

Training Report

**Refresher Training
Session on
Computerized
Complaint Tracking
System for MCs**

22nd Jul & 11th Aug 2020

**Organized By:
Institutional Strengthening Department
Punjab Municipal Development Fund Company**



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1. Background

In today's world governments are adopting electronic means to engage with citizens in service provision and developing interaction with their citizens. Convenient service delivery, improved communication, cost reduction, efficient and effective ways of service provision are important parameters on which every government is focusing on. There is need of the hour that the municipalities must evolve a system for redressal of public grievances arising from its services.

Computerized Complaint Tracking System has been introduced in Municipal Committee/ Corporation for citizens' complaints registration, its tracking and resolution. The primary objective of introducing CCTS in the municipalities was to enhance their efficiency in addressing citizens' complaints by streamlining the complaint registration and tracking system where all complaints are recorded centrally. Before establishing Complaint Cell in municipalities, mostly complaints were registered with the relevant officials through informal means, resolved verbally and without tracking and response time system. By establishing complaint tracking system in municipalities, the complaint registration, resolution and tracking process has become efficient and quick.

2. Training Objectives

- All kind of complaints should get registered.
- Maintenance of counter files
- Regular updation of complaints status
- Regular updation of complaints resolution
- Placing a better system to track complaints
- Ensuring the complaint tracking culture
- Strengthening the monitoring system

3. Training Participants

The following MC staff nominated for CCTS by PCP participating cities attended the training session:

Sr.	MC	Official's Name	Designation
1	Hafizabad	Mr. Tasawar Ahmed	Sr. Computer Operator
2		Mr. Shan Hanif	Computer Operator
3	Kot Addu	Mr. Younus Shah	Sr. Computer Operator

Sr.	MC	Official's Name	Designation
4	Burewala	Mr. Mohsin Ali	Incharge Complaint Cell
5	Vehari	Mr. Umer Riaz	Incharge Complaint Cell
6		Mr. Iftikhar Ahmed	Computer Operator
7	Bahawalnagar	Mr. Ghulam Qadir	Computer Operator
8		Mr. Afzal Rehman	Office Superintendent
9	Muridke	Mr. Iftikhar Ahmed	Jr. Clerk
10	Kamoke	Mr. Daniyal Khan	Jr.Clerk
11	Wazirabad	Mr. Imam ul Haq	Jr. Clerk
12	Gojra	Muhammad Ahmed	Jr. Clerk
13		Mr. Shakeel Anjum	Jr. Clerk
14	Jhang	Mr. Shakeel Ahmed	Computer Operator
15	Kamalia	Mr. Bahadar Ali	SCO/ PSO
16	Jaranwala	Mr. Zohaib Habib	

4. Training Agenda

11:00 - 11: 30 a.m.	<p>Welcome Address <i>(Senior Program Officer – IS, PMDFC)</i></p> <ul style="list-style-type: none"> - Sensitize the importance of Complaint Tracking System (CTS) in context of better service delivery - Brief Introduction on PMs & MACs regarding CTS
11:30 – 12:10 pm	<p>Complaint Management, Registration& Redressal <i>(Program Officer – IS, PMDFC)</i></p> <ul style="list-style-type: none"> - Introduction - Need of CCTS - Registration & updation of status of complaints - Reports that can be generated - How to maintain Counter File
12:10 – 01:45	<p>Practical Knowledge & Hands on Training <i>(Program Officer – IS, PMDFC)</i></p> <ul style="list-style-type: none"> - Practical Knowledge & - Hands on Training Session

01:45- 02:00

PM Training Feedback

- Feedback: *(15 Min)*
- Filling of feedback form and getting suggestions

5. Methodology

An interactive session was arranged with nominated CCTS officials to communicate them about the importance and significance of keeping complaints record and its regular updation on CCTS to fulfill Minimum Access Conditions (MACs) and Performance Measures (PMs) relating to result area Accountability & Transparency. The participants were briefed about the methods of data entry, updation status, resolving of complaints and extraction of reports from CCTS Portal. The participants were involved in the discussion and they were asked to give their feedback for improvement of CCTS. A detailed presentation was given on following topics:

- Need for CCTS
- Importance of MACs & PMs regarding CCTS
- Objectives of CCTS
- Features of CCTS
- Implementation and Expected results
- MC's Website Link – Service Delivery Template Through CCTS
- Responsibilities of MCs and PMDFC

6. Training Proceedings

6.1 Opening remarks

The training session was started with the recitation of the Holy Quran. Senior Program Officer–IS, welcomed the participants and after a brief introduction, SPO-IS briefed the objectives and purpose of the training. He described the importance of MACs and PMs regarding CCTS, the role and responsibility of the nominated staff for



functionality of the system. He clearly mentioned that Performance Based Grants (PBGs) will depend on

achieving the Performance Measures under World Bank funded Punjab Cities Program (PCP) being implemented in 16 selected cities of Punjab. He explained the Performance Measures (PMs) relating to CCTS which can be obtained by keeping the CCTS functional. He also elaborated the Standard Operating Procedures (SOPs) for registration and tracking of complaints.

6.2 Need for CCTS

The participants were explained that government has always been paying keen attention toward implementation of CCTS and redressal of citizen's complaints. They were given detail introduction of the CCTS, its legal mandate for MCs under PLGO 2001, PLGA 2013 and PLGA 2019. The participants were sensitized about the functionality of the system & launching of awareness campaigns to enhance the participation of the citizens. They were briefed about the objective of the system, its features, implementation process and expected results. They were also shared the roles and responsibilities of MCs and PMDFC to run the system. They were explained that in every Local Government Ordinance, Punjab Government emphasized on Municipal Committees to set up a complaint cell for redressal of grievances within the ambit of their responsibilities to provide better municipal services for its citizens.

6.3 Importance of MACs and PMs regarding CCTS

Program Officer (IS) elaborated that performance indicator of Performance Measure 6.1 (Information available to citizens on MC's website) is "MC has disseminated and updated on its website, information from CTS and PMS (Monthly updates)". For the purpose data from Performance Management System (PMS) and Computerized Complaint Tracking System (CCTS) is required to be updated on MC's website. In this context, service delivery templates were prepared which need to be updated on monthly basis. He explained how to extract the data from PMS & CTS software and to update the service delivery templates.



6.4 Technical Session on CCTS Software

Program Officer (IS) gave practical demonstration on CCTS software. The participants were elaborated the process of registration of complaints, how to update the status of complaints, whether the complaint has been resolved, pending or under process, the reports that can be generated through the system, i.e. monthly complaints, section wise complaints, daily summary, monthly summary, yearly summary, sector wise summary.

The participants were briefed about the data that should be extracted from CTS software and update it on MC's website in service delivery template link and many other attributes like basic data updation, search complaint, edit complaint, print complaint etc. This process ensures the registration and tracking of all the complaints, thus keeping TMA staff accountable to the TMA management as well as the citizens. Hands-on trainings were provided to the complaint cell in charge by PMDFC.

Receipt No.	Complainant	Description	Comp. Date	Resolved Date	Status	Phone	Address/Mohallah	Ward/UC	Office
1	Rashid	Sewerage Blockage	01/06/2020	02/06/2020	Resolved	920303505023	Tajwa Colony	Ward 19	Services
2	Ghulam Mustafa	Sewerage Blockage	02/06/2020	11/06/2020	Resolved	920303021799	Faisal Colony	Ward 9	Services
3	M. Jamil	Sewerage Blockage	03/06/2020	11/06/2020	Resolved	9203007926486	Qasim Road	Ward 38	Services
4	Saeed Ahmad	Sewerage Blockage	03/06/2020	11/06/2020	Resolved	9203907922075	Urdu Road	Ward 38	Services
5	M. Akram	Sewerage Blockage	04/06/2020	11/06/2020	Resolved	9203056736967	Street No. 10, Farooq Abad (West)	Ward 33	Services
6	M. Adnan	Sewerage Blockage	04/06/2020	10/06/2020	Resolved	9203037884439	Faisal Colony	Ward 9	Services
7	Babu Hanif	Sewerage Blockage	04/06/2020	11/06/2020	Resolved	9203068910071	Madina Town	Ward 44	Services
8	M. Faiz	Sewerage Blockage	04/06/2020	11/06/2020	Resolved	9203066681981	Islamnagar	Ward 10	Services
9	Abdul Rahman	Sewerage Blockage	04/06/2020	11/06/2020	Resolved	9203159566808	Islamnagar	Ward 10	Services
10	Sam								



7. Way forward

The MC officials were asked to launch an awareness campaign for the citizens for registration of complaints through electronic and print media and hoisting banners at public places to provide understanding to the public. They were further informed that under Punjab Cities Program, CCTS has been planned to be transformed into Grievance Redressal Mechanism (GRM). Under GRM, a new application will be developed, software will be modified and latest techniques will be used to improve the system.

8. Question & Answer Session

At the end of the training, a question and answer session held. Questions of the officials were properly addressed and maximum information was provided about Punjab Cities Program, scoring process in adopting

MACs and PMs and transformation of CCTS to Grievance Redressal Mechanism (GRM). In this context, a feedback proforma was got filled by the participants to assess the effectiveness of the refresher training.

The session ended with the vote of thanks from SPO-IS.

9. Event Pictures

