

Most Immediate

Fax Message

Common - O

From : Foreign Islamabad
To : All Pakistan Missions abroad and Camp Offices
(Except Parepun New York, Parepun Geneva, Parep OIC Jeddah)
No. : PMDU-28/2022
Dated : 03 November 2023

Head of Chancery from Director (FM Portal/PMDU)

Subject: Compliance of Pakistan Citizen's Portal (PCP) Users Guidelines
Manual for Effective Resolution of Citizens' Complaints

Kindly find enclosed U.O No. 1(3)/DS(PMDU-I)/2018-Vol-V dated 30th October 2023 received from the Prime Minister's Office on the subject cited above.

2. Missions are hereby requested to adhere to the clauses and directions outlined in the PCP user's guidelines manual, with a strict and expeditious compliance.

Encl: As above


(Anwar Zeb)
Director (FM Portal/PMDU)

**Please issue
Radio officer**



**PRIME MINISTER'S OFFICE
ISLAMABAD**

D/1/1

AS(Adm)

**MOST IMMEDIATE**

Subject: **COMPLIANCE OF PAKISTAN CITIZEN'S PORTAL (PCP) USERS GUIDELINES MANUAL FOR EFFECTIVE RESOLUTION OF CITIZENS' COMPLAINTS**

Pakistan Citizen's Portal (**PCP**) is an institutionalized system having formal entry at S. No. 84 in the Schedule-II under Cabinet Division in the Rules of Business, 1973 with the description "*Prime Minister's Performance Delivery Unit (PMDU) including Pakistan Citizen Portal (PCP), operation and management of which shall be managed by Prime Minister's Office (Public)*".

2. 5,365,493 complaints have been processed and closed out of 5,437,845 complaints lodged by 4,177,583 registered citizens with 46.85 % positive feedback nationally since its inception. PCP functions under PCP User's Guidelines Manual (readily available on PMDU dashboards) and some of the subsequent instructions/letters issued from Prime Minister Office that contained, inter-alia, the following:

- Responsibility:** All heads of Organizations/Government Entities are primarily responsible and are expected to ensure efficiency and quality in complaint resolution process. For the purpose, regular review meetings shall be conducted within the organization and with heads of the respective attached departments **so as to identify bottle necks in timely resolution as well as performance accountability of the officer concerned** (Clause 1.5.1).
- Super Escalated Complaints:** A complaint assumes the status of super escalation (black icon) on 41st day of its arrival on the concerned dashboard with super escalated visibility to all higher offices in the hierarchy especially the Prime Minister Office (Clause 2.3.3.2). Complaints that have attained the status of super escalation (if any) should be decided on merit at the earliest.
- Drop Review Requests:** Clause 2.5 "Dropping Complaint" provides a list of options whereby the officer concerned can drop a complaint after considering if qualified on any of the listed reasons. However, the Citizens are also provided with an option to place a review request against the decision made of dropping the complaint. As per SOPs, the review request against any dropped complaint is assigned to one step-higher authority/officer. It should be ensured that all review requests (if any) be examined and decided either to maintain the previous decision or put the complaints back to process.
- Trending Complaint:** Clause 2.4 of the Manual provides that an issue being common and frequently highlighted in complaints shall be treated as trending complaint. Such cases shall specifically be looked into for a permanent or possible long term solution. In this regard laws/policies/procedures or developmental projects (where required) shall be proposed to do away with the frequently caused public inconveniences. No

Diary No. /6/24 BS/QA&OP
Dated 01 - 11 - 2023

نمبر ۶/۲۴ بس/QA&OP
تاریخ ۰۱-۱۱-۲۰۲۳

اممیل
کوڈ
پرائیوریتی
پرائیوریتی

01-11-2023
DSC (CPT/CMW)

Urgent
DSC (CPT)

PMDU
11/11/23
For necessary action
Officer
Date



PRIME MINISTER'S OFFICE ISLAMABAD



complaint shall be resolved in isolation where required rather to be looked into for possibility of its long lasting resolution for similar expected complaints. To address trending complaints, any of the following measures shall be adopted:

- i. Adopting policy/legal instrument/SOPs if missing or amendment in the same if required in the public interest.
 - ii. Inclusion of projects in relevant development portfolios.
 - iii. If existing procedures involved in availing some services are cumbersome they shall be simplified to the maximum possible way. Technological solution shall also be taken into consideration.
 - iv. Addressing efficiency of human resource, equipment and space where required.
- f. **Performance and efficiency accountability of the concerned organization/ officer:** Reference PMO U.O. No.1(3)DS(PMDU-I)/ 2018-dated 15th December, 2020. The instructions contained in the referenced U.O are hereby re-issued for adherence:
- i. Negative feedback shall be reviewed in the light of facts/arguments if narrated by the complainant. However, if no counter argument/facts are mentioned in the feedback then complaints should be resolved on the grounds provided in the statement of complaint.
 - ii. In case the resolution / decision made earlier was lawful and based on merit then the said feedback should be ignored. However, the resolution statement be made more elaborate and evidence based to the possible level to convey a clear message.
 - iii. Feedbacks should not be reviewed for increasing the satisfaction percentage rather for fair determination and resolution of public complaints and to identify gaps in the service delivery processes for possible policy interventions.

3 It is, therefore, directed that the above clauses / instructions, interalia, of the P.M.O's Guidelines Manual shall be disseminated to all officers/departments for strict and immediate compliance.

(Mohammad Shahzad)
Joint Secretary (PMDU)

All Federal Secretaries, Ministries/Divisions, Islamabad/Rawalpindi

All Provincial Chief Secretaries

All Provincial Inspector Generals of Police

Prime Minister Office U.O. No.1(3)/ DS(PMDU-I)/ 2018-Vol-V, dated 90 : 10.2022