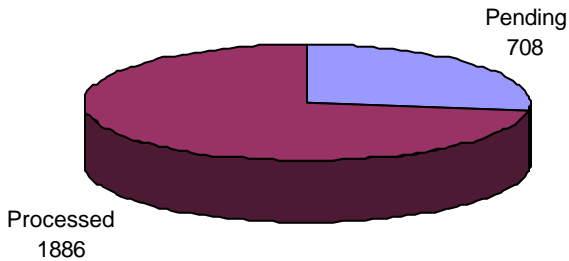
February 2005

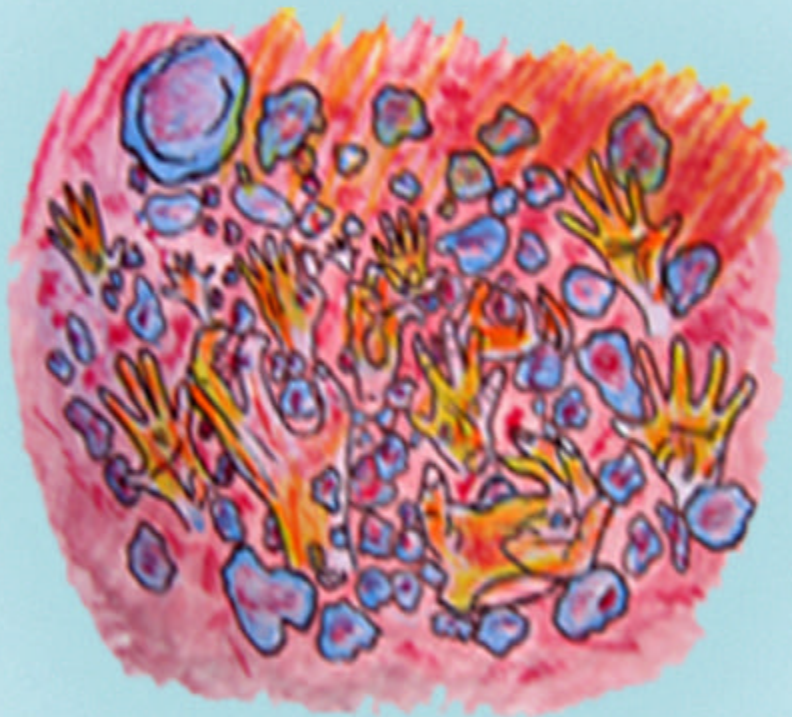
Department	Total	Pending	Processed
Build Roads	73	36	37
Land Encroach	31	30	1
Mechanical Electrical	90	8	82
Parks	3	2	1
Sanitation	70	50	20
Sewerage	454	216	238
Water	67	48	19
Total	788	390	398



From October 2006 to April 2007

Department	Total	Pending	Processed
Build Roads	78	66	9
Land Encroachment	33	11	16
Mechanical Electrical	646	37	588
Parks	22	9	13
Sanitation	548	104	420
Sewerage	942	362	577
Water	392	120	263
Total	2675	708	1886





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