



WRMIS User Manual

COMPLAINTS

Development of Water Resources Management Information System (WRMIS) and
Decision Support System (DSS) for Efficient Irrigation Water Management in Punjab

Version 1.0

NESPAK

7-Mar-17





Revision History

| Version | Date | By | Summary of Changes |
|---------|-----------|--------|--------------------|
| 1.0 | 07-Mar-17 | NESPAK | Initial Draft |
| | | | |
| | | | |
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Complaints

The Module provides the functionality to add, edit and maintain complaints cases through helpline and other sources. In addition to it, it also provides an interface for different stakeholders to manage and work on resolution of complaints cases. A dashboard of complaints along with their statuses is also provided to have quick look on the statuses of complaints.



1. Complaints – Business Process

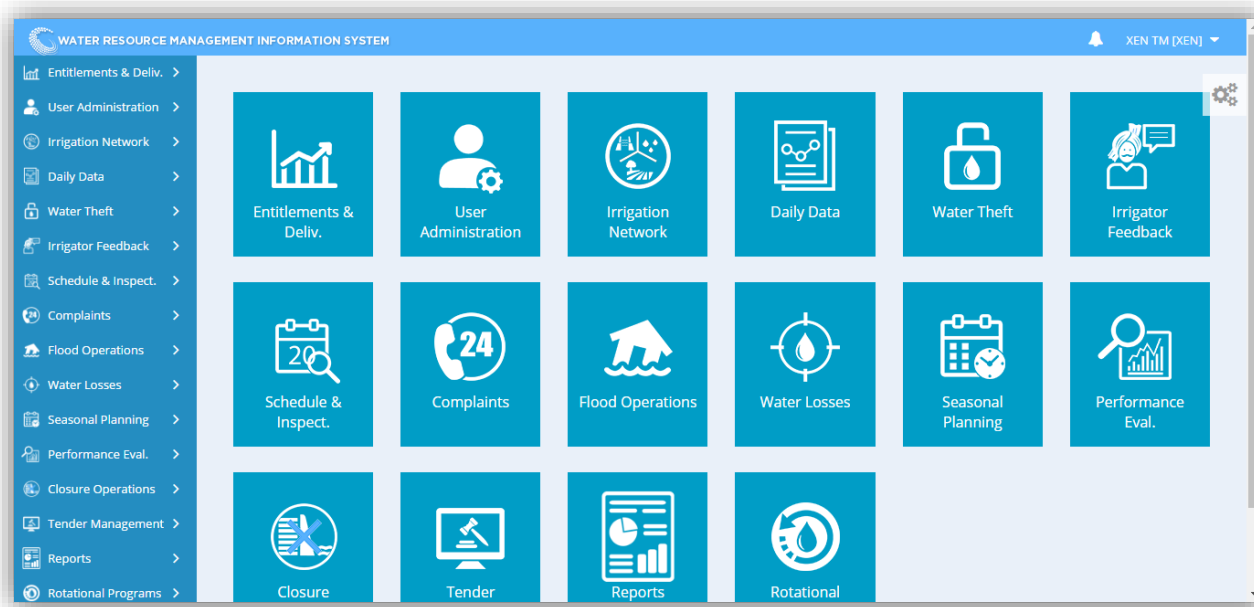
The Business process of this Module is as below:

- A Complaint Case is logged through the following
 - Auto generated as per the business rules of the other modules.
 - By Calling Helpline
 - By Directives of the higher management.
- Once the case is logged through any of the above mentioned source, it is assigned to relevant XEN based on the selected Domain.
- XEN will do his working by entering comments and then assign the complaint to relevant ADM
- ADM can do the following tasks
 - Resolve the complaint
 - Assign Back the complaint to the relevant XEN
- Apart from the XEN and ADM, Other Designations can also comment on the complaints if these designations are selected to be given Additional Accessibility while logging the complaints.
- .

Business User: Data Entry Operator, XEN, ADM, DDH, Other Users

Any other user can access 'Complaints' based on assigned rights from Roles and Rights (User Administration)

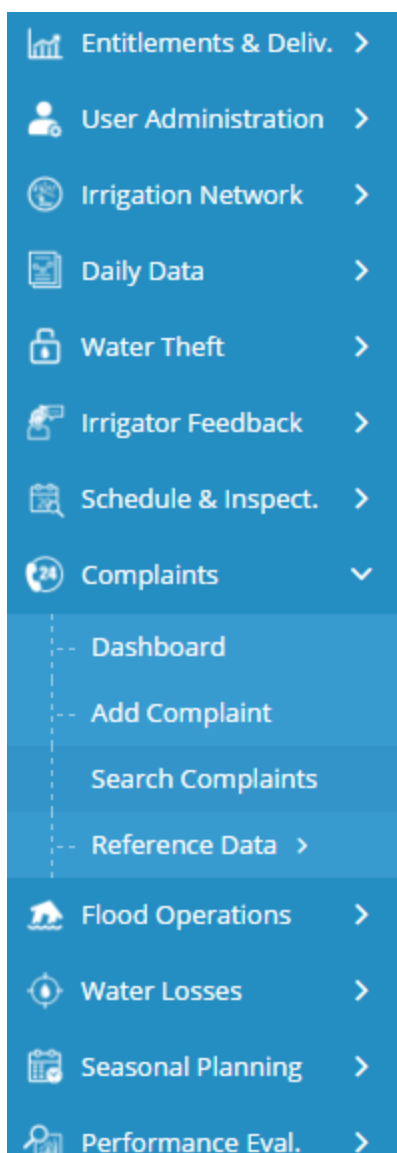
Pre-Requisite: Complaints Role and Rights should be assigned to respective user correctly.

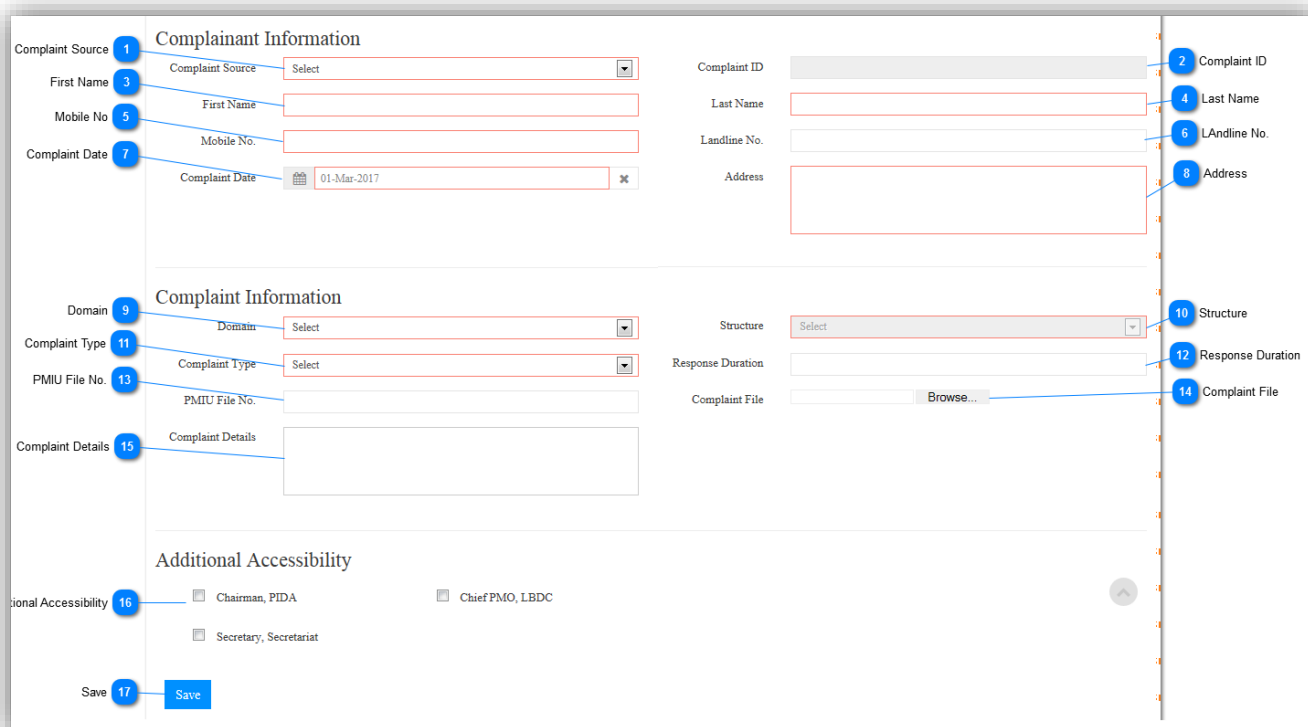


2. Add Complaint – Data Entry Operator

Through 'Add Complaint' screen, Data Entry Operator can add the complaint into the system.

How to Access: Main Menu -> Add Complaint





The screenshot shows a web-based complaint form with the following fields and callouts:

- 1** Complaint Source (Dropdown menu)
- 2** Complaint ID (Text field)
- 3** First Name (Text field)
- 4** Last Name (Text field)
- 5** Mobile No. (Text field)
- 6** Landline No. (Text field)
- 7** Complaint Date (Date picker, showing 01-Mar-2017)
- 8** Address (Text area)
- 9** Domain (Dropdown menu)
- 10** Structure (Dropdown menu)
- 11** Complaint Type (Dropdown menu)
- 12** Response Duration (Text field)
- 13** PMIU File No. (Text field)
- 14** Complaint File (Text field with Browse... button)
- 15** Complaint Details (Text area)
- 16** Additional Accessibility (Checkboxes for Chairman, PIDA; Chief PMO, LBDC; Secretary, Secretariat)
- 17** Save (Blue button)

1

Complaint Source

Select

- Select 'Complaint Source' from the drop down.
- 'Complaint Source' is a required field.
- On selection of 'Complaint Source', complaint ID is automatically generated.

2

Complaint ID

- 'Complaint ID' is auto generated.

3

First Name

- Enter 'First Name' in the text field.
- 'First Name' is a required field.

4

Last Name

- Enter 'Last Name' in the text field.
- 'Last Name' is a required field.

5

Mobile No.

- Enter 'Mobile No' in the text field.
- 'Mobile No' is a required field.

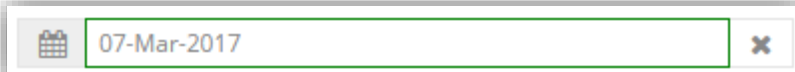
6

Landline No

- Enter 'Landline No' in the text field.

7

Complaint Date



- By default, current date appears in the 'Complaint Date' text field.
- To select other date, click on Complaint Date text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with Complaint Date text field.
- 'Complaint Date' is a required field for saving complaint record.

8

Address



- Enter 'Address' in the text field.
- 'Address' is a required field.

9

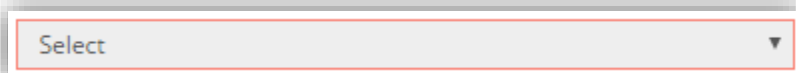
Domain



- Select 'Domain' from the drop down.
- 'Domain' is a required field.
- On selection of 'Domain', Structure dropdown gets enable.

10

Structure



- Select 'Structure' from the drop down.
- 'Structure' is a required field.
- On selection of 'Structure', Village and Division tabs appear.

Village Tab

| | | | |
|--|---|-----------|--------------------------------------|
| Domain | <input type="text" value="Irrigation"/> | Structure | <input type="text" value="Channel"/> |
| <div>Village <input type="text" value="Division"/></div> | | | |
| District | <input type="text" value="Select"/> | Tehsil | <input type="text" value="Select"/> |
| Village | <input type="text" value="Select"/> | Channel | <input type="text" value="Select"/> |
| RD | <input type="text" value="RD"/> | + | <input type="text" value="RD"/> |
| | | Division | <input type="text" value="Select"/> |

Division Tab

| | | | |
|--|---|--------------|--------------------------------------|
| Domain | <input type="text" value="Irrigation"/> | Structure | <input type="text" value="Channel"/> |
| <div>Village <input type="text" value="Division"/></div> | | | |
| Zone | <input type="text" value="Select"/> | Circle | <input type="text" value="Select"/> |
| Division | <input type="text" value="Select"/> | Sub Division | <input type="text" value="Select"/> |
| Channel | <input type="text" value="Select"/> | RD | <input type="text" value="RD"/> |
| | | + | <input type="text" value="RD"/> |

11

Complaint Type

- Select 'Complaint Type' from the drop down.
- On selection of Complaint Type, Response Duration and Complaint Details are populated as per given in reference data.
- 'Complaint Type' is a required field.

12

Response Duration

- 'Response Duration' is auto populated from reference data.
- User can edit the response duration.

13

PMIU File No.

- Enter 'PMIU File No.' in the text field.

14

Complaint File

- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

15

Complaint Details

- 'Complaint Details' is auto populated from reference data.
- User can edit 'Complaint Details' in the text area field.

16

Additional Accessibility

| | |
|---|--|
| <input type="checkbox"/> Chairman, PIDA | <input type="checkbox"/> Chief PMO, LBDC |
| <input type="checkbox"/> Secretary, Secretariat | |

- Click on 'Additional Accessibility' check boxes to give them rights to add

comments.

17

Save

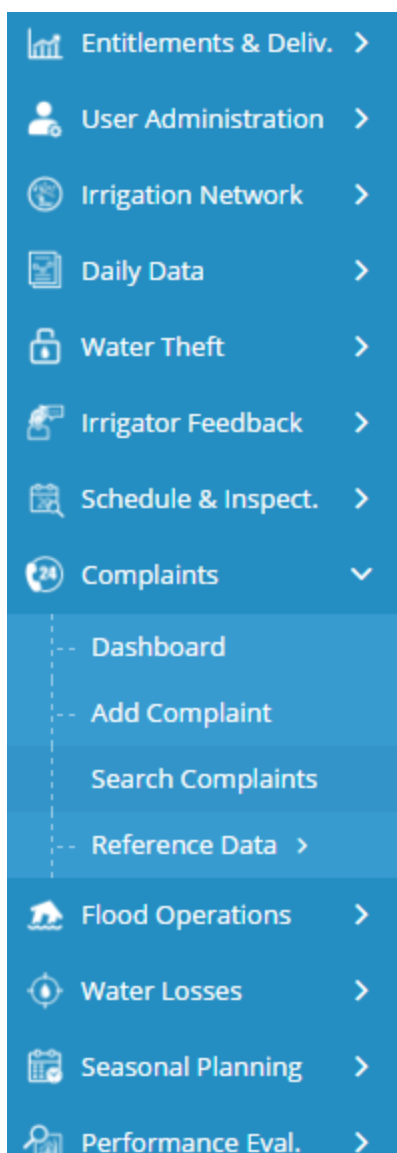
Save

- Click on 'Save' button, system verify all the required fields.
- System saves the data into the database & displays a message "Records saved successfully".
- Relevant users will get a Notification once the system has generated the complaint in the application.
- The complaint logged here is assigned to the relevant XEN.

3. Search Complaints – Data Entry Operator

Through 'Search Complaints' screen user can search already saved complaints. System displays list of complaints based on selected search parameters. For example, upon selecting Division, system will display list of complaints against the selected Division.

How to Access: Left Menu -> Search Complaint





Complaint ID **1** Complainant ID

Complainant Cell **3** Complainant Cell

Division **5** Division

Status **7** Status

From Date **9** From

Complaint Type **11** Complaint Type

Show Complaints **12** ☐ Show Complaints other than PMIU Staff

Search **13**

Complainant **2**

Domain **4**

Complaint Source **6**

Action **8**

To **10**

14 Edit/View

| Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|--------------|------------------------|----------------|----------------|------------|----------------------|-----------|--------|--------|
| DH000081 | Tail Gauge Not Painted | 02-Mar-2017 | Khurram Ahmad | Irrigation | Katarmal Minor | Balloki | Inbox | |
| CS000080 | Head Gauge Not Painted | 02-Mar-2017 | Nabeel Khan | Irrigation | Hallah Disty | Balloki | Inbox | |
| SI000079 | Rotational Program | 24-Feb-2017 | Rizwan Alvi | Irrigation | Mari Minor | Balloki | Inbox | |
| MI000078 | Water Theft | 24-Feb-2017 | Syed Moneeb | Irrigation | Karkani Minor | Balloki | Inbox | |
| CS000077 | Corruption | 24-Feb-2017 | Mehboob Hassan | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| CM000076 | Water Theft | 24-Feb-2017 | Iqbal Chaudhry | Irrigation | IAL Feeder Disty | Balloki | Inbox | |
| SI000075 | Corruption | 17-Feb-2017 | Salman Wahid | Irrigation | Ayalwala Disty | FSD Canal | Inbox | |
| SI000074 | Corruption | 17-Feb-2017 | Waqar Khan | Irrigation | Sheikhan Minor | FSD Canal | Inbox | |
| SI000073 | Corruption | 17-Feb-2017 | Gulraiz Khalid | Irrigation | Junianwala Disty | FSD Canal | Inbox | |
| SI000072 | Corruption | 17-Feb-2017 | Rizwan Alvi | Irrigation | Kubrika Disty | FSD Canal | Inbox | |

Page Numbers **15**

Search Criteria

1

Complaint ID

CMXXXXXX

- Enter 'Complaint ID' in the text field.
- Enter 'Complaint ID' with prefix of Complaint Source in the 'CMXXXXXX' format.

2

Complainant



- Enter 'Complainant' name in the text field.

3

Complainant Cell

- Enter 'Complainant Cell' in the text field.

4

Domain

- Select 'Domain' from the drop down.
- On selection of 'Domain', Division dropdown populates with relevant divisions.

5

Division

- Select 'Division' from the drop down.

6

Complaint Source

- Select 'Complaint Source' from the drop down.

7

Status

- Select 'Status' from the drop down.

8

Action

- Select 'Action' from the drop down.

9

From

- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

10

To

- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

11

Complaint Type

- Select 'Complaint Type' from the drop down.

12

Show Complaints Other than PMIU Staff

☐ Show Complaints other than PMIU Staff

- Click on 'Show Complaints other than PMIU Staff' check box.
- System will display complaints record logged by other than PMIU staff.

13

Search

Search

- Click on the 'Search' button.
- System displays all the records as per the search criteria given by the user.
- System displays all records if no search criteria is given.
- If there is no record against the entered search criteria, system shows the message '**No record found**'.
- The user will only be able to view the details screens of complaints that are currently assigned to him or he is added in additional accessibility users.

Search Result

| <input type="checkbox"/> | Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|--------------------------|--------------|--------------------|----------------|--------------------|------------|----------------------|----------|----------|--------|
| <input type="checkbox"/> | AG000049 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Resolved | |
| <input type="checkbox"/> | AG000048 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000047 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000046 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000045 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Alpa Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000044 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| <input type="checkbox"/> | AG000043 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| <input type="checkbox"/> | AG000042 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| <input type="checkbox"/> | AG000041 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Aujla Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000040 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Silt Minor | Balloki | Inbox | |

Actions against retrieved data

14

Edit/View



- Click on 'Edit/View' icon to view the complaint details and add the Additional Accessibility users.

15

Page Numbers

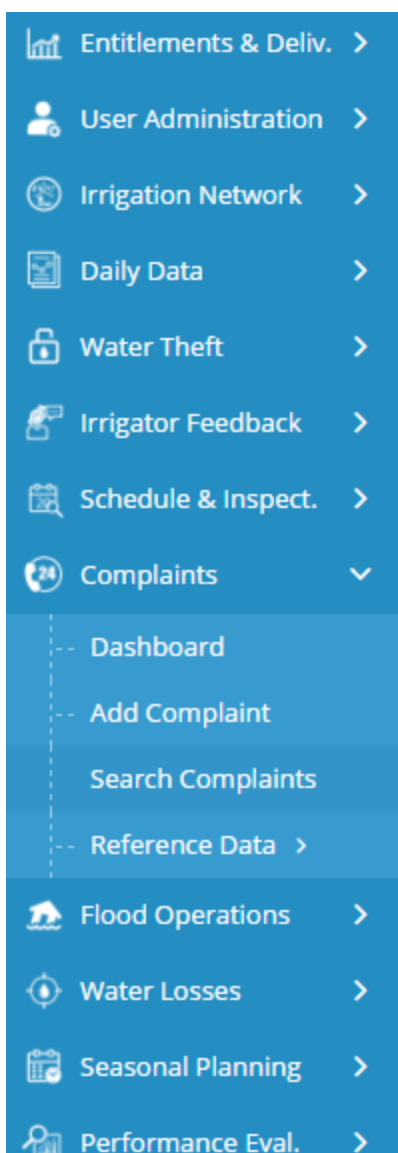


- Click on a page number to move to a specific page.

4. View Details – Data Entry Operator

Through 'View' screen user can view the details of complaints along with the additional accessibility users..

How to Access: Left Menu -> Search Complaint -> View



Parent Information **1**

| | | |
|--|--|---|
| Complaint ID MI000031 | Complaint Source Minister Irrigation | Domain Irrigation |
| Division Balloki | Complaint Date 02-Feb-2017 | Complainant Name Nauman Anwar |
| Complaint Type Short Tail | Mobile No 0334434835 | Address fsdfsd |
| Complaint Details Short Tail | PMIU File No. | Response Duration 7 |
| Attachment | Complaint Status In Progress | |

Additional Accessibility **2**

☐ Chairman, PIDA ☐ Chief PMO, LBDC

☐ Secretary, Secretariat

Back **3** Back

1

Parent Information

| | | |
|--|---|---|
| Complaint ID DH000081 | Complaint Source Default-Helpline | Domain Irrigation |
| Division Balloki | Complaint Date 02-Mar-2017 | Complainant Name Khurram Ahmad |
| Complaint Type Tail Gauge Not Painted | Mobile No 032165032641 | Address Complainant Information |
| Complaint Details Tail Gauge Not Painted | PMIU File No. | Response Duration 7 |
| Attachment | Complaint Status Inbox | |

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Additional Accessibility

| | |
|---|--|
| <input type="checkbox"/> Chairman, PIDA | <input type="checkbox"/> Chief PMO, LBDC |
| <input type="checkbox"/> Secretary, Secretariat | |

- User views the 'Additional Accessibility' in read only form.

3

Back



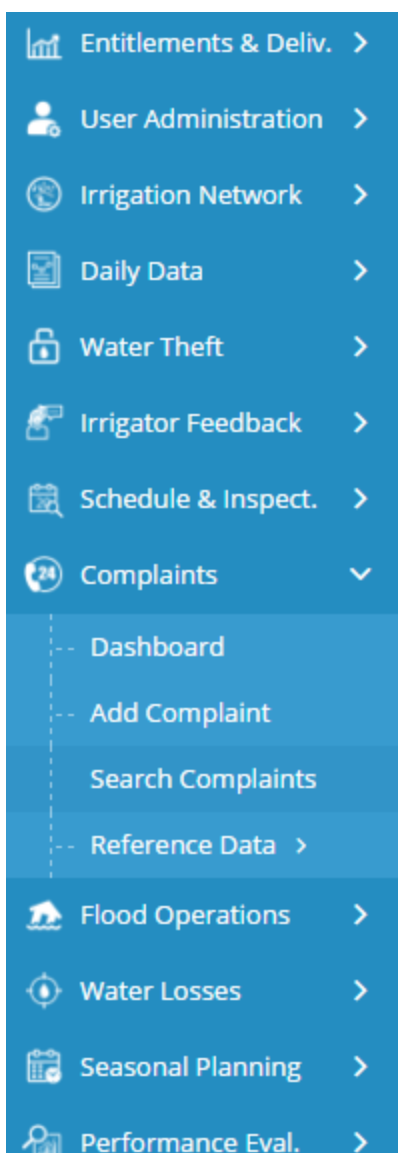
Back

- By clicking on the 'Back' button, system moves the user to Search Complaints screen.

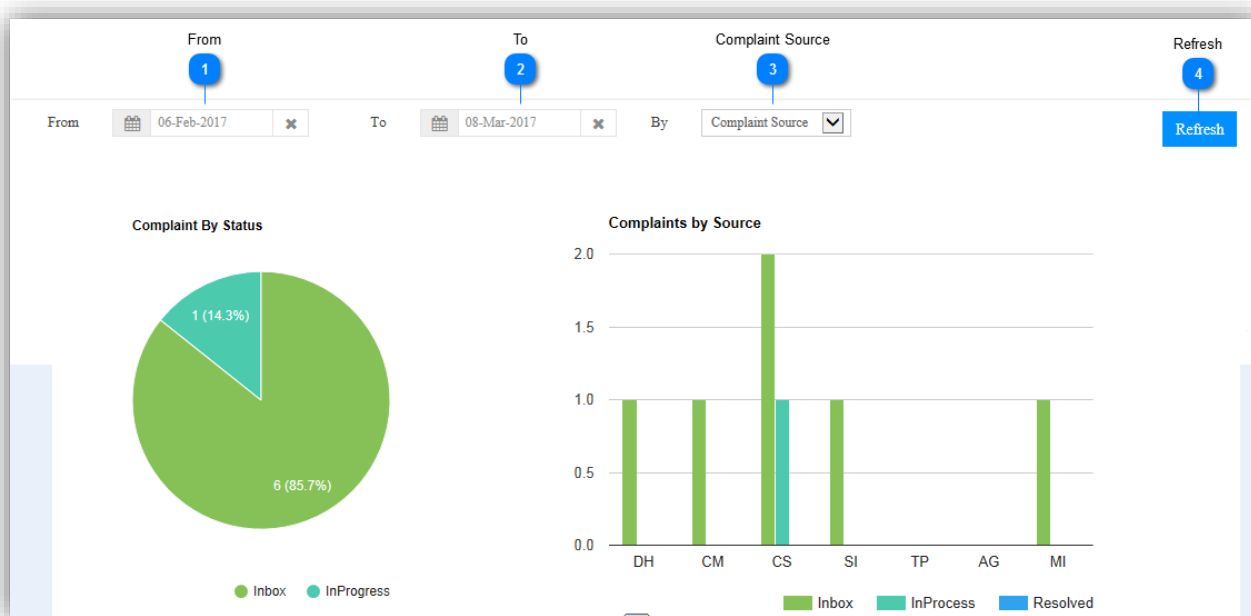
5. Complaints Dashboard - XEN

Through 'Complaints Dashboard' screen user can view the details of complaints in the form of pie chart and bar graph. System displays Complaint by Status information at pie chart. System displays Complaint Type and Complaint by Source information at bar graph.

How to Access: Left Menu -> Dashboard



Complaint by Source



Search Criteria

1

From

- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

2

To

- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

3

Complaint Source

Complaint Source 

- Select Complaint Source from the drop down.
- By default, Complaint Source option is selected.

4

Refresh

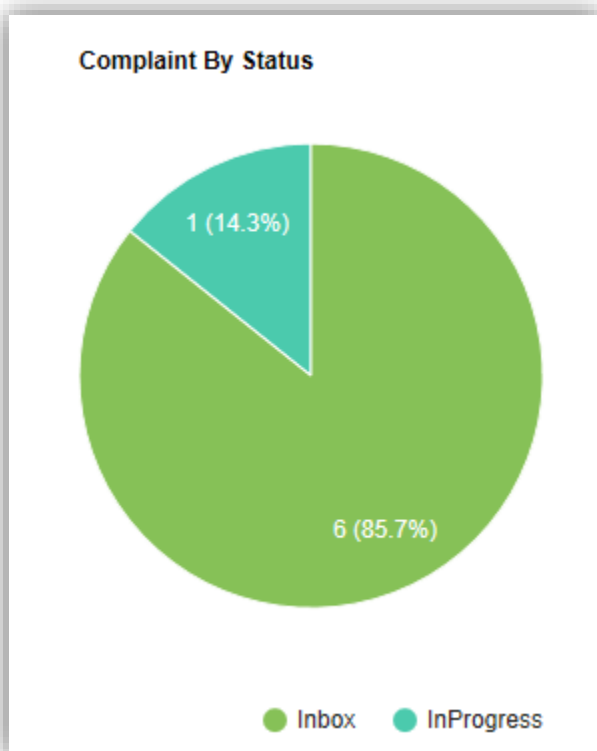
Refresh

- Click on 'Refresh' button to refresh the graphs.

Actions against retrieved data

5

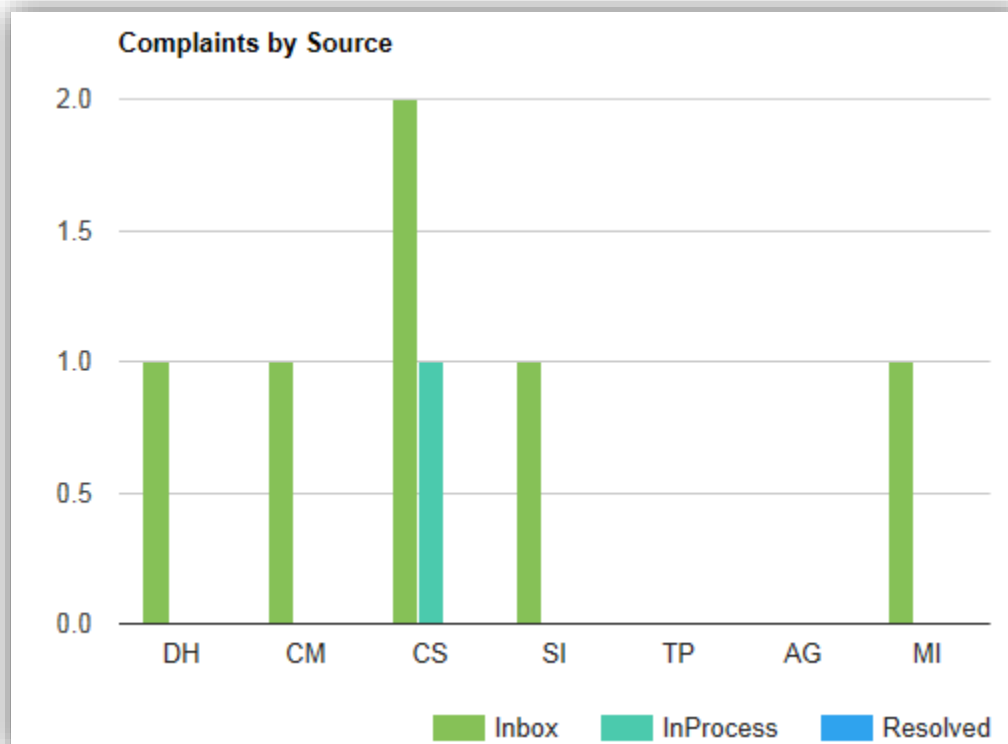
Complaint by Status



- System displays record of 'Complaint by Status' in the form pie chart.
- Point the cursor on 'Status' area, system displays the complaints count.
- Click on a 'Status' area at pie chart, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.

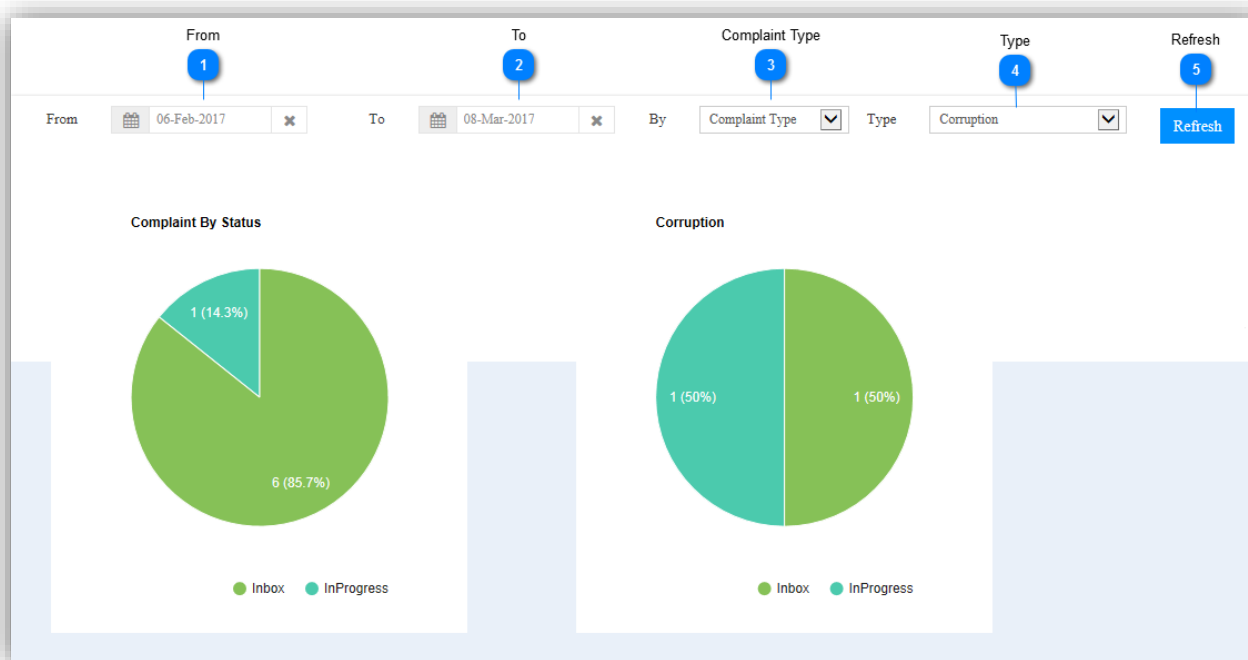
6

Complaint Source



- System displays record of 'Complaint by Source' in the form of bar graph.
- Point the cursor on 'Source' area, system displays the complaints count.
- Click on a 'Source' area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.

Complaint by Type



Search Criteria

1

From



- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

2

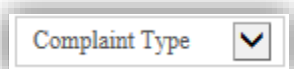
To



- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

3

Complaint Type



- Select 'Complaint Type' from the drop down.
- On selection of 'Complaint Type' system displays 'Type' drop down.

4

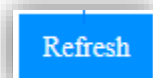
Type



- Select 'Type' from the drop down.

5

Refresh

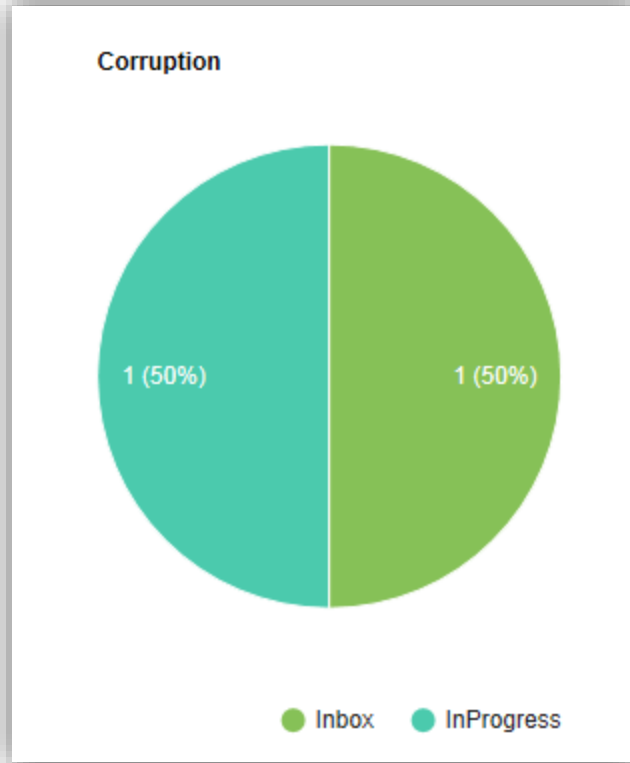


- Click on 'Refresh' button to refresh the graphs.

Actions against retrieved data

6

Complaint Type



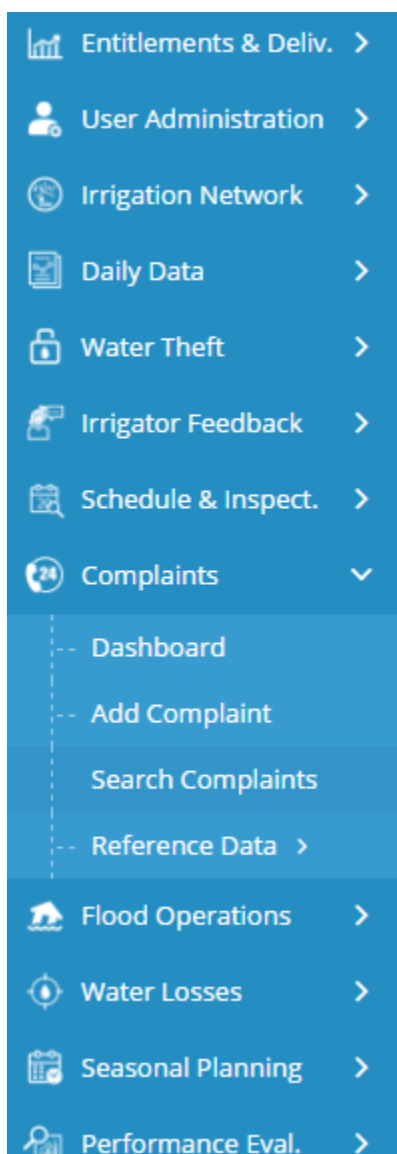
- System displays record of 'Complaint by Type' in the form of pie chart.
- Point the cursor on 'Type' area, system displays the complaints count.
- Click on a 'Type' area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.



6. Search Complaints – XEN

Through ‘Search Complaints’ screen user can search already saved complaints. System displays list of complaints based on selected search parameters. For example, upon selecting Division, system will display list of complaints against the selected Division.

How to Access: Left Menu -> Search Complaint





Complaint ID 1

Complainant Cell 3

Division 5

Status 7

From Date 9

Complaint Type 11

Show Complaints 12

Search 13

Check All 14

Complaintant 2

Domain 4

Complaint Source 6

Action 8

To Date 10

Important 15

Edit/View 16

Comment Activity 17

Page Numbers 18

Bulk Activity 19

| Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|--------------|--------------------|----------------|--------------------|------------|----------------------|----------|-------------|---------|
| AG000049 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Resolved | [Icons] |
| AG000048 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Inbox | [Icons] |
| AG000046 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Resolved | [Icons] |
| AG000043 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox | [Icons] |
| AG000042 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | In Progress | [Icons] |
| AG000041 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Aujla Minor | Balloki | Resolved | [Icons] |
| AG000040 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Silt Minor | Balloki | Inbox | [Icons] |
| AG000039 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Silt Minor | Balloki | Resolved | [Icons] |
| AG000038 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Mari Minor | Balloki | In Progress | [Icons] |
| AG000037 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Mari Minor | Balloki | Resolved | [Icons] |

Search Criteria

1

Complaint ID

CMXXXXXX

- Enter 'Complaint ID' in the text field.
- Enter 'Complaint ID' with prefix of Complaint Source in the 'CMXXXXXX' format.

2

Complainant



- Enter 'Complainant' name in the text field.

3

Complainant Cell

- Enter 'Complainant Cell' in the text field.

4

Domain

- Select 'Domain' from the drop down.
- On selection of 'Domain', Division dropdown populates with relevant divisions.

5

Division

- Select 'Division' from the drop down.

6

Complaint Source

- Select 'Complaint Source' from the drop down.

7

Status

- Select 'Status' from the drop down.

8

Action



- Select 'Action' from the drop down.

9

From



- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

10

To



- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

11

Complaint Type



- Select 'Complaint Type' from the drop down.

12

Show Complaints Other than PMIU Staff

☐ Show Complaints other than PMIU Staff

- Click on 'Show Complaints other than PMIU Staff' check box.
- System will display complaints record logged by other than PMIU staff.

13

Search

Search

- Click on the 'Search' button.
- System displays all the records as per the search criteria given by the user.
- System displays all records if no search criteria is given.
- If there is no record against the entered search criteria, system shows the message '**No record found**'.
- The logged in user can only see the complaints that are in the divisions he has been assigned to.
- The user will only be able to view the details screens of complaints that are currently assigned to him and add additional accessibility users.

Search Result

| <input type="checkbox"/> | Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|--------------------------|--------------|--------------------|----------------|--------------------|------------|----------------------|----------|----------|--------|
| <input type="checkbox"/> | AG000049 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Resolved | |
| <input type="checkbox"/> | AG000048 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000047 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000046 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000045 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Alpa Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000044 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| <input type="checkbox"/> | AG000043 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| <input type="checkbox"/> | AG000042 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| <input type="checkbox"/> | AG000041 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Aujla Minor | Balloki | Inbox | |
| <input type="checkbox"/> | AG000040 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Silt Minor | Balloki | Inbox | |

Actions against retrieved data

14

Check All



- Click on 'Check All' check box to select all the complaints.

15

Important



- Click on 'Important' icon to mark the complaint as important.

16

Edit/View



- Click on 'Edit/View' icon to view the complaint details and add the Additional Accessibility users.

17

Comments Activity



- Click on 'Comments Activity' icon to add the comments against a complaint.

18

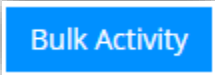
Page Numbers



- Click on a page number to move to a specific page.

19

Bulk Activity



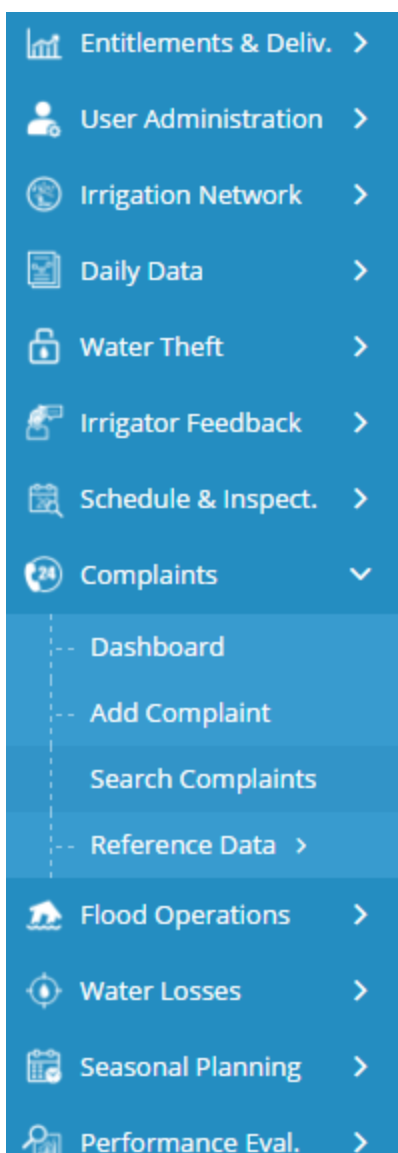
Bulk Activity

- Click on a 'Bulk Activity' button to perform a bulk operation on selected complaints.

7. Edit/View Details - XEN

Through 'Edit/View' screen user can view the details of complaints. User can also select the Additional Accessibility users to give them access to comment on the complaint.

How to Access: Left Menu -> Search Complaint -> Edit/View



| | | | |
|-----------------------------|--|--|---|
| Parent Information 1 | Complaint ID MI000031 | Complaint Source Minister Irrigation | Domain Irrigation |
| | Division Balloki | Complaint Date 02-Feb-2017 | Complainant Name Nauman Anwar |
| | Complaint Type Short Tail | Mobile No 0334434835 | Address fdfsdf |
| | Complaint Details Short Tail | PMIU File No. | Response Duration 7 |
| | Attachment | Complaint Status In Progress | |

Additional Accessibility **2**

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC

☐ Secretary, Secretariat

Save **3**

Save
 Back
 4 Back

1

Parent Information

| | | |
|--|---|---|
| Complaint ID DH000081 | Complaint Source Default-Helpline | Domain Irrigation |
| Division Balloki | Complaint Date 02-Mar-2017 | Complainant Name Khurram Ahmad |
| Complaint Type Tail Gauge Not Painted | Mobile No 032165032641 | Address Complainant Information |
| Complaint Details Tail Gauge Not Painted | PMIU File No. | Response Duration 7 |
| Attachment | Complaint Status Inbox | |

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Additional Accessibility

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC

☐ Secretary, Secretariat

- Click on check boxes to add other users to comments on complaints.
- User can't uncheck the already selected users.

3

Save



Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".
- Relevant users will get a Notification.

4

Back



Back

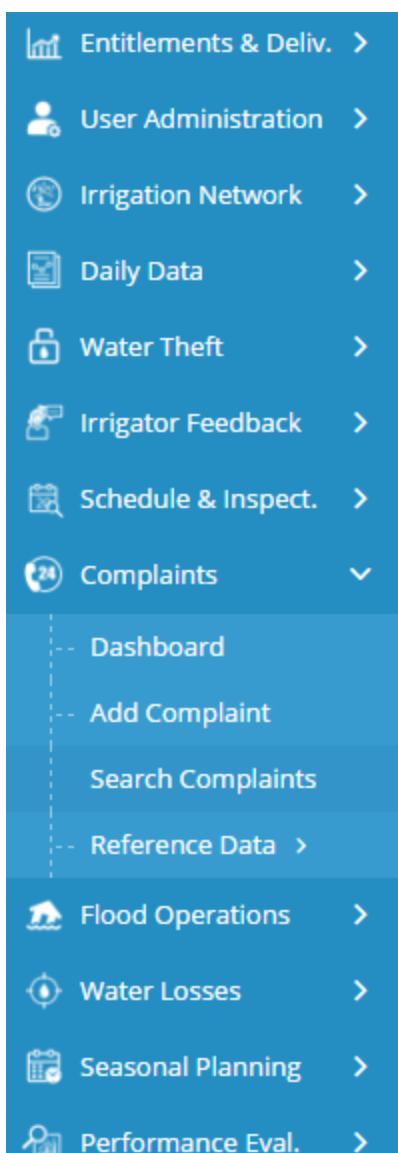
- By clicking on the 'Back' button, system moves the user to Search Complaints screen.



8. Comments Activity - XEN

Through 'Comments Activity' screen user (XEN) can add the comments against complaints, send notification to SDO and Forward the complaint to 'ADM'.

How to Access: Left Menu -> Search Complaint -> Comments Activity



Parent Information 1

| | | |
|--|--|---|
| Complaint ID MI000031 | Complaint Source Minister Irrigation | Domain Irrigation |
| Division Balloki | Complaint Date 02-Feb-2017 | Complainant Name Nauman Anwar |
| Complaint Type Short Tail | Mobile No. 0334434835 | Address fddfd |
| Complaint Details Short Tail | PMIU File No. | Response Duration 7 |
| Attachment | | |

Comments History 2

| Comments | Logged By | Date/Time | Attachment |
|-----------------|-----------|-----------|------------|
| No Record Found | | | |

Comments Area 3

Comments

Attachment 4

Attachment Browse...

Forward 7 **Forward** **Back** 8 **Back**

Notify Area


SDO Select 5 SDO

Notify 6 **Notify**

1

Parent Information

| | | |
|--|--|-------------------------------------|
| Complaint ID CS000082 | Complaint Source Chief Secretary | Domain Irrigation |
| Division Balloki | Complaint Date 08-Mar-2017 | Complainant Name Ayaz Ali |
| Complaint Type Corruption | Mobile No. 03458520330 | Address Lahore |
| Complaint Details Corruption | PMIU File No. PMFN3520 | Response Duration 7 |
| Attachment | | |



- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Comments History

| Comments | Logged By | Date/Time | Attachment |
|-----------------|-----------|-----------|------------|
| No Record Found | | | |

- User views the 'Comments History' in read only form.

- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

3

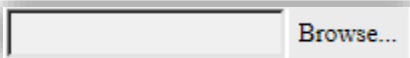
Comments



- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

4

Attachment



- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

5

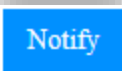
SDO



- Select 'SDO' from the drop down.
- System populates relevant 'SDO's' in the drop down.

6

Notify

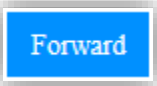


- Click on 'Notify' button.
- A system notification will be sent to the selected SDO.



7

Forward



Forward

- Click on 'Forward' button to forward the complaint to respective 'ADM'.

8

Back



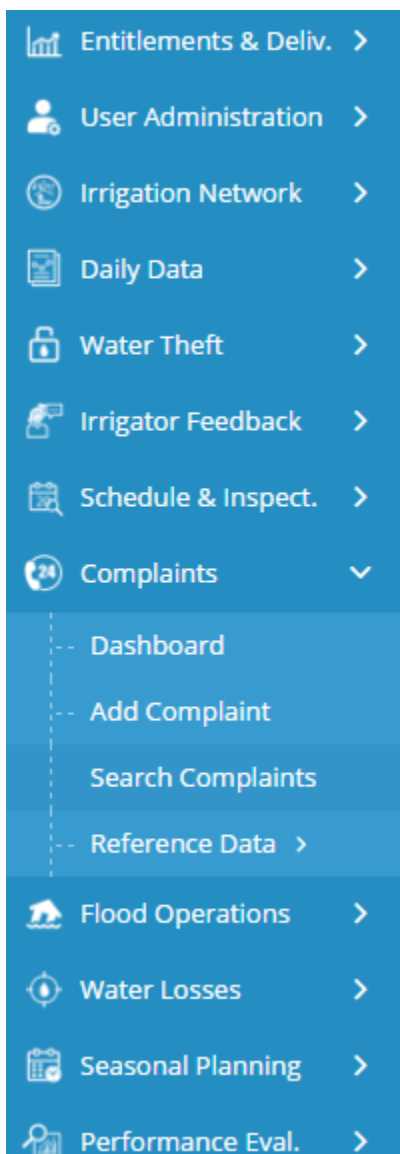
Back

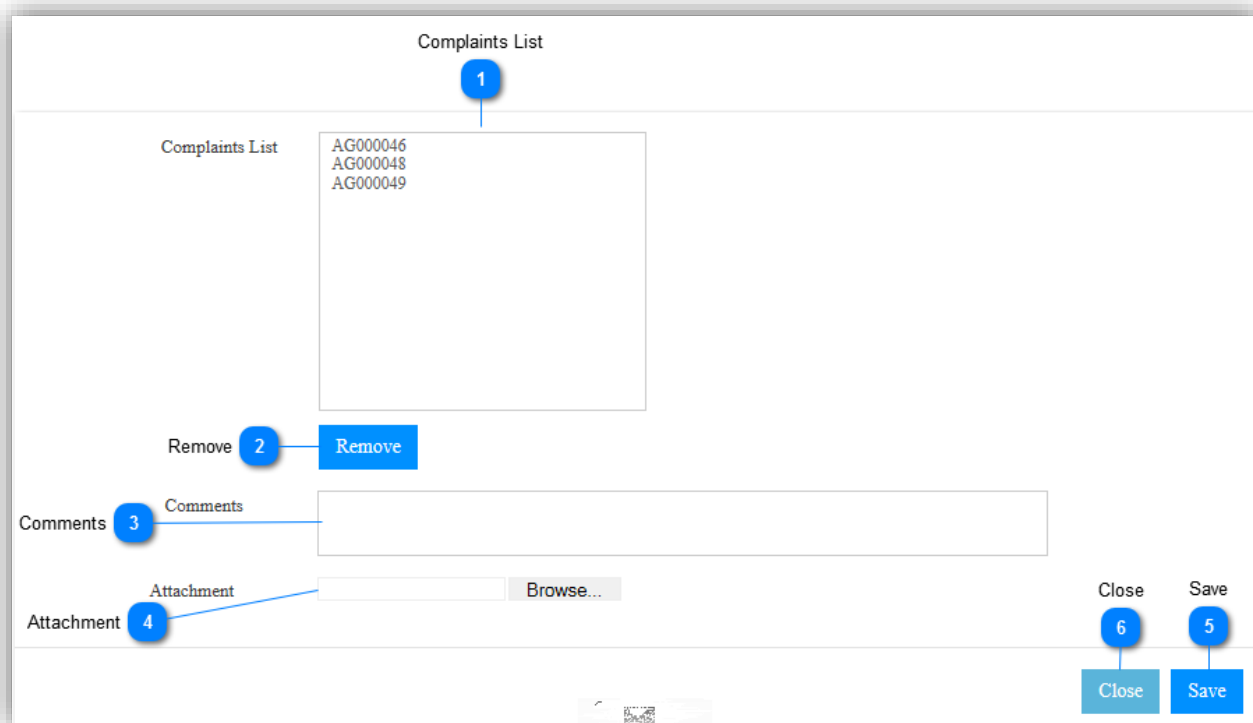
- By clicking on the 'Back' button, system moves the user to Search Complaints screen.

9. Bulk Activity - XEN

Through 'Bulk Activity' screen user (XEN) can perform the bulk action on the multiple selected complaints simultaneously.

How to Access: Left Menu -> Search Complaint -> Bulk Activity

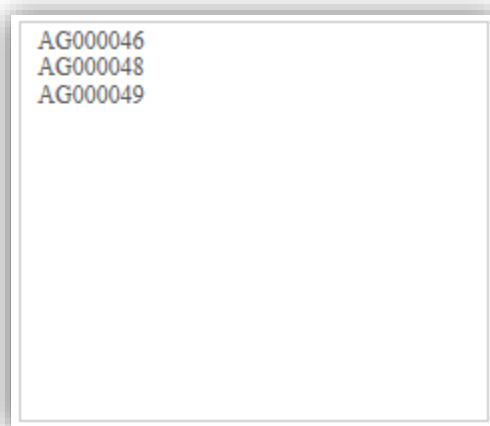




The screenshot shows a web form titled "Complaints List". It contains a list box with three items: AG000046, AG000048, and AG000049. Below the list box is a "Remove" button. To the left of the list box is a "Comments" label and a text input field. Below the comments field is an "Attachment" label and a file selection area with a "Browse..." button. At the bottom right are "Close" and "Save" buttons. Numbered callouts point to the following elements: 1. Complaints List title, 2. Remove button, 3. Comments label, 4. Attachment label, 5. Save button, and 6. Close button.

1

Complaints List



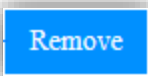
A close-up of the list box showing the following text:

AG000046
AG000048
AG000049

- System displays the selected complaints in the 'Complaints List' list box.

2

Remove




Remove

- Select one or more complaints in the 'Complaints List' list box.
- Click on 'Remove' button to remove the selected complaints from the 'Complaints List' list box.

3


Comments



- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

4

Attachment



- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

5

Save



Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".

6

Close

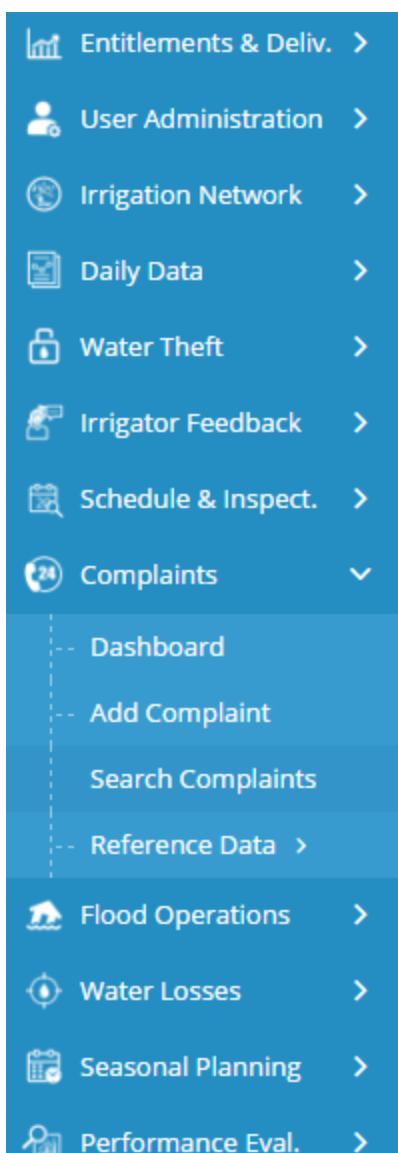


- By clicking on the 'Close' button, system hides the pop up screen of bulk activity.

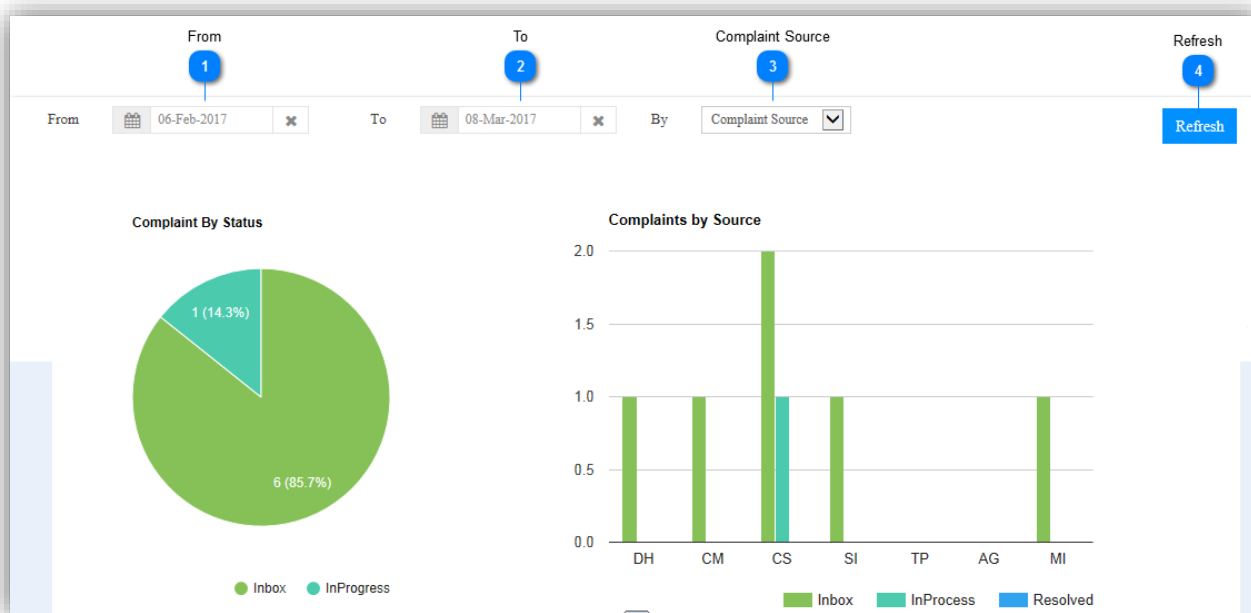
10. Complaints Dashboard - ADM

Through 'Complaints Dashboard' screen user can view the details of complaints in the form of pie chart and bar graph. System displays Complaint by Status information at pie chart. System displays Complaint Type and Complaint by Source information at bar graph.

How to Access: Left Menu -> Dashboard



Complaint by Source



Search Criteria

1

From



- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

2

To



- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

3

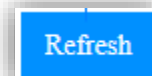
Complaint Source

A dropdown menu with the text "Complaint Source" and a downward arrow icon.

- Select Complaint Source from the drop down.
- By default, Complaint Source option is selected.

4

Refresh

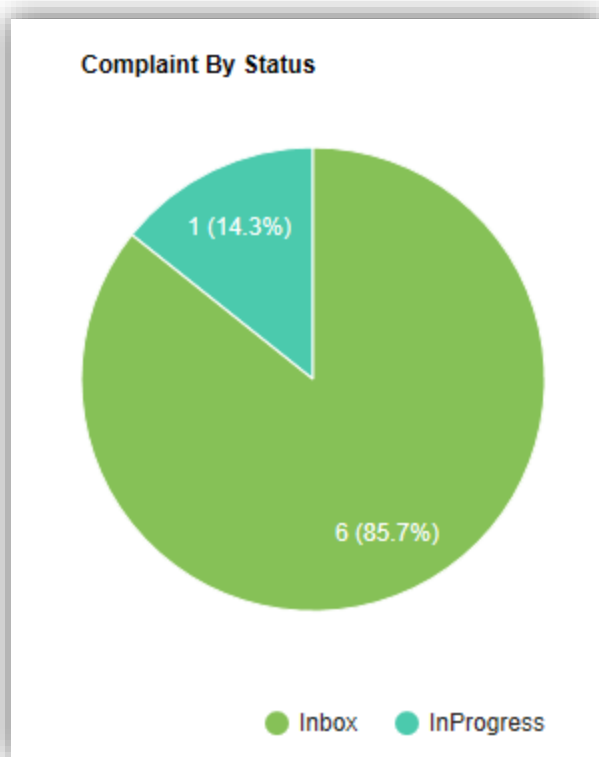
A blue rectangular button with the text "Refresh" in white.

- Click on 'Refresh' button to refresh the graphs.

Actions against retrieved data

5

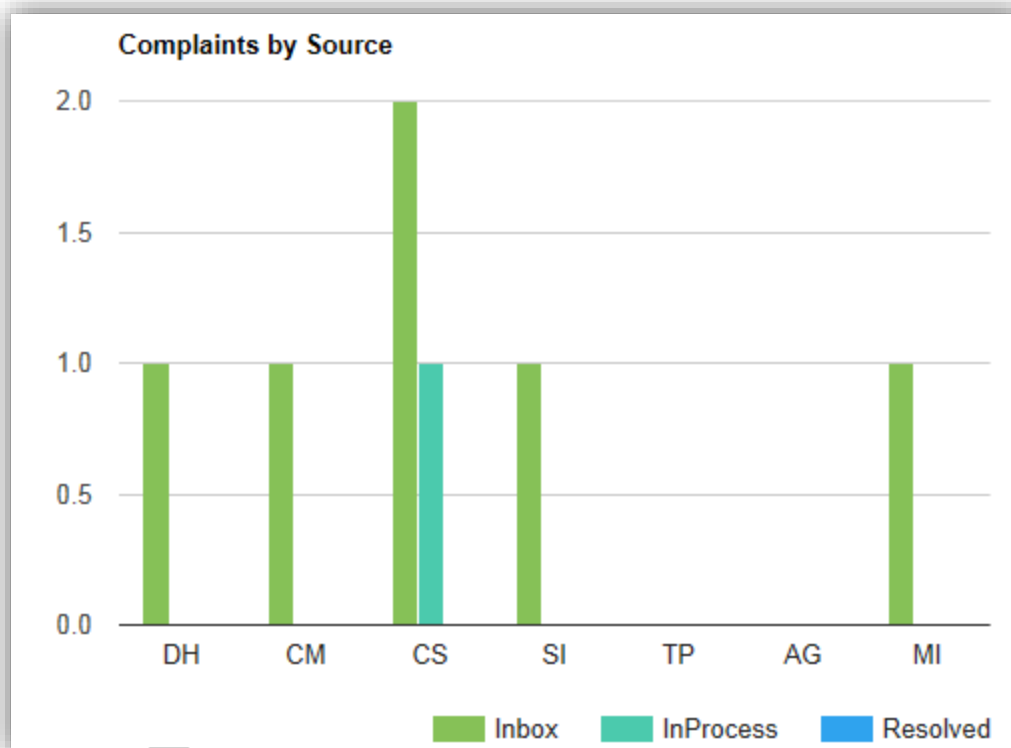
Complaint by Status



- System displays record of 'Complaint by Status' in the form pie chart.
- Point the cursor on 'Status' area, system displays the complaints count.
- Click on a 'Status' area at pie chart, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.

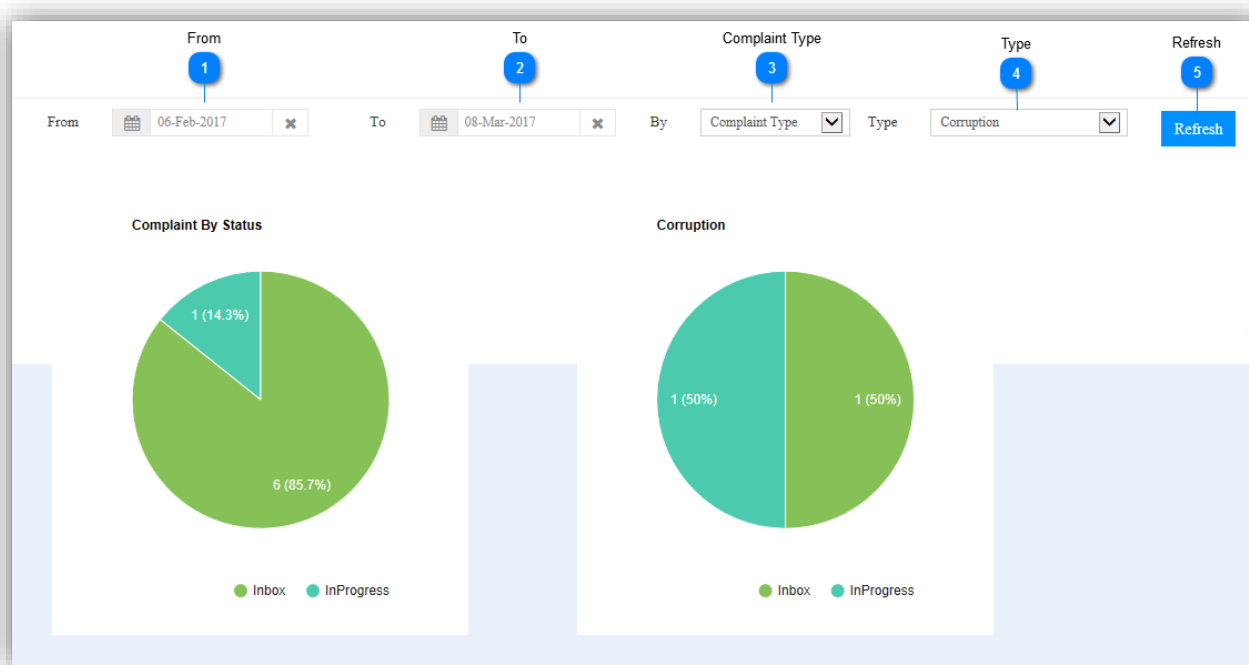
6

Complaint Source



- System displays record of 'Complaint by Source' in the form of bar graph.
- Point the cursor on 'Source' area, system displays the complaints count.
- Click on a 'Source' area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.

Complaint by Type



Search Criteria

1

From

- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

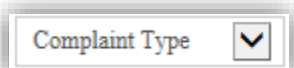
2

To

- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

3

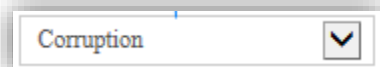
Complaint Type



- Select 'Complaint Type' from the drop down.
- On selection of 'Complaint Type' system displays 'Type' drop down.

4

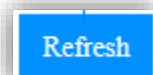
Type



- Select 'Type' from the drop down.

5

Refresh

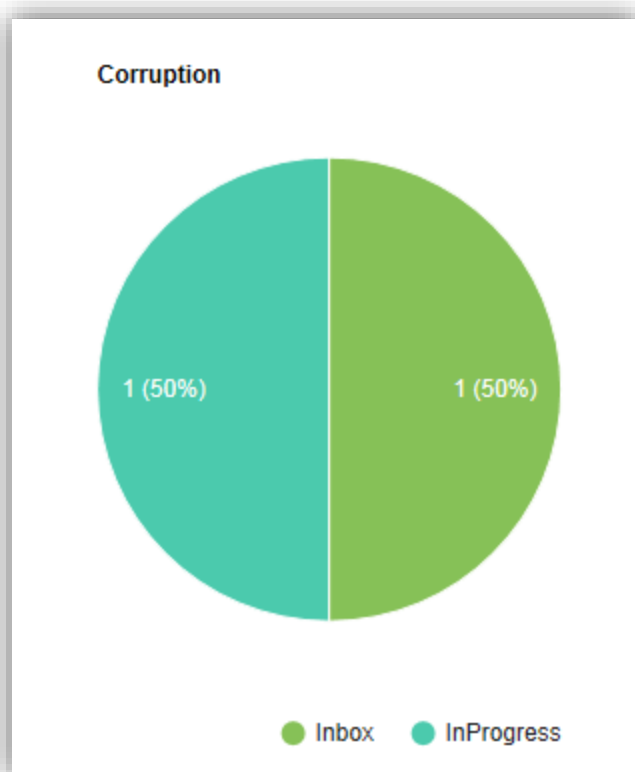


- Click on 'Refresh' button to refresh the graphs.

Actions against retrieved data

6

Complaint Type



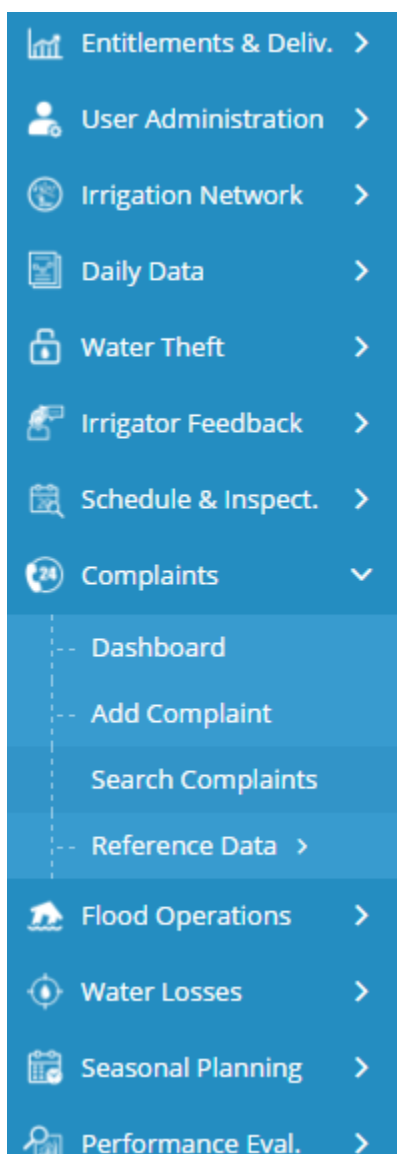
- System displays record of 'Complaint by Type' in the form of pie chart.
- Point the cursor on 'Type' area, system displays the complaints count.
- Click on a 'Type' area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.



11. Search Complaints – ADM

Through ‘Search Complaints’ screen user can search already saved complaints. System displays list of complaints based on selected search parameters. For example, upon selecting Division, system will display list of complaints against the selected Division.

How to Access: Left Menu -> Search Complaint





Complaint ID Complainant

Complainant Cell Domain

Division Complaint Source

Status Action

From Date To

Complaint Type

Show Complaints ☐ Show Complaints other than PMU Staff

Search

Check All ☐

| Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|-----------------------------------|----------------------|----------------|----------------------|------------|----------------------|----------|-------------|--|
| <input type="checkbox"/> CS000082 | Corruption | 08-Mar-2017 | Ayaz Ali | Irrigation | Katarmal Minor | Balloki | In Progress | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> AG000046 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Resolved | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> AG000042 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | In Progress | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> AG000041 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Aujla Minor | Balloki | Resolved | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> AG000039 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Silt Minor | Balloki | Resolved | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> AG000037 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Mari Minor | Balloki | Resolved | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> TP000032 | Dry Tail | 02-Feb-2017 | Nauman Anwar | Irrigation | Mari Minor | Balloki | Resolved | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> MI000031 | Short Tail | 02-Feb-2017 | Nauman Anwar | Irrigation | L/Plot Minor | Balloki | In Progress | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> DH000030 | Short Tail | 03-Feb-2017 | Nauman Anwar | Irrigation | IAL Feeder Disty | Balloki | Resolved | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |
| <input type="checkbox"/> AG000024 | Tail Gauge Not Fixed | 01-Feb-2017 | Monitoring Assistant | Irrigation | Thathi Kalasan Disty | Balloki | Resolved | <input type="button" value="Star"/> <input type="button" value="Edit"/> <input type="button" value="Comment"/> |

Page Numbers

Bulk Activity

Search Criteria

1

Complaint ID

CMXXXXXX

- Enter 'Complaint ID' in the text field.
- Enter 'Complaint ID' with prefix of Complaint Source in the 'CMXXXXXX' format.

2

Complainant



- Enter 'Complainant' name in the text field.

3

Complainant Cell

- Enter 'Complainant Cell' in the text field.

4

Domain

- Select 'Domain' from the drop down.
- On selection of 'Domain', Division dropdown populates with relevant divisions.

5

Division

- Select 'Division' from the drop down.

6

Complaint Source

- Select 'Complaint Source' from the drop down.

7

Status

- Select 'Status' from the drop down.

8

Action

- Select 'Action' from the drop down.

9

From

- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

10

To

- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

11

Complaint Type

- Select 'Complaint Type' from the drop down.

12

Show Complaints Other than PMIU Staff

☐ Show Complaints other than PMIU Staff

- Click on 'Show Complaints other than PMIU Staff' check box.
- System will display complaints record logged by other than PMIU staff.

13

Search

Search

- Click on the 'Search' button.
- System displays all the records as per the search criteria given by the user.
- System displays all records if no search criteria is given.
- If there is no record against the entered search criteria, system shows the message '**No record found**'.
- The logged in user can only see the complaints that are in the divisions he has been assigned to.
- The user will only be able to view the details screens of complaints that are currently assigned to him and add additional accessibility users.

Search Result

| <input type="checkbox"/> | Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|--------------------------|--------------|----------------------|----------------|----------------------|------------|----------------------|----------|-------------|--------|
| <input type="checkbox"/> | CS000082 | Corruption | 08-Mar-2017 | Ayaz Ali | Irrigation | Katarmal Minor | Balloki | In Progress | |
| <input type="checkbox"/> | AG000046 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Resolved | |
| <input type="checkbox"/> | AG000042 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | In Progress | |
| <input type="checkbox"/> | AG000041 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Aujla Minor | Balloki | Resolved | |
| <input type="checkbox"/> | AG000039 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Silt Minor | Balloki | Resolved | |
| <input type="checkbox"/> | AG000037 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Mari Minor | Balloki | Resolved | |
| <input type="checkbox"/> | TP000032 | Dry Tail | 02-Feb-2017 | Nauman Anwar | Irrigation | Mari Minor | Balloki | Resolved | |
| <input type="checkbox"/> | MI000031 | Short Tail | 02-Feb-2017 | Nauman Anwar | Irrigation | L/Plot Minor | Balloki | In Progress | |
| <input type="checkbox"/> | DH000030 | Short Tail | 03-Feb-2017 | Nauman Anwar | Irrigation | 1AL Feeder Disty | Balloki | Resolved | |
| <input type="checkbox"/> | AG000024 | Tail Gauge Not Fixed | 01-Feb-2017 | Monitoring Assistant | Irrigation | Thatti Kalasan Disty | Balloki | Resolved | |

Actions against retrieved data

14

Check All



- Click on 'Check All' check box to select all the complaints.

15

Important



- Click on 'Important' icon to mark the complaint as important.

16

Edit/View



- Click on 'Edit/View' icon to view the complaint details and add the Additional Accessibility users.

17

Comments Activity



- Click on 'Comments Activity' icon to add the comments against a complaint.

18

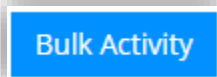
Page Numbers



- Click on a page number to move to a specific page.

19

Bulk Activity

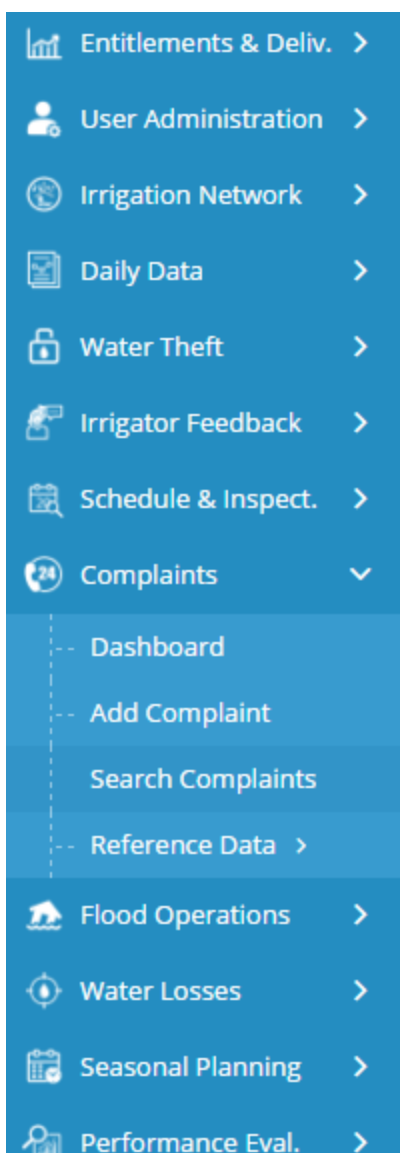


- Click on a 'Bulk Activity' button to perform a bulk operation on selected complaints.

12. Edit/View Details - ADM

Through 'Edit/View' screen user can view the details of complaints. User can also select the Additional Accessibility users to give them access to comment on the complaint.

How to Access: Left Menu -> Search Complaint -> Edit/View



| | | | |
|-----------------------------|--|--|---|
| Parent Information 1 | Complaint ID MI000031 | Complaint Source Minister Irrigation | Domain Irrigation |
| | Division Balloki | Complaint Date 02-Feb-2017 | Complainant Name Nauman Anwar |
| | Complaint Type Short Tail | Mobile No 0334434835 | Address fdfdf |
| | Complaint Details Short Tail | PMIU File No. | Response Duration 7 |
| | Attachment | Complaint Status In Progress | |

Additional Accessibility 2

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC
 ☐ Secretary, Secretariat

Save 3

 4

1

Parent Information

| | | |
|--|--|-------------------------------------|
| Complaint ID CS000082 | Complaint Source Chief Secretary | Domain Irrigation |
| Division Balloki | Complaint Date 08-Mar-2017 | Complainant Name Ayaz Ali |
| Complaint Type Corruption | Mobile No 03458520330 | Address Lahore |
| Complaint Details Corruption | PMIU File No. PMFN3520 | Response Duration 7 |
| Attachment | Complaint Status In Progress | |

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Additional Accessibility

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC
 ☐ Secretary, Secretariat

- Click on check boxes to add other users to comments on complaints.
- User can't uncheck the already selected users.

3

Save



Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".
- Relevant users will get a Notification.

4

Back



Back

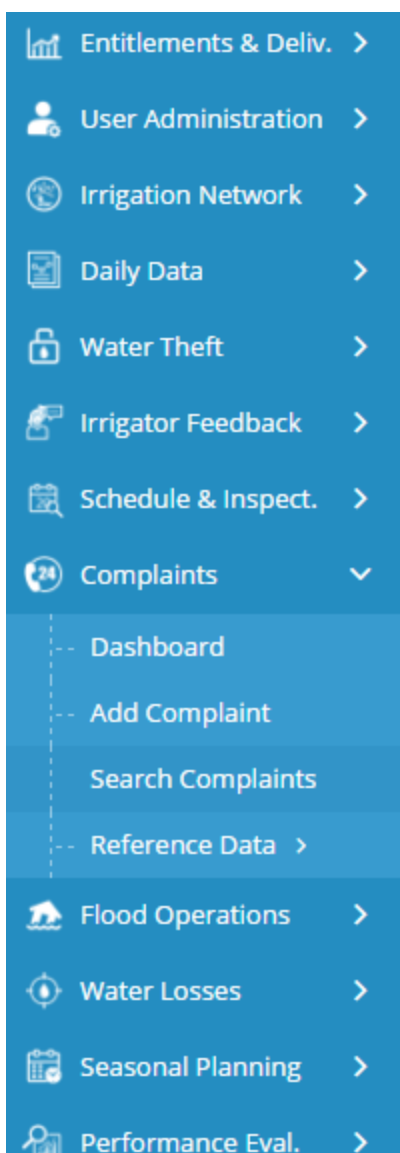
- By clicking on the 'Back' button, system moves the user to Search Complaints screen.



13. Comments Activity - ADM

Through 'Comments Activity' screen user (ADM) can add the comments against complaints, Resolve the complaint and send back to 'XEN'. If the complaint is assigned backwards to the XEN then he can comment on the Complaint and the Complaint can be assigned and forward to the ADM again.

How to Access: Left Menu -> Search Complaint -> Comments Activity



Parent Information 1

| | | |
|--|---|---|
| Complaint ID AG000042 | Complaint Source Auto Generated | Domain Irrigation |
| Division Balloki | Complaint Date 06-Feb-2017 | Complainant Name Help line Operator |
| Complaint Type Dry Tail | Mobile No. 03211123456 | Address |
| Complaint Details This complaint is generated from Irrigator Feedback on Channel: Jandwala Minor Disty, and tail status is: Authorized | | Response Duration 7 |
| Attachment | | |

Comments History 2

| Comments | Logged By | Date/Time | Attachment |
|-----------------------------|-----------|----------------------|------------|
| Complaint Comments Activity | XEN | 22-Feb-2017 04:15 PM | |

Comments Area

Comments 3

Attachment 4

Assign To XEN 5

Resolved 6

Back 7

1

Parent Information

| | | |
|--|--|-------------------------------------|
| Complaint ID CS000082 | Complaint Source Chief Secretary | Domain Irrigation |
| Division Balloki | Complaint Date 08-Mar-2017 | Complainant Name Ayaz Ali |
| Complaint Type Corruption | Mobile No 03458520330 | Address Lahore |
| Complaint Details Corruption | PMIU File No. PMFN3520 | Response Duration 7 |
| Attachment | Complaint Status In Progress | |

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

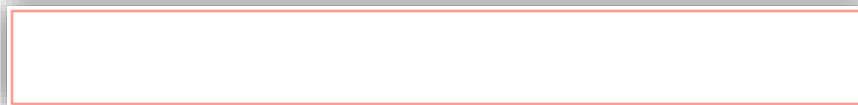
Comments History

| Comments | Logged By | Date/Time | Attachment |
|-----------------------------|-----------|----------------------|------------|
| Complaint Comments Activity | XEN | 22-Feb-2017 04:15 PM | |

- User views the 'Comments History' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

3

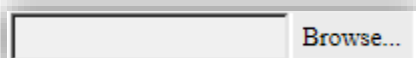
Comments



- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

4


Attachment



- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

5

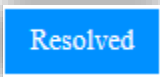
Assign to XEN



- Click on 'Assign to XEN' button to assign the complaint back to respective 'XEN'.
- If the complaint is assigned backwards to the XEN then he can comment on the Complaint and the Complaint can be assigned and forward to the ADM again.

6

Resolved



- Click on 'Resolved' button to resolve the complaint.



7

Back

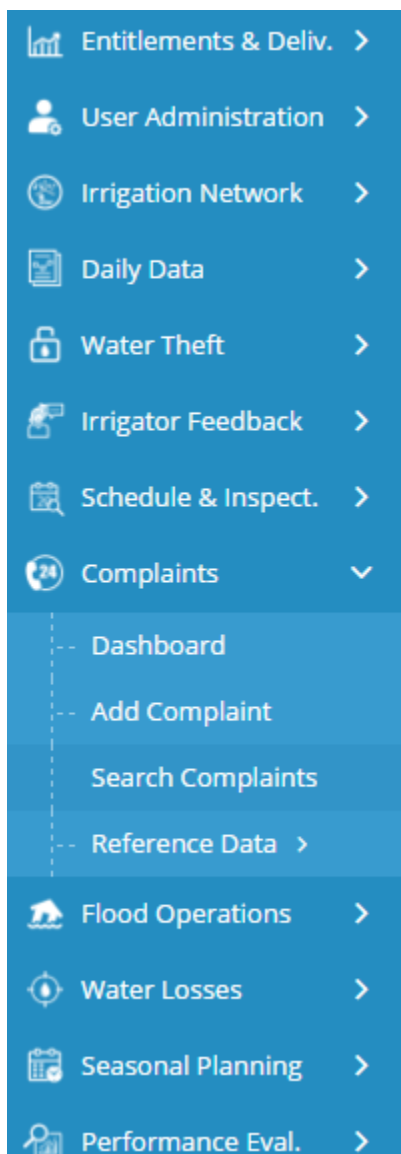
Back

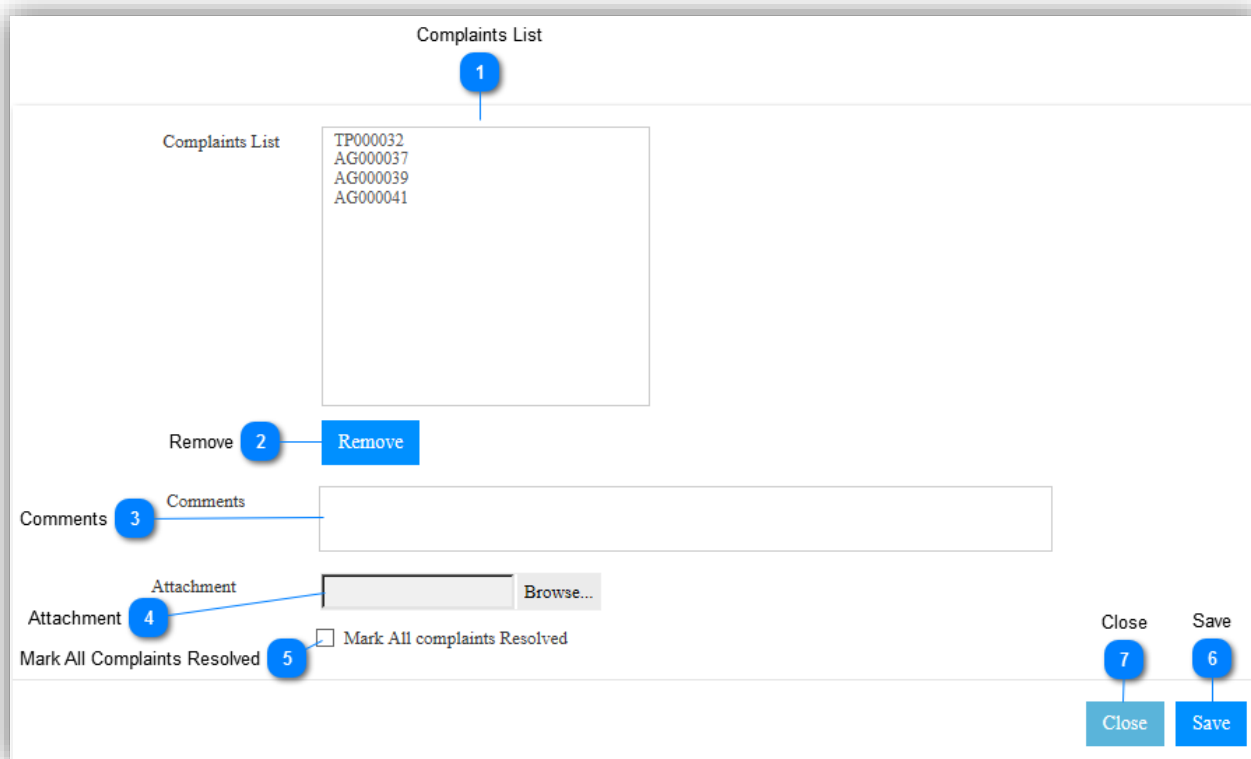
- By clicking on the 'Back' button, system moves the user to Search Complaints screen.

14. Bulk Activity - ADM

Through 'Bulk Activity' screen user (ADM) can perform the bulk action on the multiple selected complaints simultaneously.

How to Access: Left Menu -> Search Complaint -> Bulk Activity

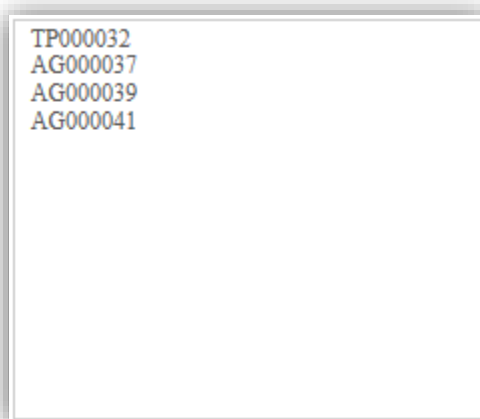




The screenshot shows a web form titled "Complaints List". It contains a list box with four items: TP000032, AG000037, AG000039, and AG000041. Below the list box is a "Remove" button. There is a "Comments" text area, an "Attachment" section with a "Browse..." button, and a checkbox labeled "Mark All complaints Resolved". At the bottom right are "Close" and "Save" buttons. Numbered callouts point to the following elements: 1. Complaints List title, 2. Remove button, 3. Comments text area, 4. Attachment section, 5. Mark All complaints Resolved checkbox, 6. Save button, and 7. Close button.

1

Complaints List



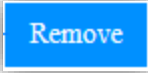
A close-up of the list box showing the following text:

TP000032
AG000037
AG000039
AG000041

- System displays the selected complaints in the 'Complaints List' list box.

2

Remove



Remove

- Select one or more complaints in the 'Complaints List' list box.
- Click on 'Remove' button to remove the selected complaints from the 'Complaints List' list box.

3

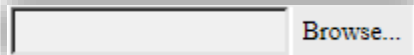
Comments



- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

4

Attachment



- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

5

Mark All Complaints Resolved



- Click on 'Mark All Complaints Resolved' check box to mark all the selected complaints as resolved.

6

Save



- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".



Close

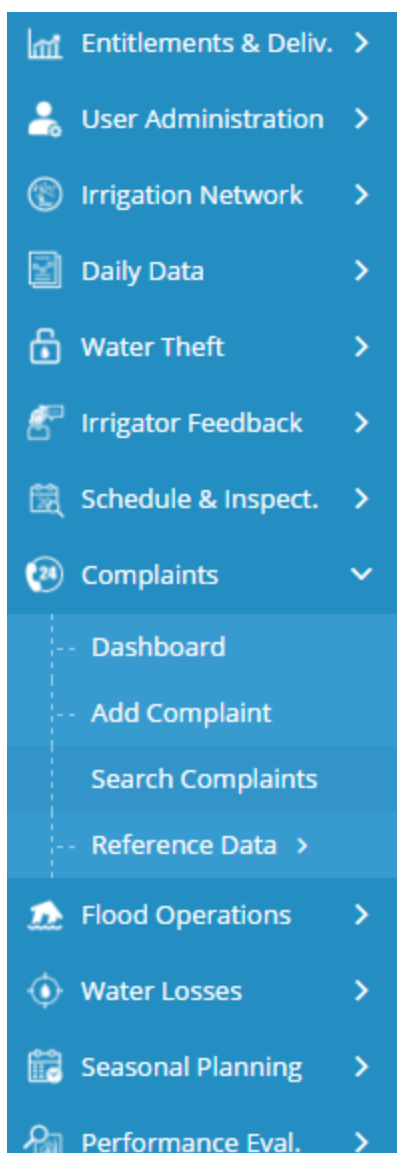


- By clicking on the 'Close' button, system hides the pop up screen of bulk activity.

15. Add Complaint – Deputy Director Helpline (DDH)

Through 'Add Complaint' screen, DDH can add the complaint into the system.

How to Access: Main Menu -> Add Complaint



The screenshot shows a web-based form for registering a complaint. It is divided into three main sections: 'Complainant Information', 'Complaint Information', and 'Additional Accessibility'. The form includes fields for personal details (First Name, Last Name, Mobile No., Landline No., Address), complaint details (Complaint Source, Complaint ID, Complaint Type, PMIU File No., Complaint Date, Complaint Details), and accessibility options (Chairman, PIDA, Chief PMO, LBDC, Secretary, Secretariat). A 'Save' button is at the bottom. Numbered callouts (1-17) point to specific fields and features: 1. Complaint Source dropdown, 2. Complaint ID field, 3. First Name field, 4. Last Name field, 5. Mobile No. field, 6. Landline No. field, 7. Complaint Date field, 8. Address field, 9. Domain dropdown, 10. Structure dropdown, 11. Complaint Type dropdown, 12. Response Duration field, 13. PMIU File No. field, 14. Complaint File field with a 'Browse...' button, 15. Complaint Details text area, 16. Additional Accessibility checkboxes, and 17. Save button.

1

Complaint Source

A close-up of the 'Complaint Source' dropdown menu. It shows a text box with the word 'Select' and a downward-pointing arrow on the right side.

- Select 'Complaint Source' from the drop down.
- 'Complaint Source' is a required field.
- On selection of 'Complaint Source', complaint ID is automatically generated.

2

Complaint ID

A close-up of the 'Complaint ID' field, which is a text box containing a greyed-out, auto-generated ID.

- 'Complaint ID' is auto generated.

3

First Name

- Enter 'First Name' in the text field.
- 'First Name' is a required field.

4

Last Name

- Enter 'Last Name' in the text field.
- 'Last Name' is a required field.

5

Mobile No.

- Enter 'Mobile No' in the text field.
- 'Mobile No' is a required field.

6

Landline No

- Enter 'Landline No' in the text field.

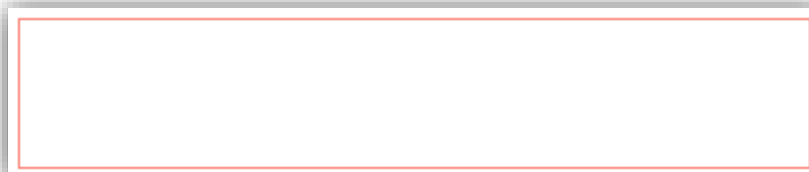
7

Complaint Date

- By default, current date appears in the 'Complaint Date' text field.
- To select other date, click on Complaint Date text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with Complaint Date text field.
- 'Complaint Date' is a required field for saving complaint record.

8

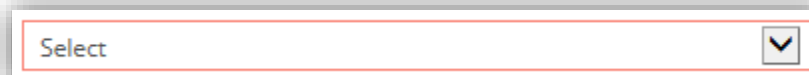
Address



- Enter 'Address' in the text field.
- 'Address' is a required field.

9

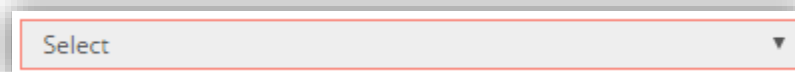
Domain



- Select 'Domain' from the drop down.
- 'Domain' is a required field.
- On selection of 'Domain', Structure dropdown gets enable.

10

Structure



- Select 'Structure' from the drop down.
- 'Structure' is a required field.
- On selection of 'Structure', Village and Division tabs appear.

Village Tab

| | | | |
|--|-------------------------|-----------|-------------------------|
| Domain | Irrigation | Structure | Channel |
| <div>Village</div> <div>Division</div> | | | |
| District | Select | Tehsil | Select |
| Village | Select | Channel | Select |
| RD | <input type="text"/> RD | + | <input type="text"/> RD |
| | | Division | Select |

Division Tab

| | | | |
|--|------------|--------------|---|
| Domain | Irrigation | Structure | Channel |
| <div>Village</div> <div>Division</div> | | | |
| Zone | Select | Circle | Select |
| Division | Select | Sub Division | Select |
| Channel | Select | RD | <input type="text"/> RD + <input type="text"/> RD |

11

Complaint Type

Select 

- Select 'Complaint Type' from the drop down.
- On selection of 'Complaint Type', Response Duration and Complaint Details are populated as per given in reference data.
- 'Complaint Type' is a required field.

12

Response Duration

- 'Response Duration' is auto populated from reference data.
- User can edit the response duration.

13

PMIU File No.

- Enter 'PMIU File No.' in the text field.

14

Complaint File

- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

15

Complaint Details

- 'Complaint Details' is auto-populated from reference data
- User can edit 'Complaint Details' in the text area field.

16

Additional Accessibility

| | |
|---|--|
| <input type="checkbox"/> Chairman, PIDA | <input type="checkbox"/> Chief PMO, LBDC |
| <input type="checkbox"/> Secretary, Secretariat | |

- Click on 'Additional Accessibility' check boxes to give them rights to add

comments.

17

Save

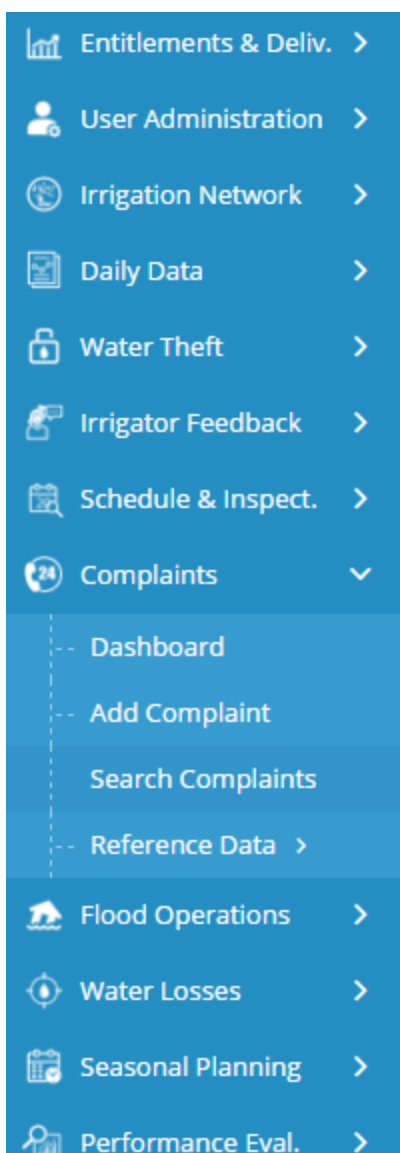
Save

- Click on 'Save' button, system verify all the required fields.
- System saves the data into the database & displays a message "Records saved successfully".
- Relevant users will get a Notification once the system has generated the complaint.
- The complaint logged here is assigned to the relevant XEN.

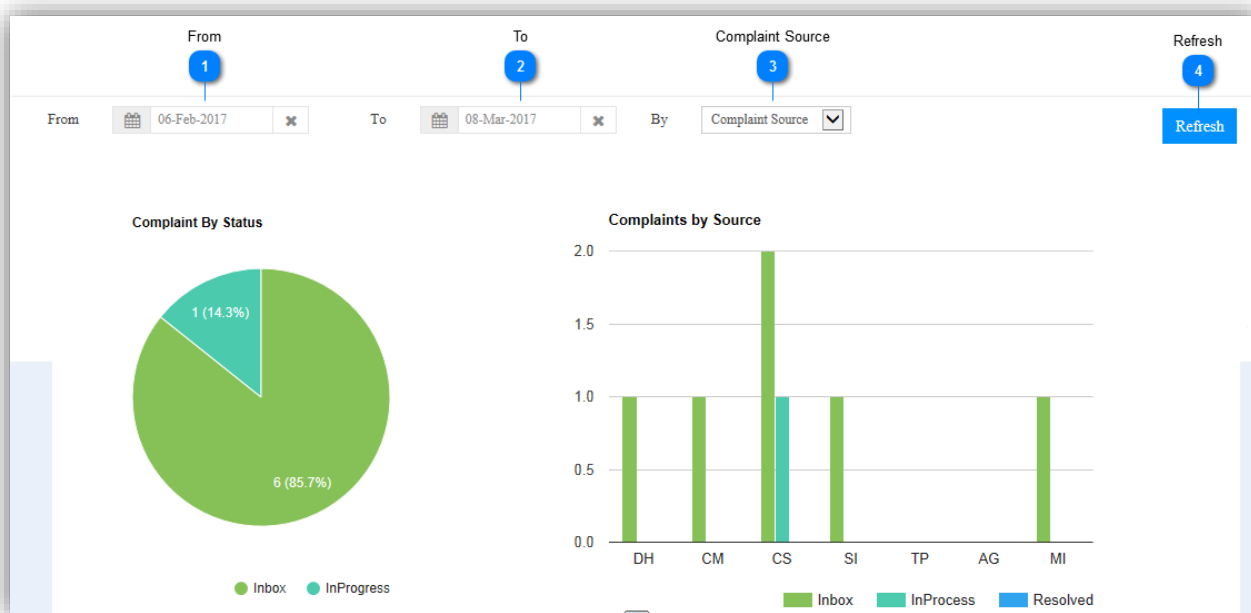
16. Complaints Dashboard - DDH

Through 'Complaints Dashboard' screen user can view the details of complaints in the form of pie chart and bar graph. System displays Complaint by Status information at pie chart. System displays Complaint Type and Complaint by Source information at bar graph.

How to Access: Left Menu -> Dashboard



Complaint by Source



Search Criteria

1

From



- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

2

To



- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

3

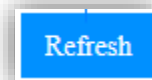
Complaint Source



- Select Complaint Source from the drop down.
- By default, Complaint Source option is selected.

4

Refresh

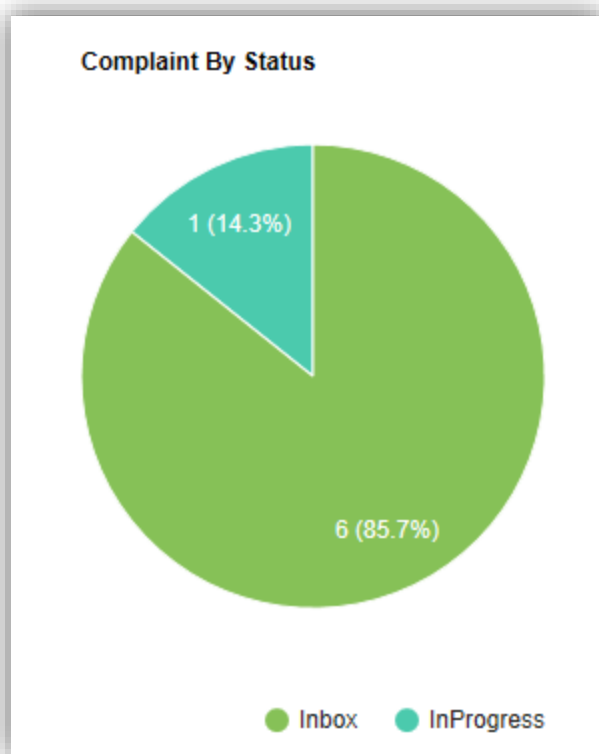


- Click on 'Refresh' button to refresh the graphs.

Actions against retrieved data

5

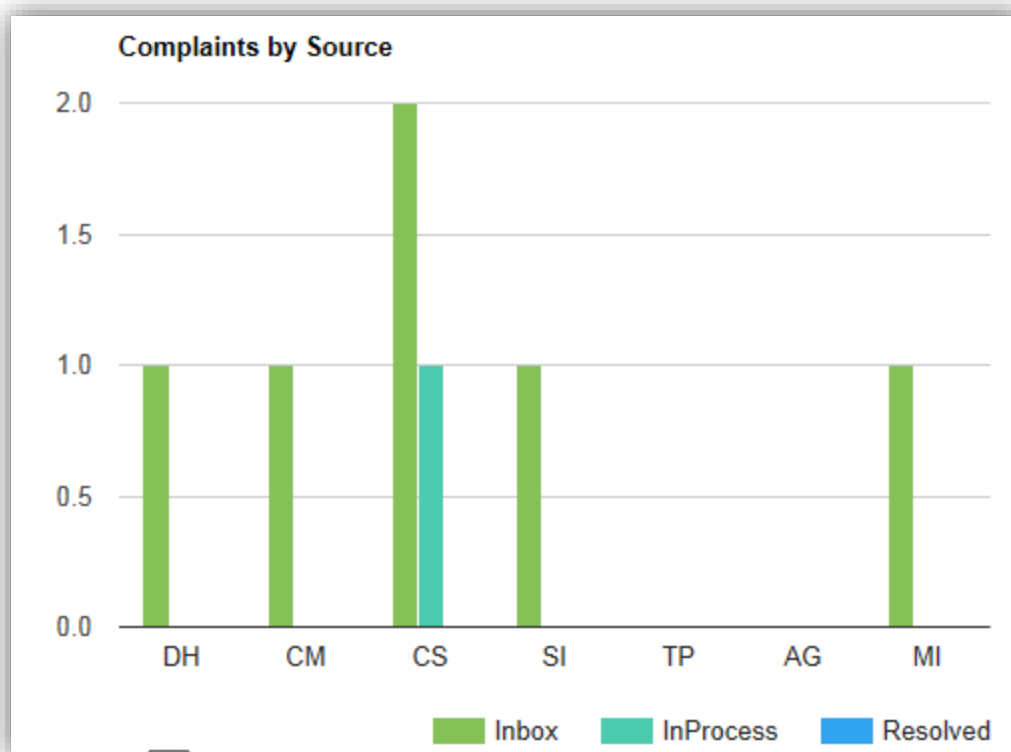
Complaint by Status



- System displays record of 'Complaint by Status' in the form pie chart.
- Point the cursor on 'Status' area, system displays the complaints count.
- Click on a 'Status' area at pie chart, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.

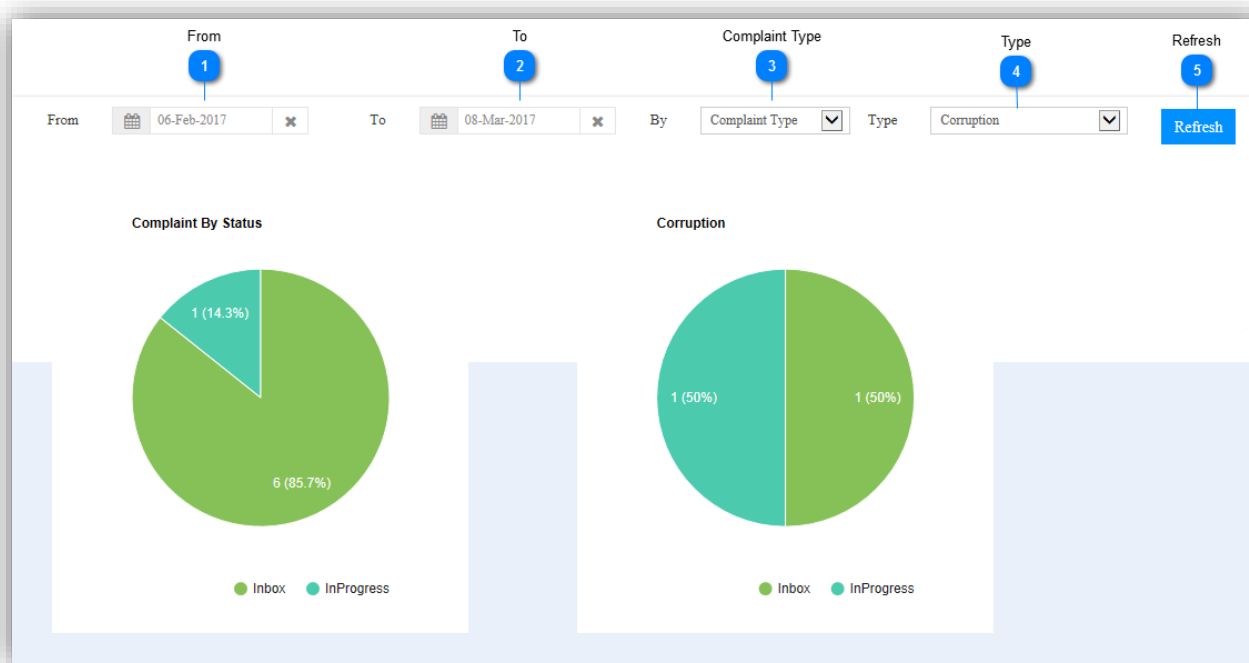
6

Complaint Source



- System displays record of 'Complaint by Source' in the form of bar graph.
- Point the cursor on 'Source' area, system displays the complaints count.
- Click on a 'Source' area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.

Complaint by Type



Search Criteria

1

From

- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

2

To

- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

3

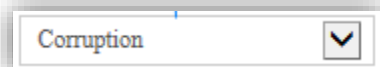
Complaint Type

A screenshot of a web application showing a dropdown menu labeled 'Complaint Type'. The menu is open, displaying a list of options, with a downward arrow icon on the right side.

- Select 'Complaint Type' from the drop down.
- On selection of 'Complaint Type' system displays 'Type' drop down.

4

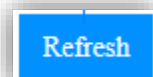
Type

A screenshot of a web application showing a dropdown menu labeled 'Type'. The menu is open, displaying a list of options, with a downward arrow icon on the right side.

- Select 'Type' from the drop down.

5

Refresh

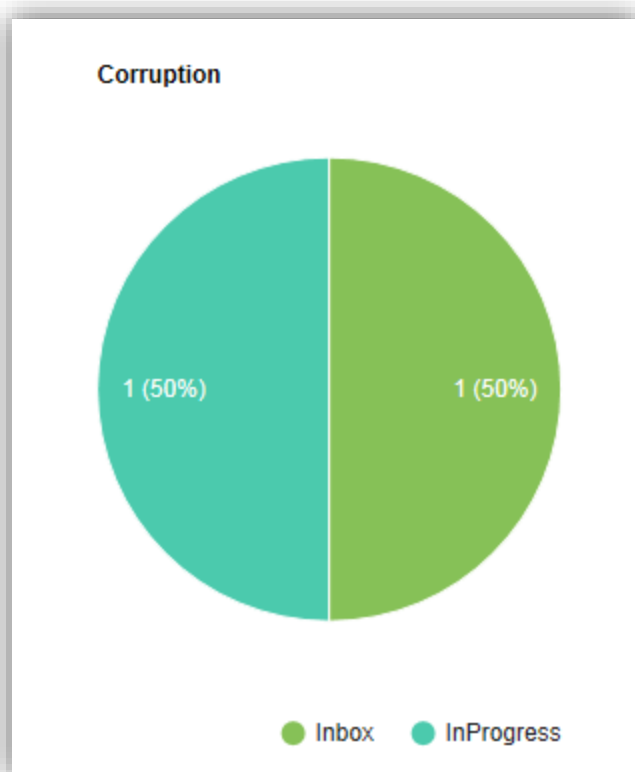
A screenshot of a web application showing a blue rectangular button with the text 'Refresh' in white.

- Click on 'Refresh' button to refresh the graphs.

Actions against retrieved data

6

Complaint Type



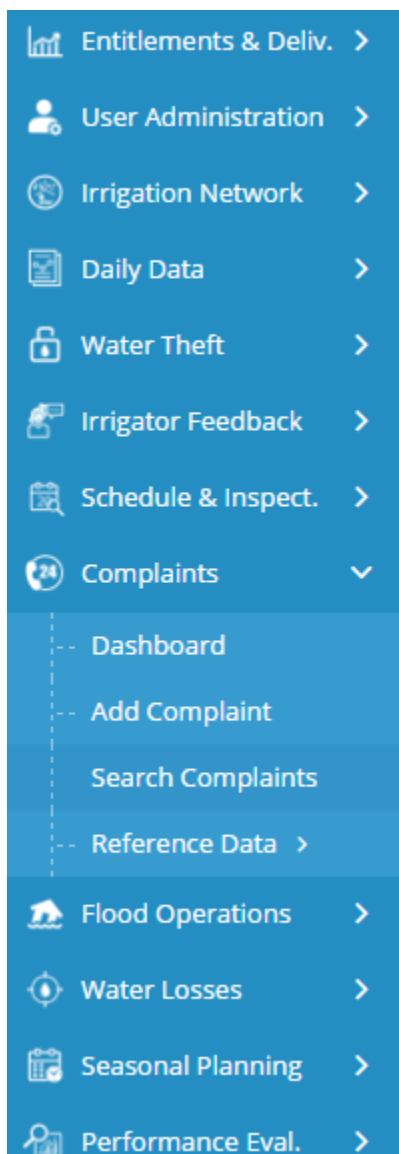
- System displays record of 'Complaint by Type' in the form of pie chart.
- Point the cursor on 'Type' area, system displays the complaints count.
- Click on a 'Type' area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid at search screen.



17. Search Complaints – DDH

Through ‘Search Complaints’ screen user can search already saved complaints. System displays list of complaints based on selected search parameters. For example, upon selecting Division, system will display list of complaints against the selected Division.

How to Access: Left Menu -> Search Complaint



The screenshot shows the 'Complaints' management interface. It includes a search filter section on the left with fields for Complaint ID, Complainant Cell, Division, Status, From Date, and Complaint Type. A 'Search' button is located below these fields. The main area contains a table of complaints with columns: Complaint ID, Type, Complaint Date, Complainant, Domain, Channel, Division, Status, and Action. The table lists several complaints, including 'Corruption', 'Tail Gauge Not Painted', 'Head Gauge Not Painted', 'Rotational Program', 'Water Theft', and 'Corruption'. The 'Action' column contains icons for star, comment, and refresh. On the right side, there are additional filters for Complainant, Domain, Complaint Source, Action, and To Date. At the bottom, there are 'Page Numbers' (1, 2, 3) and a 'Bulk Activity' button.

Search Criteria

1

Complaint ID

CMXXXXXX

- Enter 'Complaint ID' in the text field.
- Enter 'Complaint ID' with prefix of Complaint Source in the 'CMXXXXXX' format.

2

Complainant

- Enter 'Complainant' name in the text field.

3

Complainant Cell

- Enter 'Complainant Cell' in the text field.

4

Domain

- Select 'Domain' from the drop down.
- On selection of 'Domain', Division dropdown populates with relevant divisions.

5

Division

- Select 'Division' from the drop down.

6

Complaint Source

- Select 'Complaint Source' from the drop down.

7

Status



- Select 'Status' from the drop down.

8

Action



- Select 'Action' from the drop down.

9

From



- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

10

To



- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

11

Complaint Type



- Select 'Complaint Type' from the drop down.

12

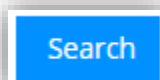
Show Complaints Other than PMIU Staff



- Click on 'Show Complaints other than PMIU Staff' check box.
- System will display complaints record logged by other than PMIU staff.

13

Search



- Click on the 'Search' button.
- System displays all the records as per the search criteria given by the user.
- System displays all records if no search criteria is given.
- If there is no record against the entered search criteria, system shows the message '**No record found**'.
- The user will only be able to view the details screens of complaints and add additional accessibility users.

Search Result

| <input type="checkbox"/> | Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|--------------------------|--------------|------------------------|----------------|----------------|------------|----------------------|-----------|----------|--------|
| <input type="checkbox"/> | CS000082 | Corruption | 08-Mar-2017 | Ayaz Ali | Irrigation | Katarmal Minor | Balloki | Resolved | |
| <input type="checkbox"/> | DH000081 | Tail Gauge Not Painted | 02-Mar-2017 | Khurram Ahmad | Irrigation | Katarmal Minor | Balloki | Inbox | |
| <input type="checkbox"/> | CS000080 | Head Gauge Not Painted | 02-Mar-2017 | Nabeel Khan | Irrigation | Hallah Disty | Balloki | Inbox | |
| <input type="checkbox"/> | SI000079 | Rotational Program | 24-Feb-2017 | Rizwan Alvi | Irrigation | Mari Minor | Balloki | Inbox | |
| <input type="checkbox"/> | MI000078 | Water Theft | 24-Feb-2017 | Syed Moneeb | Irrigation | Karkani Minor | Balloki | Inbox | |
| <input type="checkbox"/> | CS000077 | Corruption | 24-Feb-2017 | Mehboob Hassan | Irrigation | Jandwala Minor Disty | Balloki | Inbox | |
| <input type="checkbox"/> | CM000076 | Water Theft | 24-Feb-2017 | Iqbal Chaudhry | Irrigation | IAL Feeder Disty | Balloki | Inbox | |
| <input type="checkbox"/> | SI000075 | Corruption | 17-Feb-2017 | Salman Wahid | Irrigation | Ayalwala Disty | FSD Canal | Inbox | |
| <input type="checkbox"/> | SI000074 | Corruption | 17-Feb-2017 | Waqar Khan | Irrigation | Sheikhan Minor | FSD Canal | Inbox | |
| <input type="checkbox"/> | SI000073 | Corruption | 17-Feb-2017 | Gulraiz Khalid | Irrigation | Junianwala Disty | FSD Canal | Inbox | |

Actions against retrieved data

14

Check All



- Click on 'Check All' check box to select all the complaints.

15

Important



- Click on 'Important' icon to mark the complaint as important.

16

Edit/View



- Click on 'Edit/View' icon to view the complaint details and add the Additional Accessibility users.

17

Comments Activity



- Click on 'Comments Activity' icon to add the comments against a complaint.

18

Quick Action



- Click on a 'Quick Action' button to perform an immediate action against complaints.

19

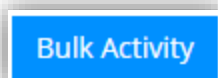
Page Numbers



- Click on a page number to move to a specific page.

20

Bulk Activity



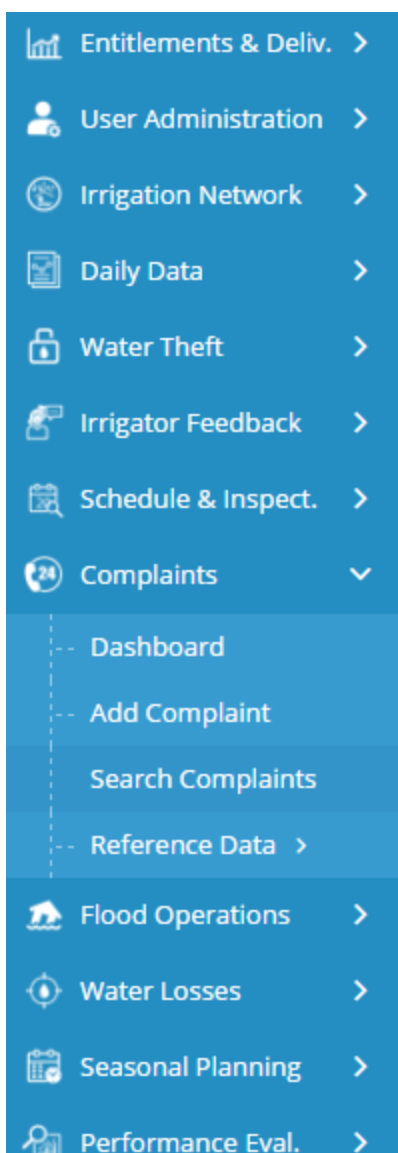
- Click on a 'Bulk Activity' button to perform a bulk operation on selected complaints.



18. Edit/View Details - DDH

Through 'Edit/View' screen user can view the details of complaints. User can also select the Additional Accessibility users to give them access to comment on the complaint.

How to Access: Left Menu -> Search Complaint -> Edit/View



| | | | |
|-----------------------------|--|--|---|
| Parent Information 1 | Complaint ID MI000031 | Complaint Source Minister Irrigation | Domain Irrigation |
| | Division Balloki | Complaint Date 02-Feb-2017 | Complainant Name Nauman Anwar |
| | Complaint Type Short Tail | Mobile No 0334434835 | Address fdfsdf |
| | Complaint Details Short Tail | PMIU File No. | Response Duration 7 |
| | Attachment | Complaint Status In Progress | |

Additional Accessibility **2**

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC

☐ Secretary, Secretariat

Save **3**

Save
 Back
 Back **4**

1

Parent Information

| | | |
|--|--|-------------------------------------|
| Complaint ID CS000082 | Complaint Source Chief Secretary | Domain Irrigation |
| Division Balloki | Complaint Date 08-Mar-2017 | Complainant Name Ayaz Ali |
| Complaint Type Corruption | Mobile No 03458520330 | Address Lahore |
| Complaint Details Corruption | PMIU File No. PMFN3520 | Response Duration 7 |
| Attachment | Complaint Status In Progress | |

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Additional Accessibility

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC

☐ Secretary, Secretariat

- Click on check boxes to add other users to comments on complaints.
- User can't uncheck the already selected users.

3

Save



Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".
- Relevant users will get a Notification.

4

Back



Back

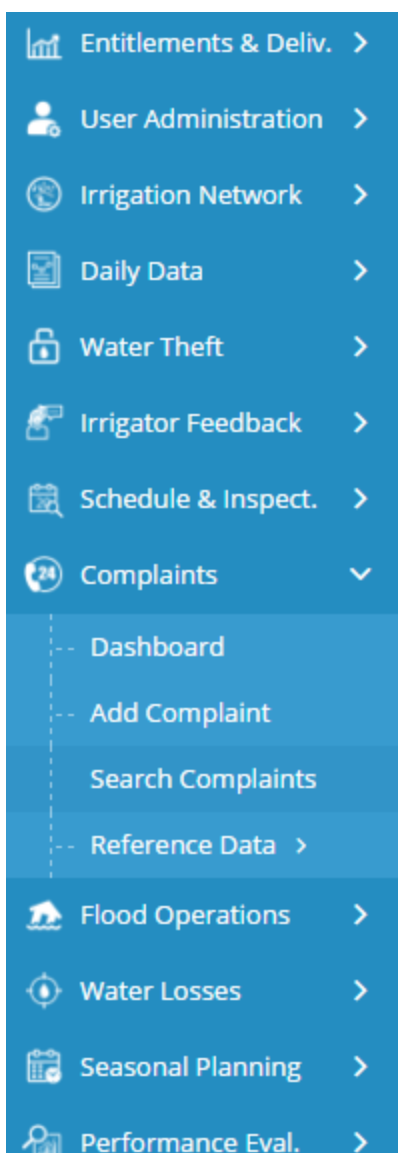
- By clicking on the 'Back' button, system moves the user to Search Complaints screen.



19. Comments Activity - DDH

Through 'Comments Activity' screen user (DDH) can add the comments against complaints, Resolve the complaint and send back to 'XEN' and 'ADM'. If the complaint is assigned backwards to the XEN/ADM then he can comment on the Complaint and the Complaint can be assigned and forwarded respectively..

How to Access: Left Menu -> Search Complaint -> Comments Activity





Parent Information 1

| | | |
|--|--|-------------------------------------|
| Complaint ID CS000082 | Complaint Source Chief Secretary | Domain Irrigation |
| Division Balloki | Complaint Date 08-Mar-2017 | Complainant Name Ayaz Ali |
| Complaint Type Corruption | Mobile No. 03458520330 | Address Lahore |
| Complaint Details Corruption | PMIU File No. PMFN3520 | Response Duration 7 |
| Attachment | | |

Comments History 2

| Comments | Logged By | Date/Time | Attachment |
|------------------------------------|-----------|----------------------|------------|
| Complaint Comments Activity by ADM | ADM | 09-Mar-2017 03:14 PM | |
| Complaint Comments Activity | XEN | 09-Mar-2017 10:48 AM | |

Comments 3

Comments Area

Comments

Attachment 4

Attachment Browse...

Assign to XEN 6

Assign to ADM 5

Assign To ADM Assign To XEN Resolved Back 8 Back

7 Resolved

1

Parent Information

| | | |
|--|--|-------------------------------------|
| Complaint ID CS000082 | Complaint Source Chief Secretary | Domain Irrigation |
| Division Balloki | Complaint Date 08-Mar-2017 | Complainant Name Ayaz Ali |
| Complaint Type Corruption | Mobile No 03458520330 | Address Lahore |
| Complaint Details Corruption | PMIU File No. PMFN3520 | Response Duration 7 |
| Attachment | Complaint Status In Progress | |

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Comments History

| Comments | Logged By | Date/Time | Attachment |
|------------------------------------|-----------|----------------------|------------|
| Complaint Comments Activity by ADM | ADM | 09-Mar-2017 03:14 PM | |
| Complaint Comments Activity | XEN | 09-Mar-2017 10:48 AM | |



- User views the 'Comments History' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

3

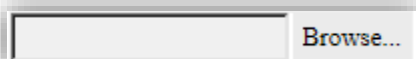
Comments



- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

4

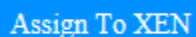
Attachment



- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

5

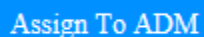
Assign to XEN



- Click on 'Assign to XEN' button to assign the complaint back to respective 'XEN'.
- If the complaint is assigned backwards to the XEN then he can comment on the Complaint and the Complaint can be assigned and forward to the ADM again.

6

Assign to ADM



- Click on 'Assign to ADM' button to assign the complaint back to respective 'ADM'.
- If the complaint is assigned backwards to the ADM then he can comment and mark it as Resolved.



7

Resolved

Resolved

- Click on 'Resolved' button to resolve the complaint.

8

Back

Back

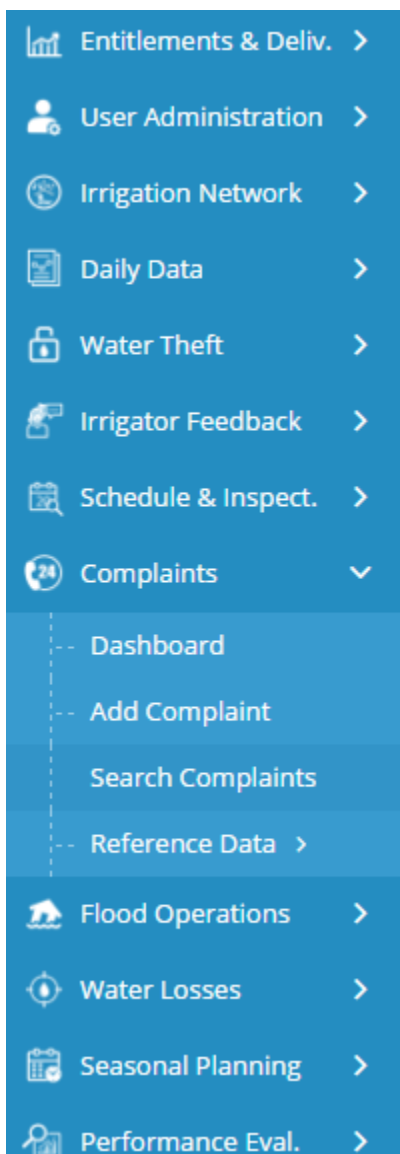
- By clicking on the 'Back' button, system moves the user to Search Complaints screen.

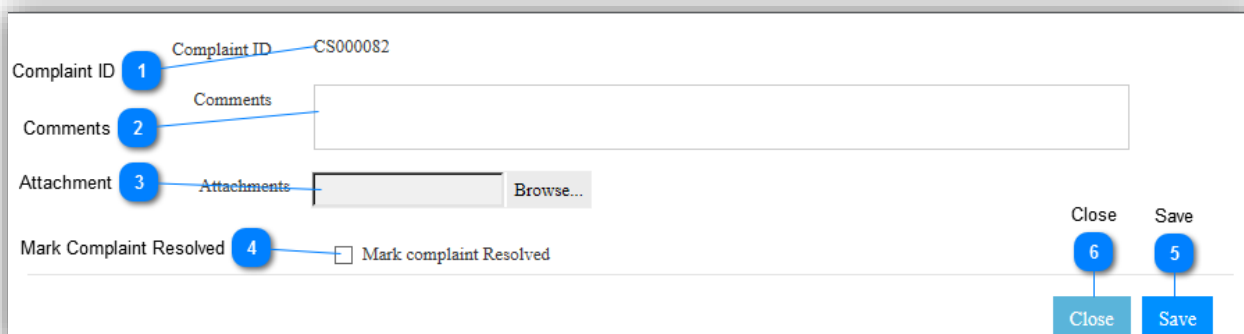


20. Quick Action - DDH

Through 'Quick Action' screen user (DDH) can perform an immediate action against complaints.

How to Access: Left Menu -> Search Complaint -> Quick Action





1

Complaint ID

CS000082

- System displays the selected complaint ID in read only form.

2

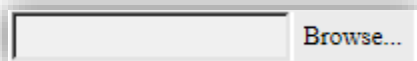
Comments



- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

3

Attachment



- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field

4

Mark Complaint Resolved

☐ Mark complaint Resolved

- Click on 'Mark Complaints Resolved' check box to mark the selected complaint as resolved.

5

Save

Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".

6

Close

Close

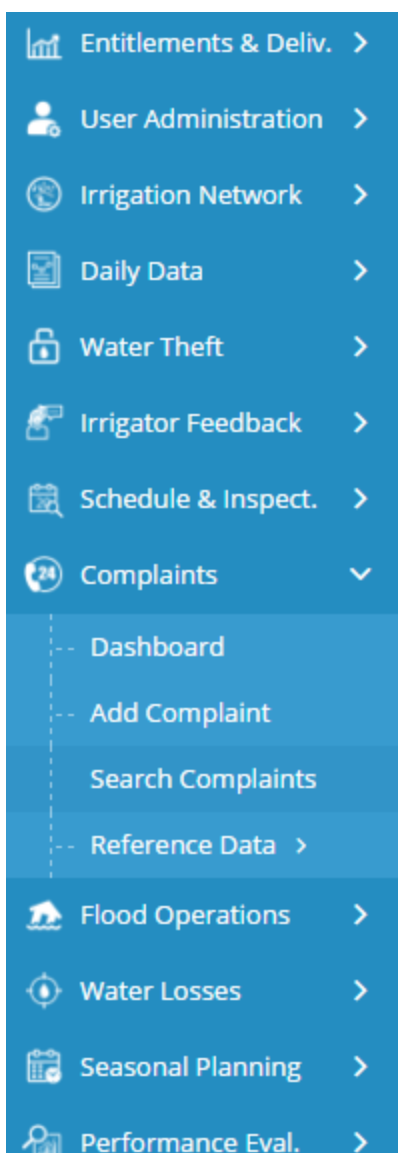
- By clicking on the 'Close' button, system hides the pop up screen of Quick Action.

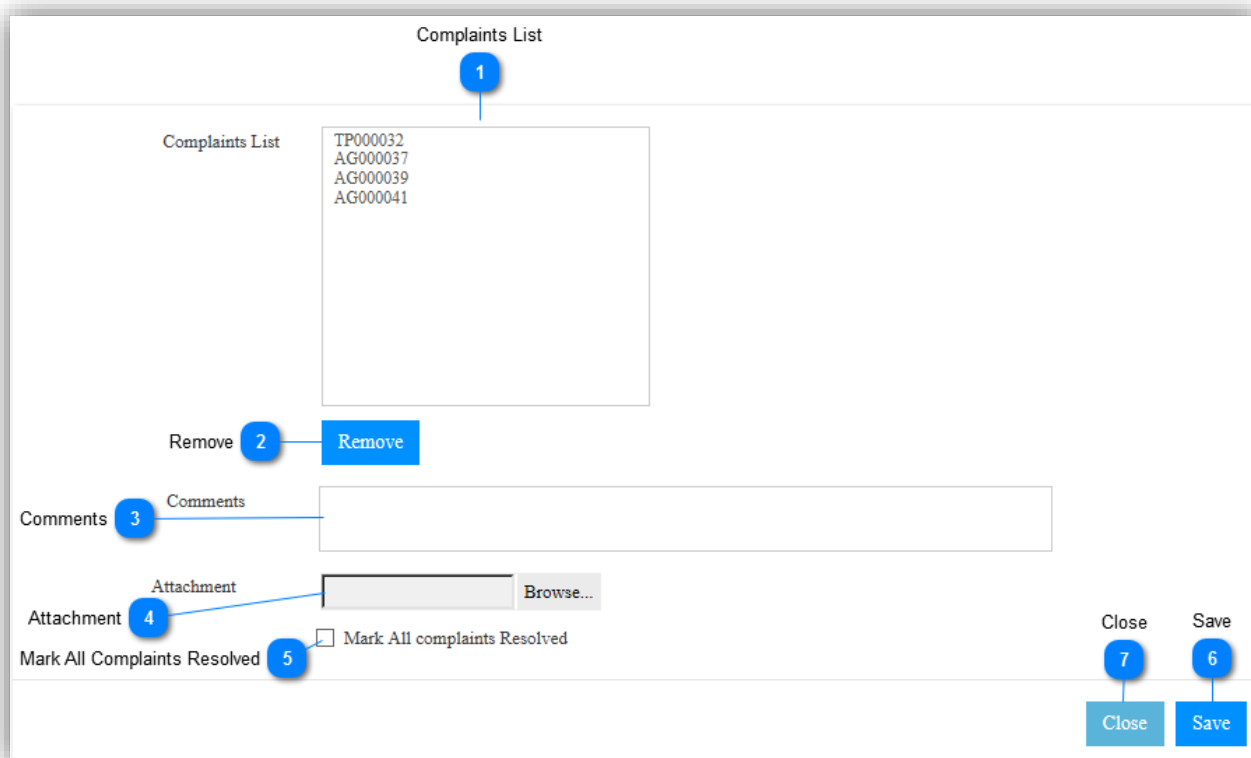


21. Bulk Activity - DDH

Through 'Bulk Activity' screen user (DDH) can perform the bulk action on the multiple selected complaints simultaneously.

How to Access: Left Menu -> Search Complaint -> Bulk Activity

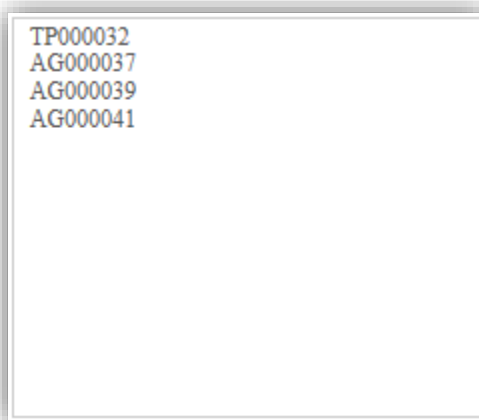




The screenshot shows a web form titled "Complaints List". It contains a list box with four items: TP000032, AG000037, AG000039, and AG000041. Below the list box is a "Remove" button. There is a "Comments" text area and an "Attachment" section with a "Browse..." button. At the bottom left, there is a checkbox labeled "Mark All Complaints Resolved". At the bottom right, there are "Close" and "Save" buttons. Numbered callouts point to the following elements: 1. Complaints List title, 2. Remove button, 3. Comments text area, 4. Attachment section, 5. Mark All Complaints Resolved checkbox, 6. Save button, and 7. Close button.

1

Complaints List



A close-up of the list box showing the following text:

TP000032
AG000037
AG000039
AG000041

- System displays the selected complaints in the 'Complaints List' list box.

2

Remove

Remove

- Select one or more complaints in the 'Complaints List' list box.
- Click on 'Remove' button to remove the selected complaints from the 'Complaints List' list box.

3

Comments

- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

4

Attachment

 Browse...

- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

5

Mark All Complaints Resolved

☐ Mark All complaints Resolved

- Click on 'Mark All Complaints Resolved' check box to mark all the selected complaints as resolved.

6

Save

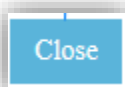
Save

- Click on 'Save' button.

- System saves the data into the database & displays a message “Records saved successfully”.



Close

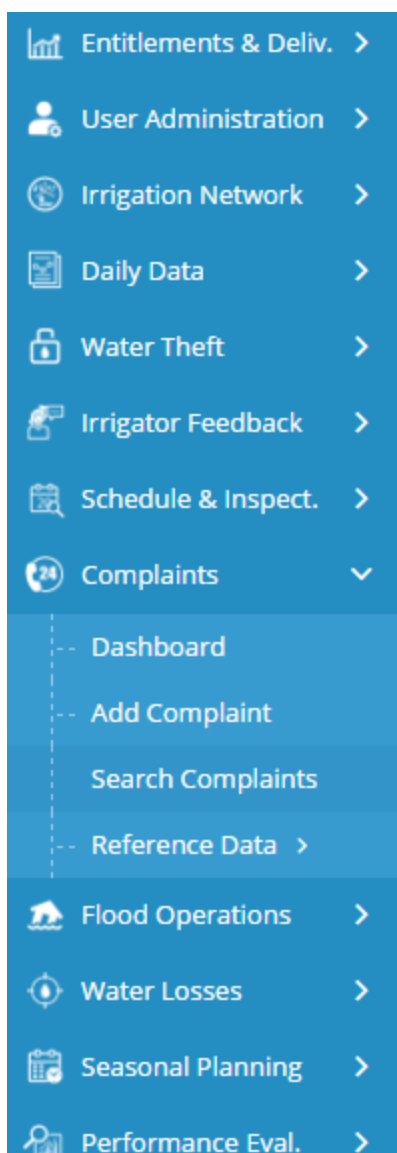


- By clicking on the ‘Close’ button, system hides the pop up screen of bulk activity.

22. Search Complaints – Others

Through ‘Search Complaints’ screen user can search already saved complaints. System displays list of complaints based on selected search parameters. For example, upon selecting Division, system will display list of complaints against the selected Division.

How to Access: Left Menu -> Search Complaint



Search Criteria

1

Complaint ID

CMXXXXXX

- Enter 'Complaint ID' in the text field.
- Enter 'Complaint ID' with prefix of Complaint Source in the 'CMXXXXXX' format.

2

Complainant

- Enter 'Complainant' name in the text field.

3

Complainant Cell

- Enter 'Complainant Cell' in the text field.

4

Domain

- Select 'Domain' from the drop down.
- On selection of 'Domain', Division dropdown populates with relevant divisions.

5

Division

- Select 'Division' from the drop down.

6

Complaint Source

- Select 'Complaint Source' from the drop down.

7

Status

- Select 'Status' from the drop down.

8

Action



- Select 'Action' from the drop down.

9

From



- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'From' text field.

10

To



- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text field.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with 'To' text field.

11

Complaint Type



- Select 'Complaint Type' from the drop down.

12

Show Complaints Other than PMIU Staff

☐ Show Complaints other than PMIU Staff

- Click on 'Show Complaints other than PMIU Staff' check box.
- System will display complaints record logged by other than PMIU staff.



























13

Search

Search

- Click on the 'Search' button.
- System displays all the records as per the search criteria given by the user.
- System displays all records if no search criteria is given.
- If there is no record against the entered search criteria, system shows the message '**No record found**'.
- The user will only be able to view the details screens of complaints that are currently assigned to him or the complaints for which he has been added in the additional accessibility.
- User will also be able to add additional accessibility users.

Search Result

| <input type="checkbox"/> | Complaint ID | Type | Complaint Date | Complainant | Domain | Channel | Division | Status | Action |
|--------------------------|--------------|--------------------|----------------|--------------------|------------|----------------------|----------|----------|---|
| <input type="checkbox"/> | AG000049 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Resolved |    |
| <input type="checkbox"/> | AG000048 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Karkani Minor | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000047 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000046 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Tawari Minor | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000045 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Alpa Minor | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000044 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000043 | Rotational Program | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000042 | Dry Tail | 06-Feb-2017 | Help line Operator | Irrigation | Jandwala Minor Disty | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000041 | Short Tail | 06-Feb-2017 | Help line Operator | Irrigation | Aujla Minor | Balloki | Inbox |    |
| <input type="checkbox"/> | AG000040 | Water Theft | 06-Feb-2017 | Help line Operator | Irrigation | Silt Minor | Balloki | Inbox |    |

Actions against retrieved data

14

Check All



- Click on 'Check All' check box to select all the complaints.

15

Important



- Click on 'Important' icon to mark the complaint as important.

16

Edit/View



- Click on 'Edit/View' icon to view the complaint details and add the Additional Accessibility users.

17

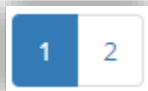
Comments Activity



- Click on 'Comments Activity' icon to add the comments against a complaint.

18

Page Numbers



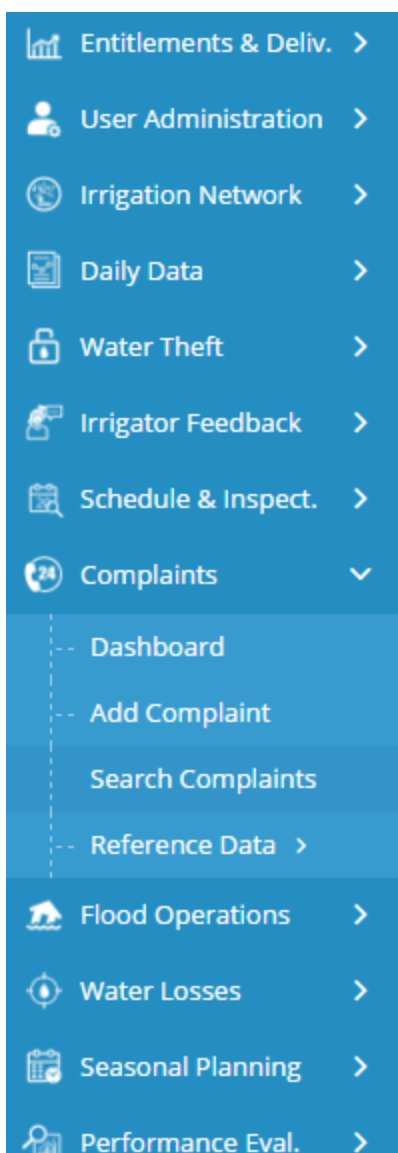
- Click on a page number to move to a specific page.



23. Edit/View Details - Others

Through 'Edit/View' screen user can view the details of complaints. User can also select the Additional Accessibility users to give them access to comment on the complaint.

How to Access: Left Menu -> Search Complaint -> Edit/View



| | | | |
|-----------------------------|--|--|---|
| Parent Information 1 | Complaint ID MI000031 | Complaint Source Minister Irrigation | Domain Irrigation |
| | Division Balloki | Complaint Date 02-Feb-2017 | Complainant Name Nauman Anwar |
| | Complaint Type Short Tail | Mobile No 0334434835 | Address fdfsdf |
| | Complaint Details Short Tail | PMIU File No. | Response Duration 7 |
| | Attachment | Complaint Status In Progress | |

Additional Accessibility **2**

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC

☐ Secretary, Secretariat

Save **3**

Save
 Back
 4 Back

1

Parent Information

| | | |
|--|--|-------------------------------------|
| Complaint ID CS000082 | Complaint Source Chief Secretary | Domain Irrigation |
| Division Balloki | Complaint Date 08-Mar-2017 | Complainant Name Ayaz Ali |
| Complaint Type Corruption | Mobile No 03458520330 | Address Lahore |
| Complaint Details Corruption | PMIU File No. PMFN3520 | Response Duration 7 |
| Attachment | Complaint Status In Progress | |

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Additional Accessibility

☐ Chairman, PIDA
 ☐ Chief PMO, LBDC

☐ Secretary, Secretariat

- Click on check boxes to add other users to comments on complaints.
- User can't uncheck the already selected users.

3

Save



Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".
- Relevant users will get a Notification.

4

Back



Back

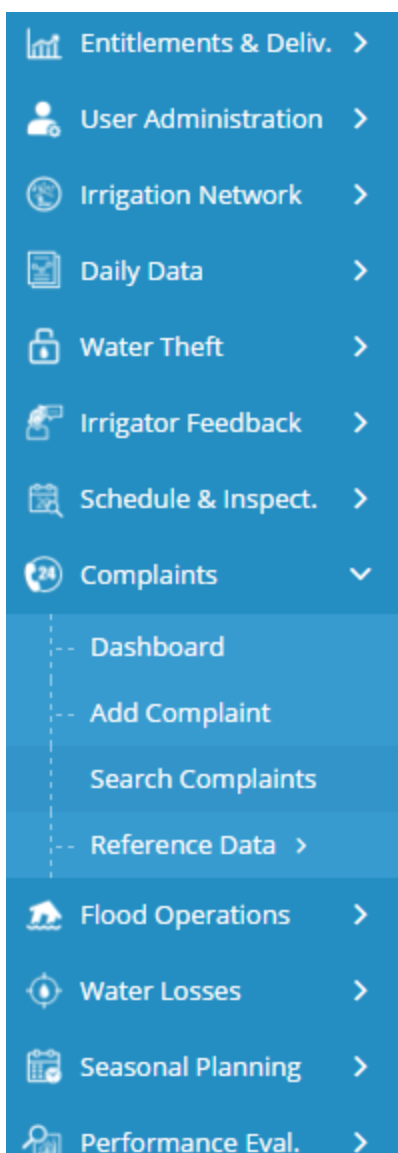
- By clicking on the 'Back' button, system moves the user to Search Complaints screen.



24. Comments Activity - Others

Through 'Comments Activity' screen user (Others) can only add the comments against complaints.

How to Access: Left Menu -> Search Complaint -> Comments Activity



Parent Information
1

Complaint ID
DH000081

Division
Balloki

Complaint Type
Tail Gauge Not Painted

Complaint Details
Tail Gauge Not Painted

Attachment

Complaint Source
Default-Helpline

Complaint Date
02-Mar-2017

Mobile No.
032165032641

PMIU File No.

Domain
Irrigation

Complainant Name
Khurram Ahmad

Address
Complainant Information

Response Duration
7

Comments History
2

| Comments | Logged By | Date/Time | Attachment |
|-----------------|-----------|-----------|------------|
| No Record Found | | | |

Comments Area

Comments
3

Attachment
4

Attachment Choose File No file chosen

Save
5

Save Back
6

1

Parent Information

Complaint ID
DH000081

Division
Balloki

Complaint Type
Tail Gauge Not Painted

Complaint Details
Tail Gauge Not Painted

Attachment

Complaint Source
Default-Helpline

Complaint Date
02-Mar-2017

Mobile No.
032165032641

PMIU File No.

Domain
Irrigation

Complainant Name
Khurram Ahmad

Address
Complainant Information

Response Duration
7

- User views the 'Parent Information' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.

2

Comments History

| Comments | Logged By | Date/Time | Attachment |
|-----------------|-----------|-----------|------------|
| No Record Found | | | |

- User views the 'Comments History' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

3

Comments

- Enter 'Comments' in the text field.
- 'Comments' is a mandatory field.

4

Attachment

- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

5

Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".
- Relevant users will get a Notification.

6

Back



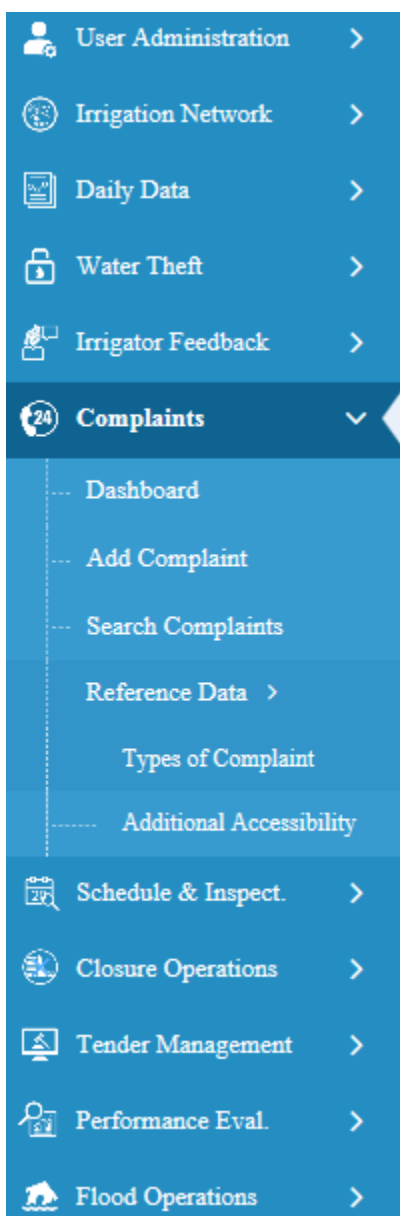
Back




















- By clicking on the 'Back' button, system moves the user to Search Complaints screen.

25. Reference Data – Types of Complaints

Through 'Types of Complaint' screen, user can view, add, edit and delete the Types of Complaint information.

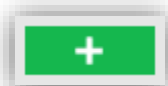
How to Access: Left Menu -> Reference Data -> Types of Complaint



| Complaint Type | Response Duration | Complaint Details | |
|------------------------|-------------------|------------------------|---|
| Corruption | 7 | Corruption |    |
| Dry Tail | 7 | Dry Tail |   |
| Head Gauge Not Fixed | 7 | Head Gauge Not Fixed |   |
| Head Gauge Not Painted | 7 | Head Gauge Not Painted |   |
| Rotational Program | 7 | Rotational Program |   |
| Short Tail | 7 | Short Tail |   |
| Tail Gauge Not Fixed | 7 | Tail Gauge Not Fixed |   |
| Tail Gauge Not Painted | 7 | Tail Gauge Not Painted |   |
| Water Theft | 7 | Water Theft |   |

1

Add



- Click on add '+' button to add the Complaint Type record.

2

Edit



- Click on 'Edit' button to modify the Complaint Type record.

3

Delete



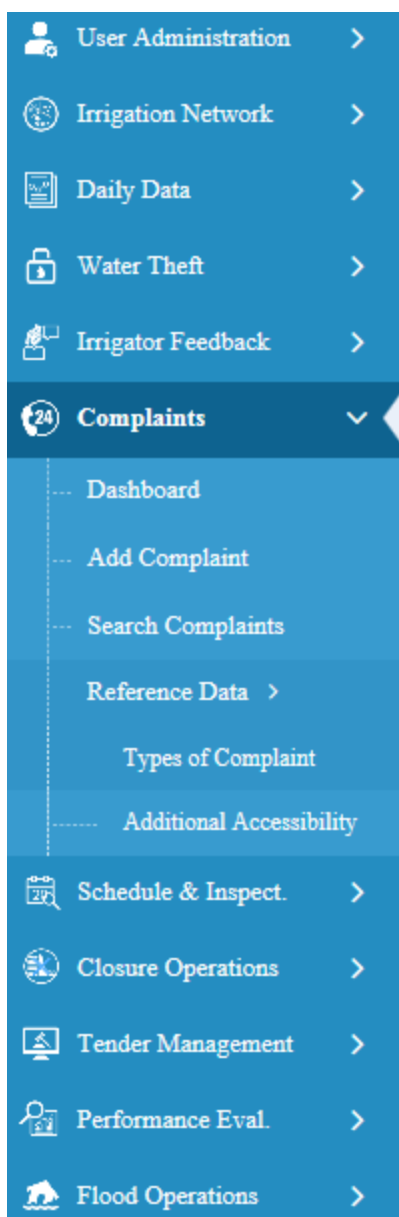
- Click on 'Delete' button to remove the Complaint Type record.

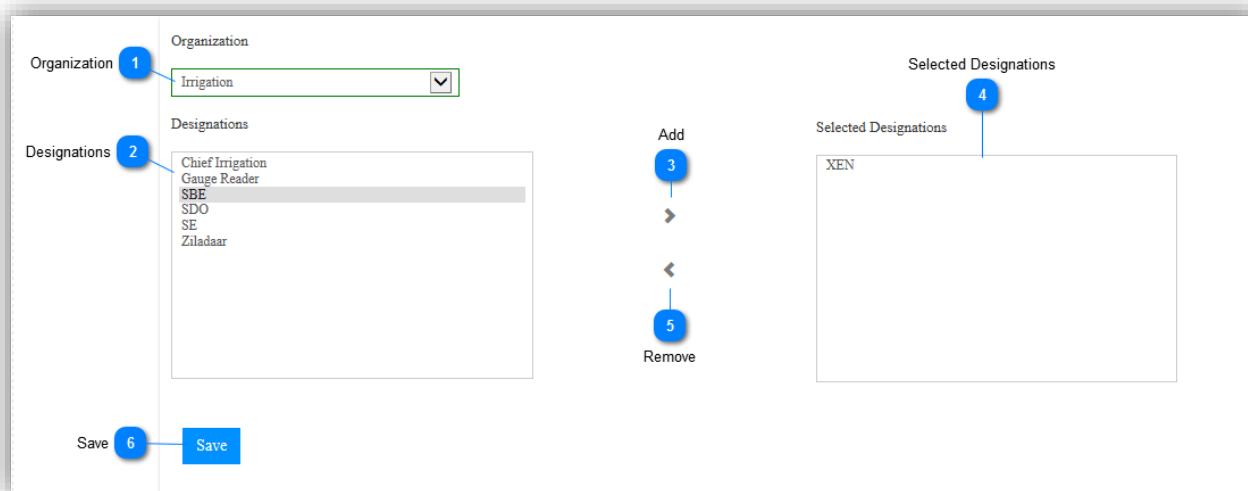


26. Reference Data – Additional Accessibility

Through 'Additional Accessibility' screen, user can view, add, edit and delete the Additional Accessibility information.

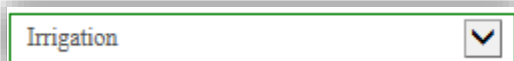
How to Access: Left Menu -> Reference Data -> Additional Accessibility





1

Organization



- Select 'Organization' from the drop down.
- System will display the designations of selected organization in the 'Designations' list box.

2

Designations



- Select one or more designations from the 'Designations' list box.

3

Add



- Click on 'Add' icon to add the one or more designations to add.
- Selected designation will be added in the 'Selected Designation' list box.

4

Selected Designations



- System displays selected designation in the 'Selected Designation' list box.

5

Remove



- Select one or more designations from the 'Selected Designations' list box.
- Click on 'Remove' icon.
- System removes the selected designations from the 'Selected Designations' list box.

6

Save



Save

- Click on 'Save' button.
- System saves the data into the database & displays a message "Records saved successfully".
-
-