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

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Revision History

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

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Table of Contents

1. Complaints – Business Process 5
2. Add Complaint – Data Entry Operator 6
3. Search Complaints – Data Entry Operator 13
4. View Details – Data Entry Operator 19
5. Complaints Dashboard - XEN 22
6. Search Complaints – XEN 30
7. Edit/View Details - XEN 36
8. Comments Activity - XEN 40
9. Bulk Activity - XEN 45
10. Complaints Dashboard - ADM 48
11. Search Complaints – ADM 57
12. Edit/View Details - ADM 63
13. Comments Activity - ADM 67
14. Bulk Activity - ADM 72
15. Add Complaint – Deputy Director Helpline (DDH) 75
16. Complaints Dashboard - DDH 82
17. Search Complaints – DDH 91
18. Edit/View Details - DDH 98
19. Comments Activity - DDH 102
20. Quick Action - DDH 107
21. Bulk Activity - DDH 110
22. Search Complaints – Others 114
23. Edit/View Details - Others 121
24. Comments Activity - Others 125
25. Reference Data – Types of Complaints 130
26. Reference Data – Additional Accessibility 132

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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.

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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.

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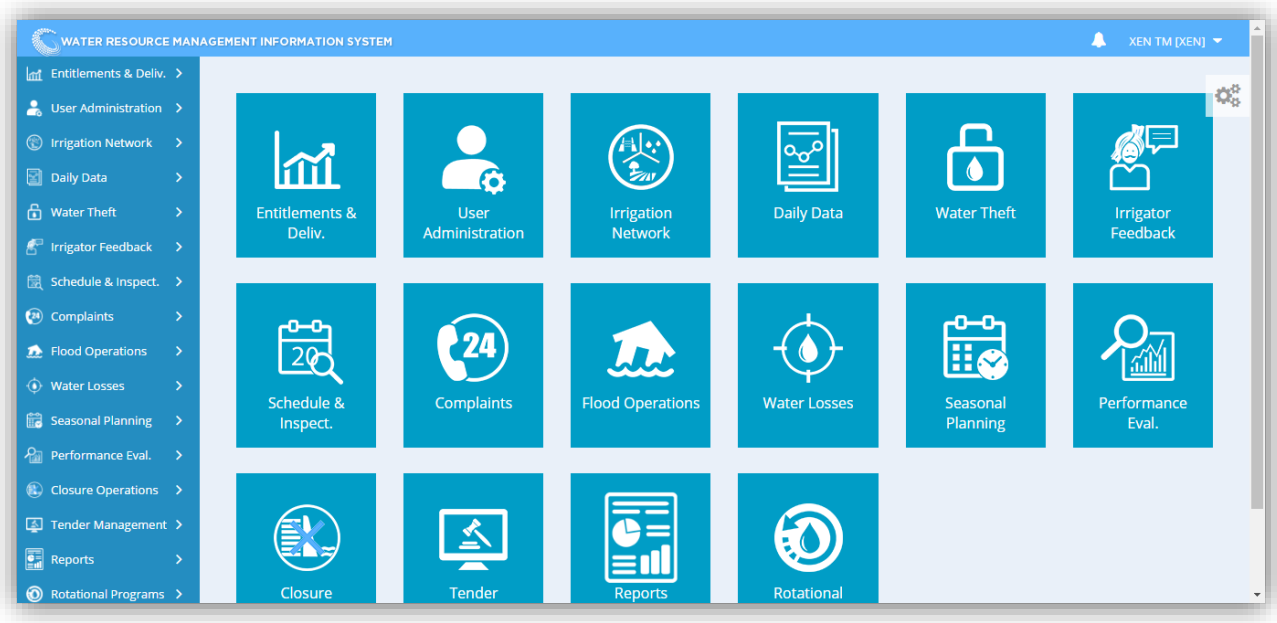

2. Add Complaint – Data Entry Operator

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

How to Access: Main Menu -> Add Complaint

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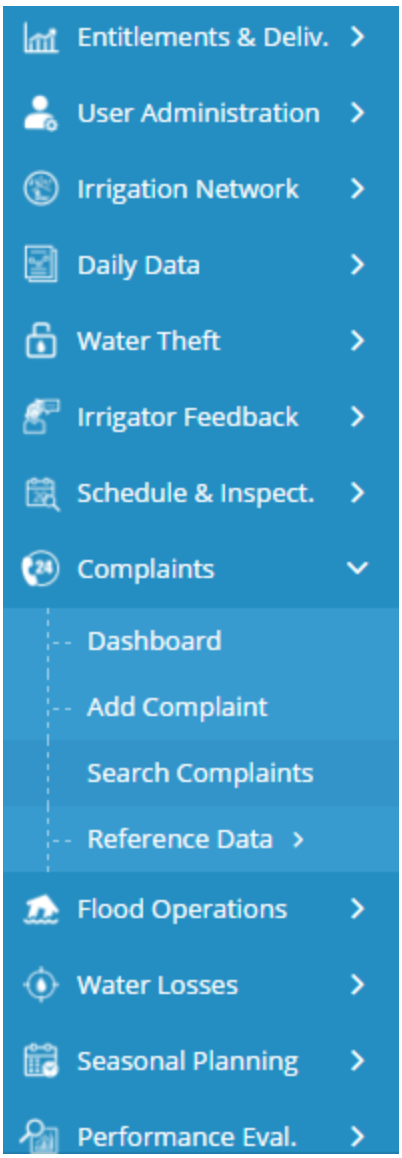

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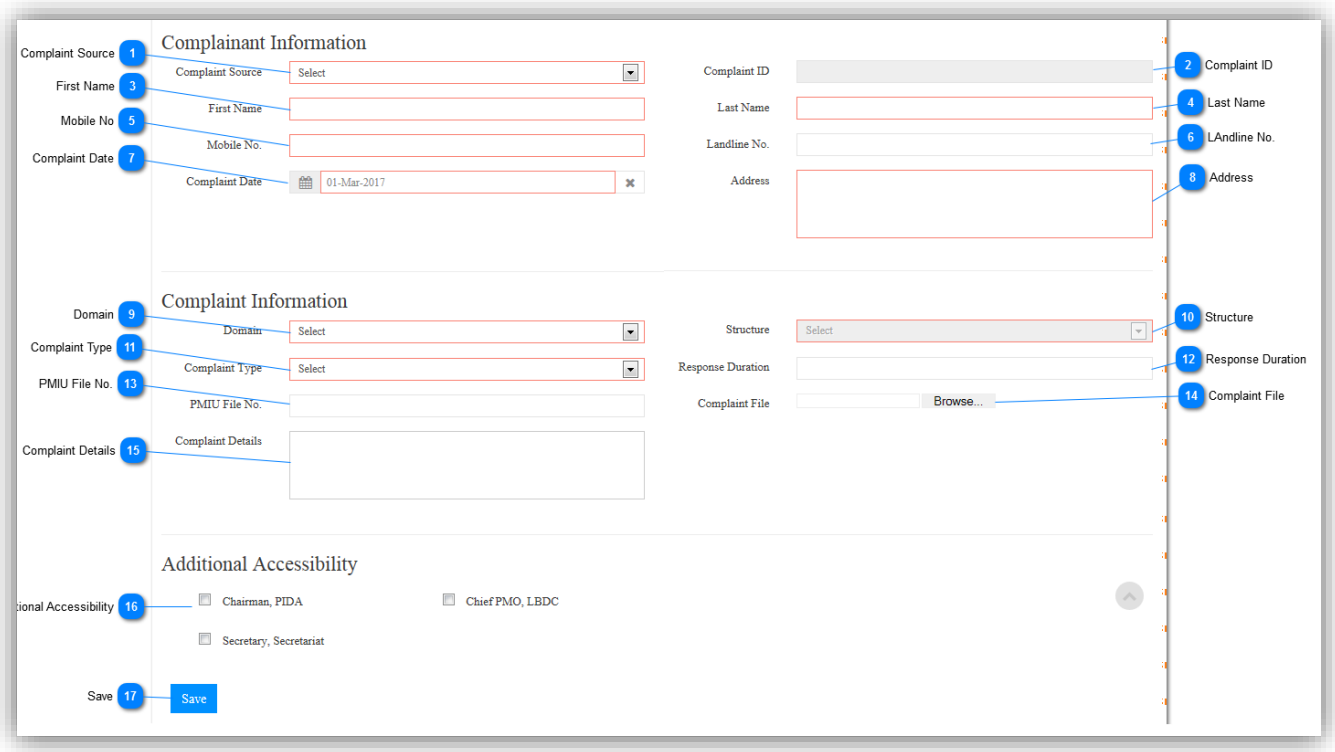
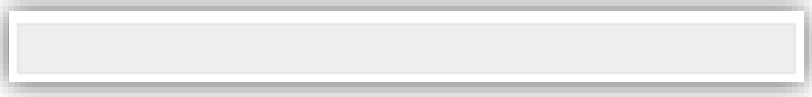


1 Complaint Source

- 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.

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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

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- By default, current date appears in the ‘Complaint Date’ text field.
- To select other date, click on Complaint Date text filed.
- 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.

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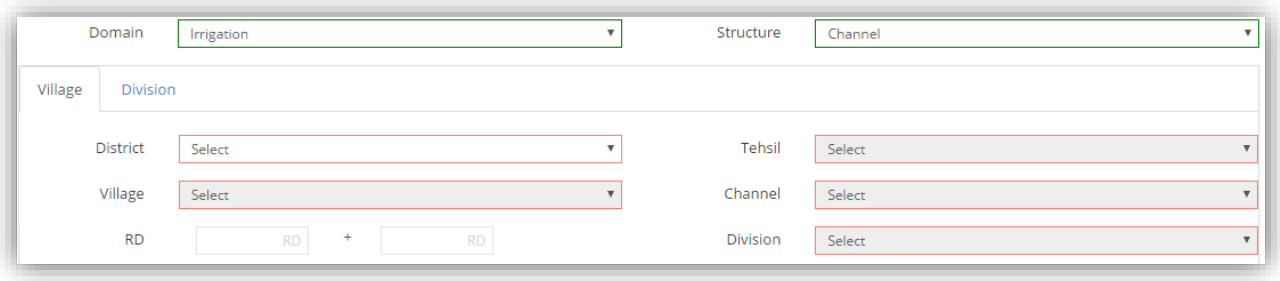
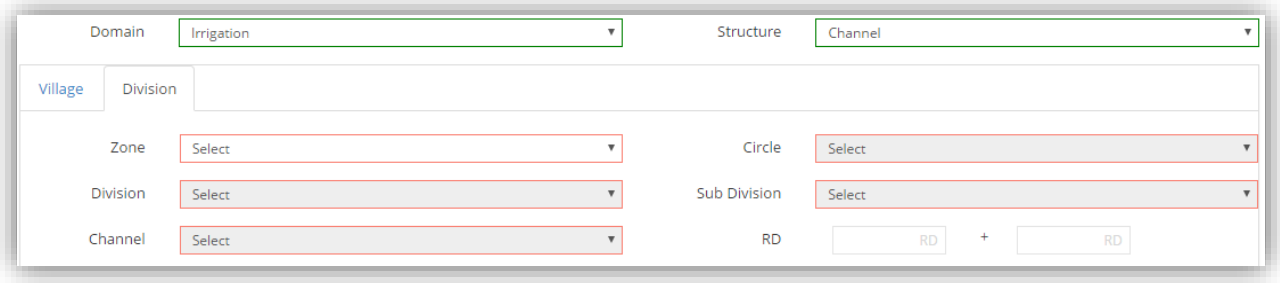
Village Tab



Division Tab



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

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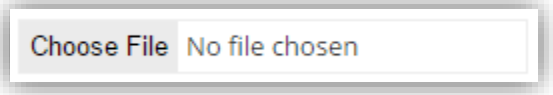
- 'Response Duration' is auto populated from reference data.
- User can edit the response duration.

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**

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

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comments.

17 **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

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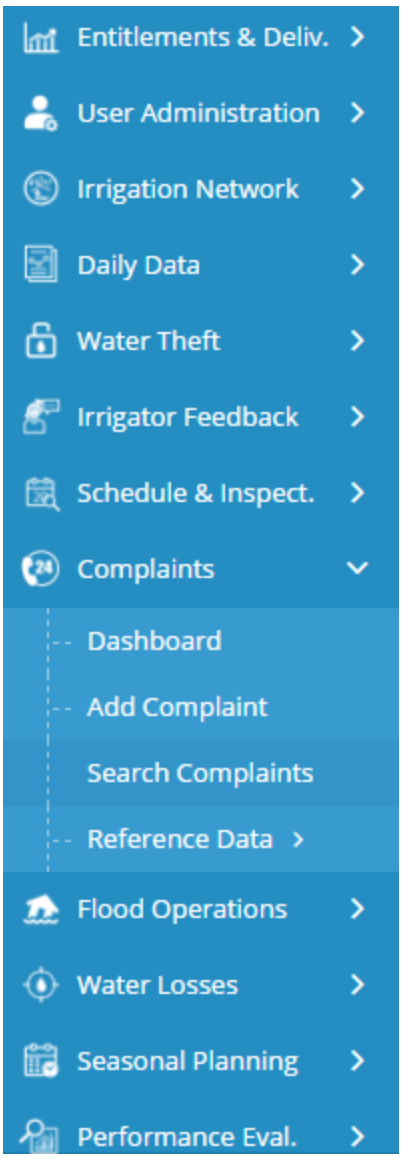

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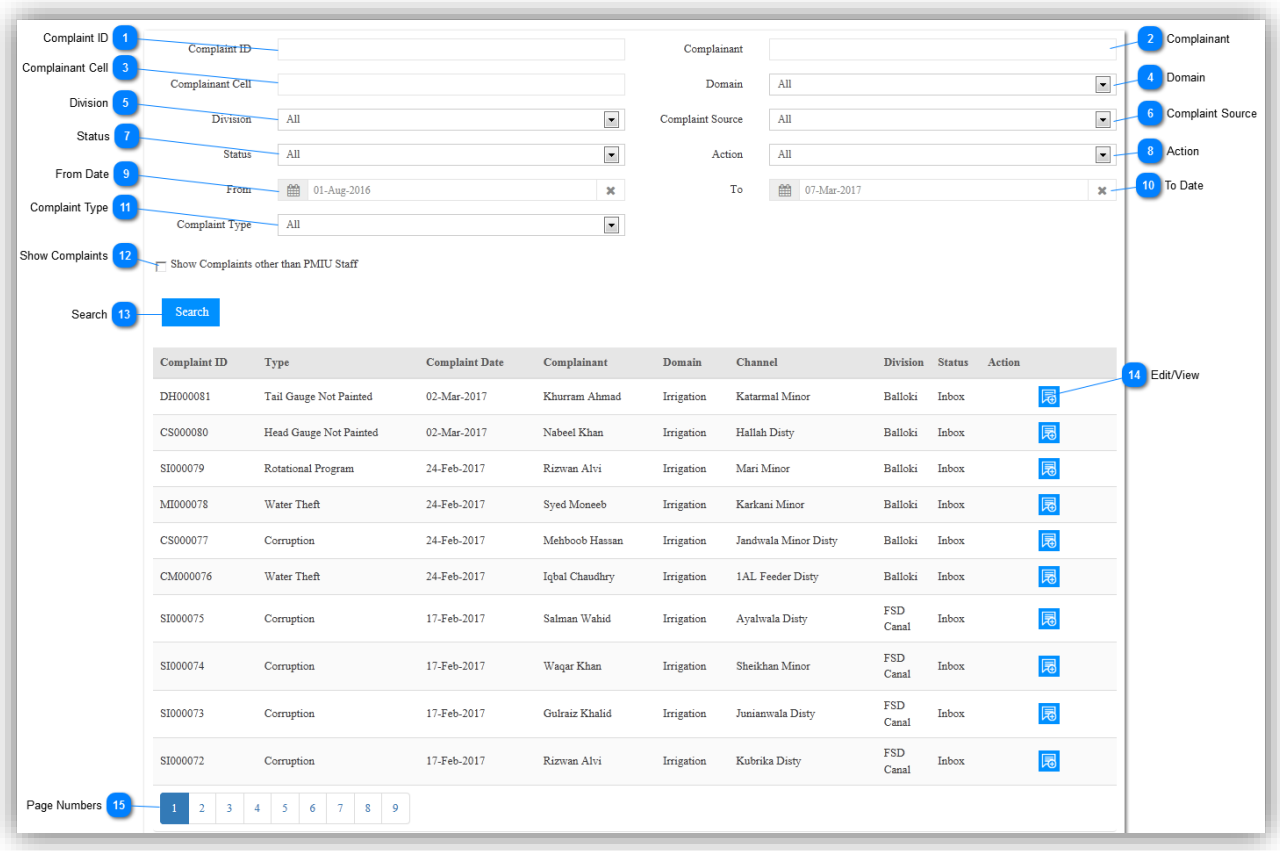

Search Criteria

1 Complaint ID

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

2 Complainant

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- 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

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- 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 filed.
- 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 filed.
- 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.

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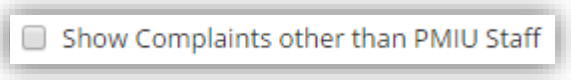
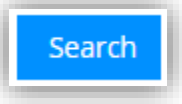
12 Show Complaints Other than PMIU Staff



- 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 that are currently assigned to him or he is added in additional accessibility users.

Search Result

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	
AG000048	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Karkani Minor	Balloki	Inbox	
AG000047	Rotational Program	06-Feb-2017	Help line Operator	Irrigation	Tawari Minor	Balloki	Inbox	
AG000046	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Tawari Minor	Balloki	Inbox	
AG000045	Short Tail	06-Feb-2017	Help line Operator	Irrigation	Alpa Minor	Balloki	Inbox	
AG000044	Water Theft	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000043	Rotational Program	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000042	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000041	Short Tail	06-Feb-2017	Help line Operator	Irrigation	Aujla Minor	Balloki	Inbox	
AG000040	Water Theft	06-Feb-2017	Help line Operator	Irrigation	Silt Minor	Balloki	Inbox	

Actions against retrieved data

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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

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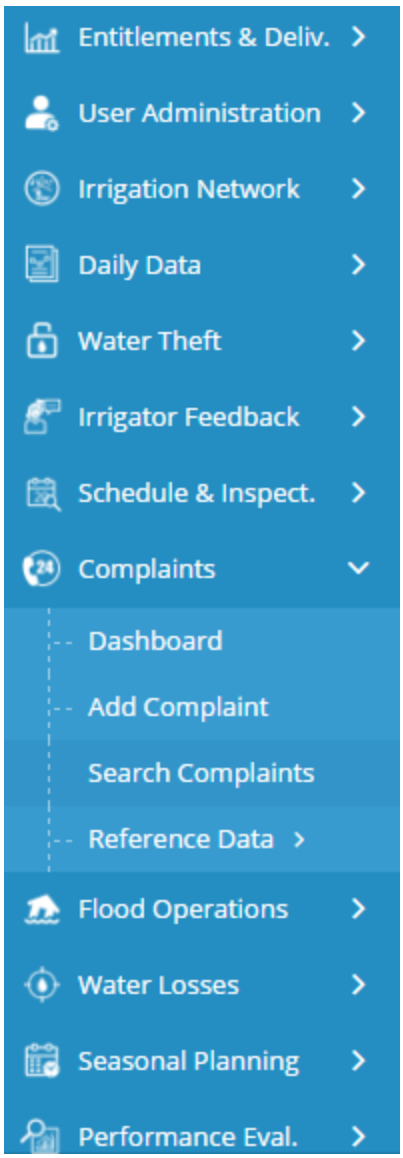

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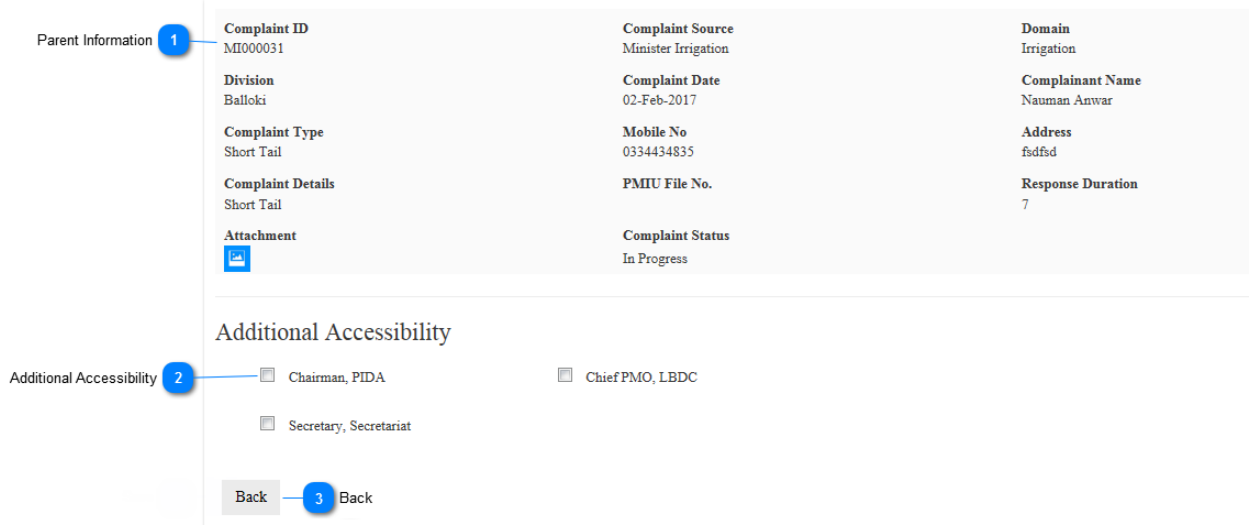

1 Parent Information

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

2 Additional Accessibility

- User views the ‘Additional Accessibility’ in read only form.

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3 **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

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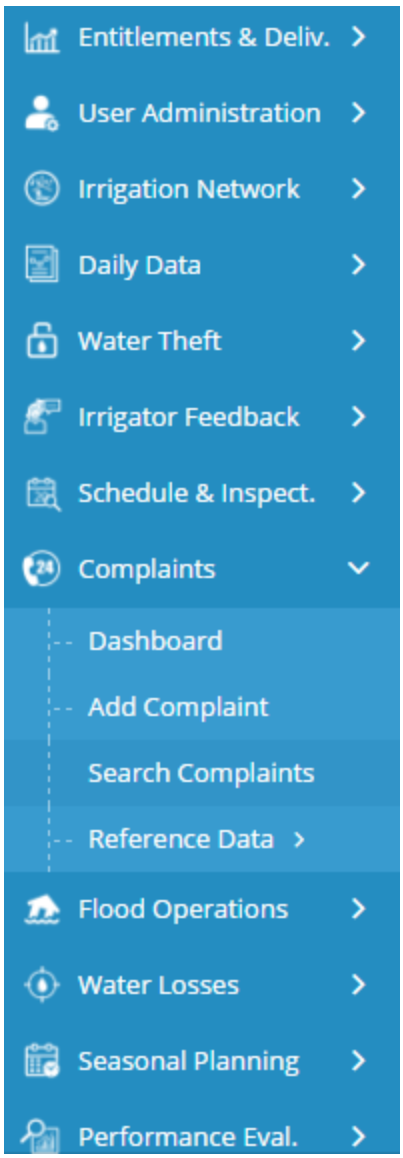

Complaint by Source

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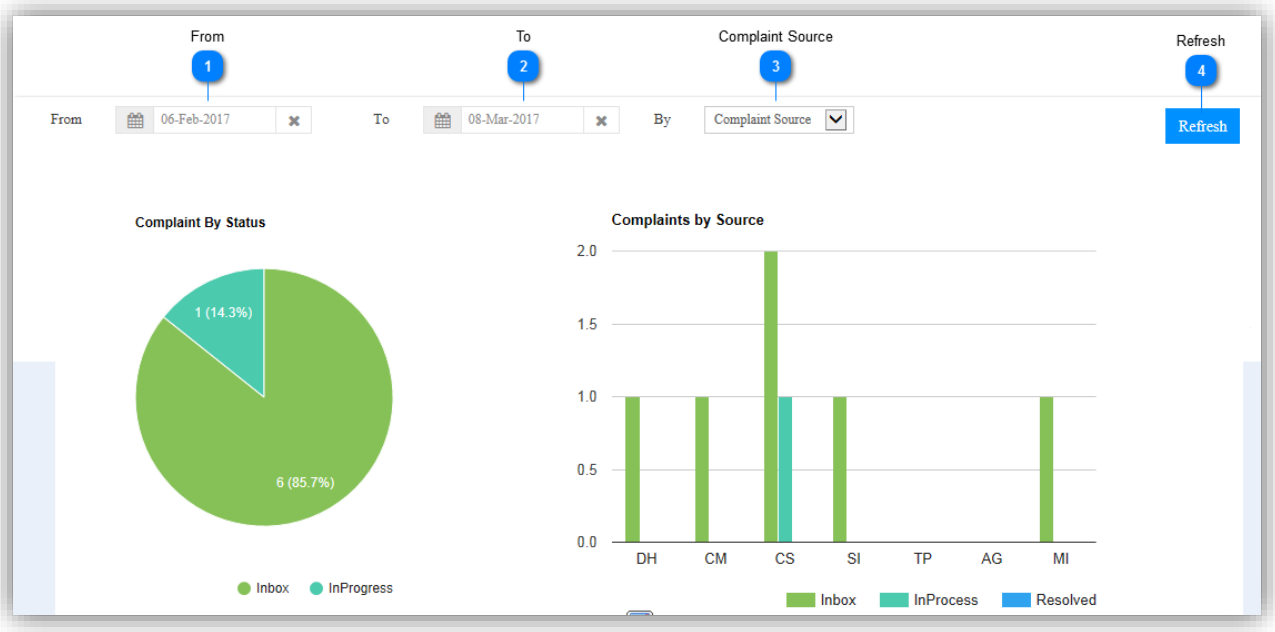
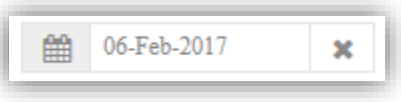


Search Criteria

1

From



- By default, 30 days back date appears in the 'From' text field.
- To select other date, click on 'From' text filed.
- 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 filed.
- 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

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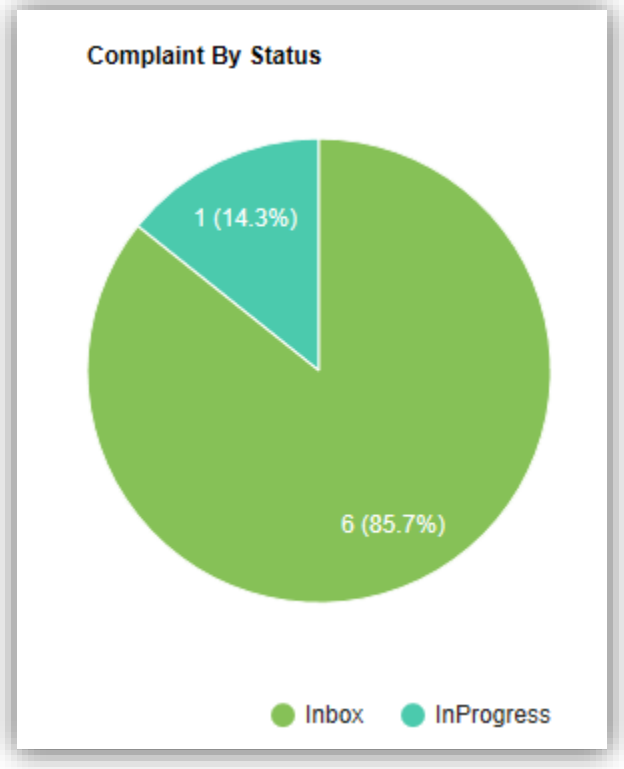
- Select Complaint Source from the drop down.
- By default, Complaint Source option is selected.

4 **Refresh**

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

Actions against retrieved data

5 **Complaint by Status**



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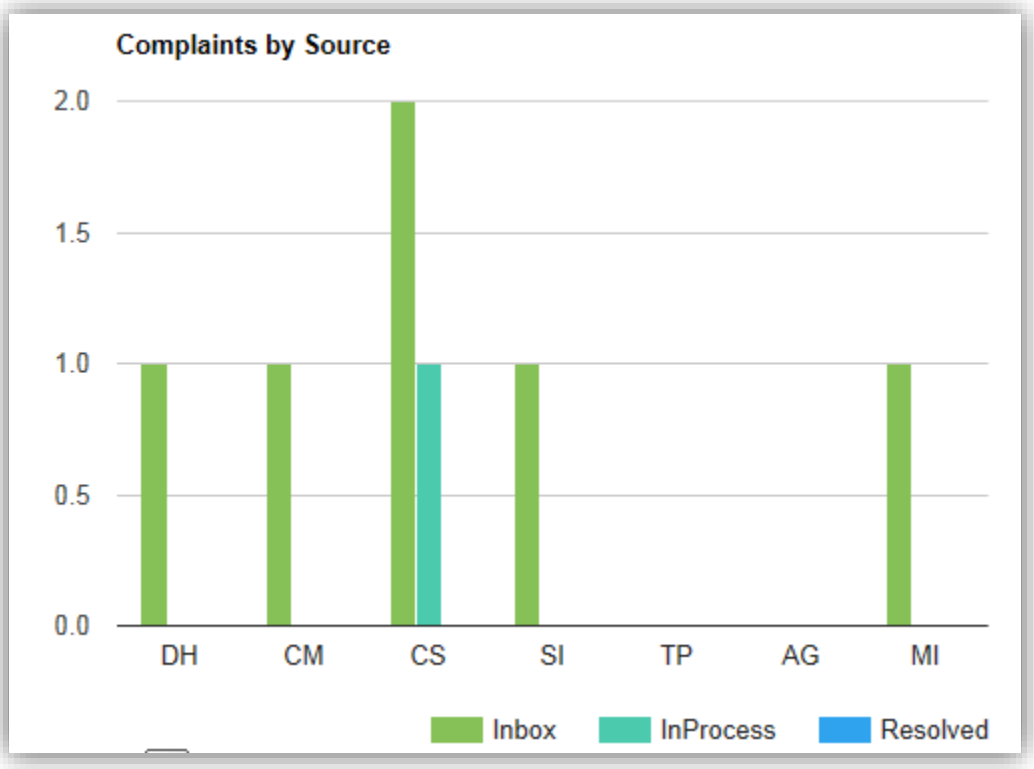
- System displays record of ‘Complaint by Status’ in the form pie chart.
- Point the cursor on ‘Status’ area, system displays the complaints count.
- Click on a ‘Status’ area at pie chart, system moves the user to search screen.
- System displays the complaints record against selected criteria in the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

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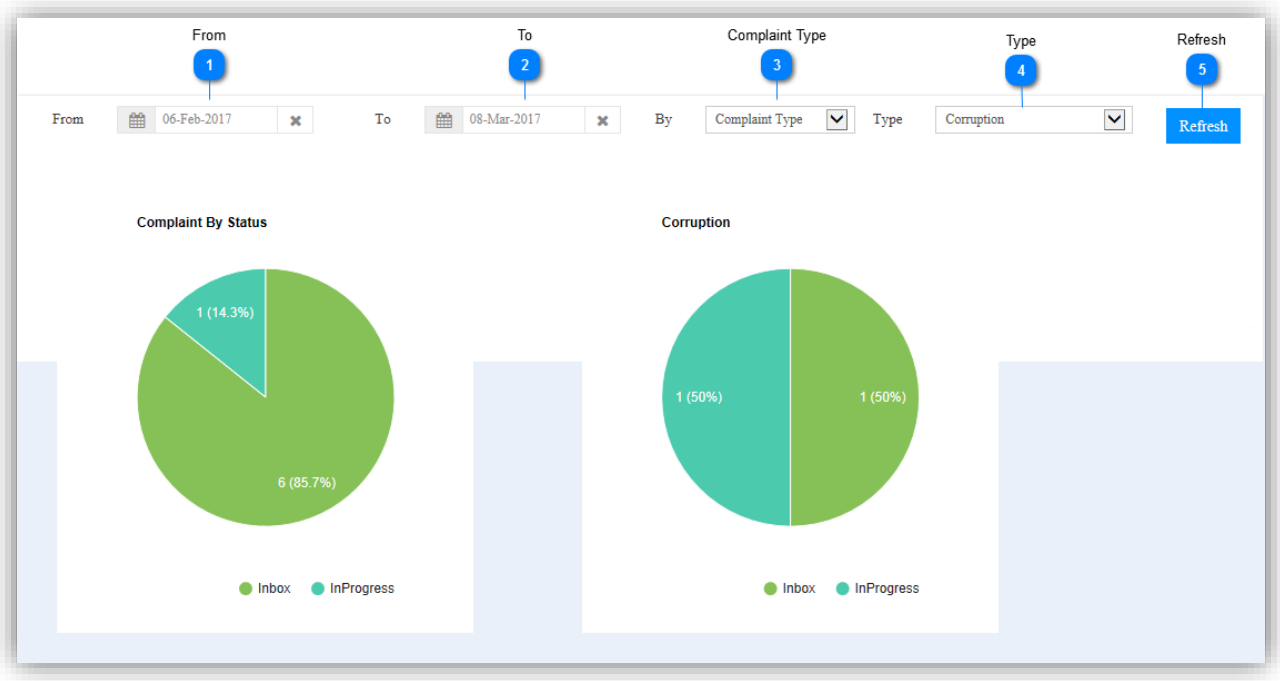
Complaint by Type



Search Criteria

1 **From**

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

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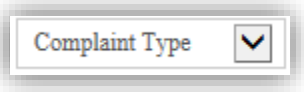
2

To

- By default, current date appears in the 'To' text field.
- To select other date, click on 'To' text filed.
- 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.

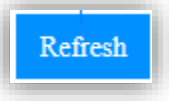
4

Type

- Select 'Type' from the drop down.

5

Refresh



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

Actions against retrieved data

6

Complaint Type

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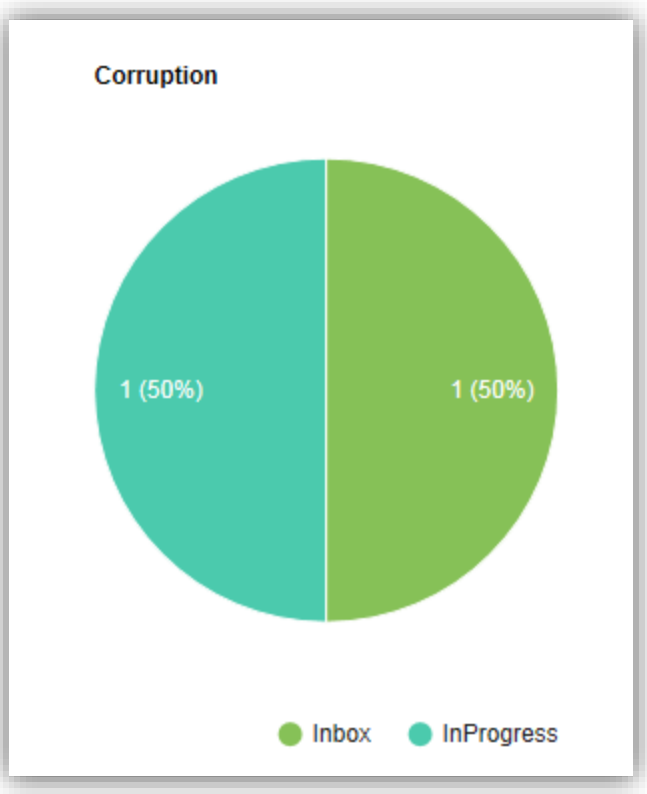

- System displays record of ‘Complaint by Type’ in the form of pie chart.
- Point the cursor on ‘Type’ area, system displays the complaints count.
- Click on a ‘Type’ area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid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

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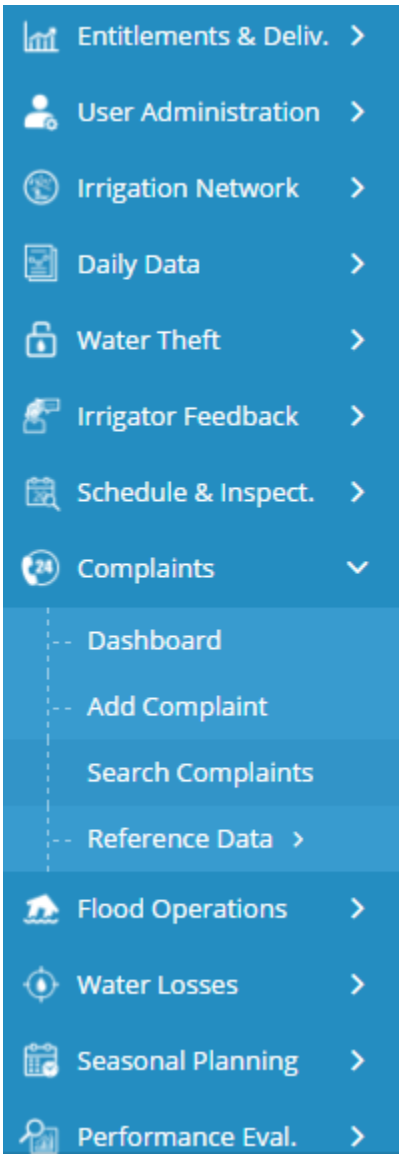
6. Search Complaints – XEN

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



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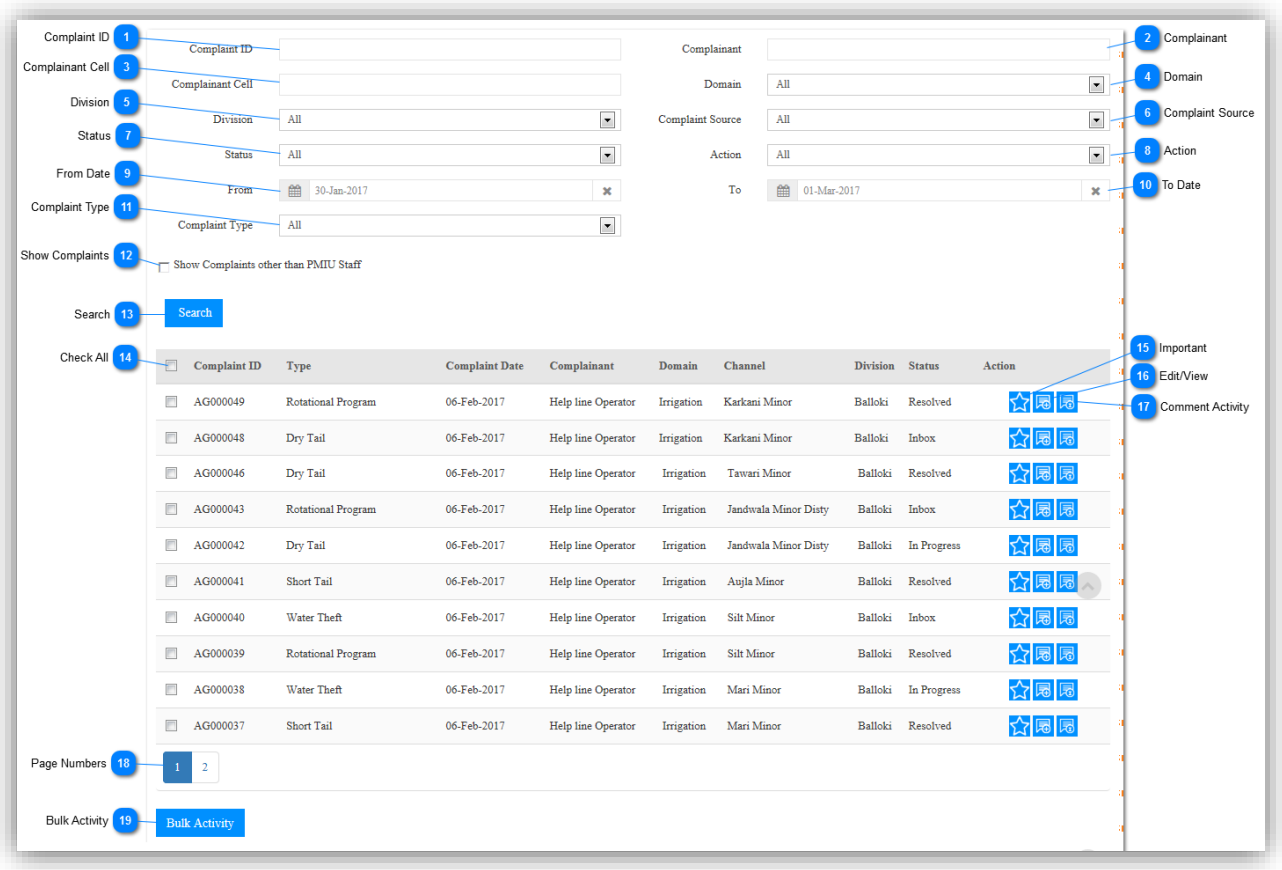

Search Criteria

1 Complaint ID

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

2 Complainant

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- 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**

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- 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 filed.
- 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 filed.
- 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

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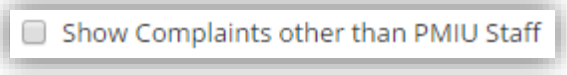
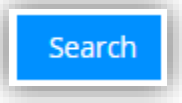


- Click on 'Show Complaints other than PMIU Staff' check box.
- System will display complaints record logged by other than PMIU staff.

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 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

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	
AG000048	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Karkani Minor	Balloki	Inbox	
AG000047	Rotational Program	06-Feb-2017	Help line Operator	Irrigation	Tawari Minor	Balloki	Inbox	
AG000046	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Tawari Minor	Balloki	Inbox	
AG000045	Short Tail	06-Feb-2017	Help line Operator	Irrigation	Alpa Minor	Balloki	Inbox	
AG000044	Water Theft	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000043	Rotational Program	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000042	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000041	Short Tail	06-Feb-2017	Help line Operator	Irrigation	Aujla Minor	Balloki	Inbox	
AG000040	Water Theft	06-Feb-2017	Help line Operator	Irrigation	Silt Minor	Balloki	Inbox	

Actions against retrieved data

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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.

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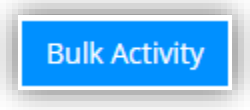
19 **Bulk Activity**



- 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

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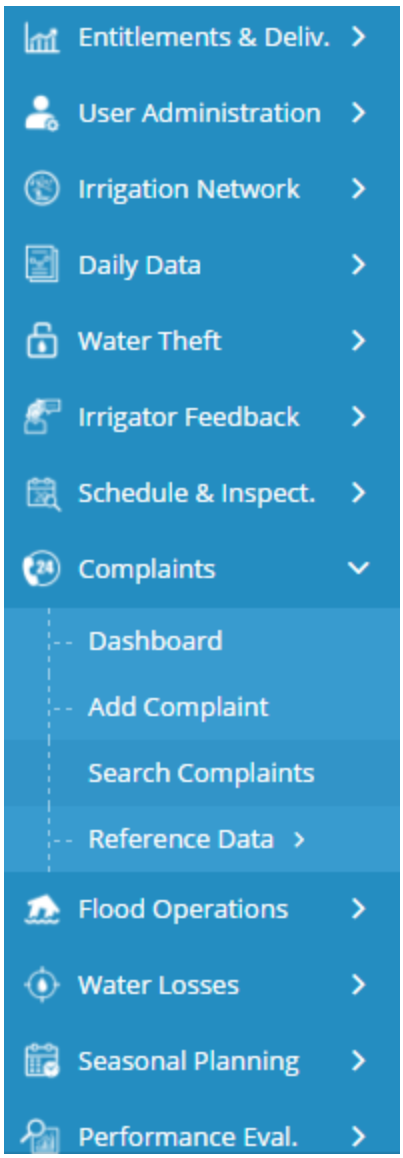
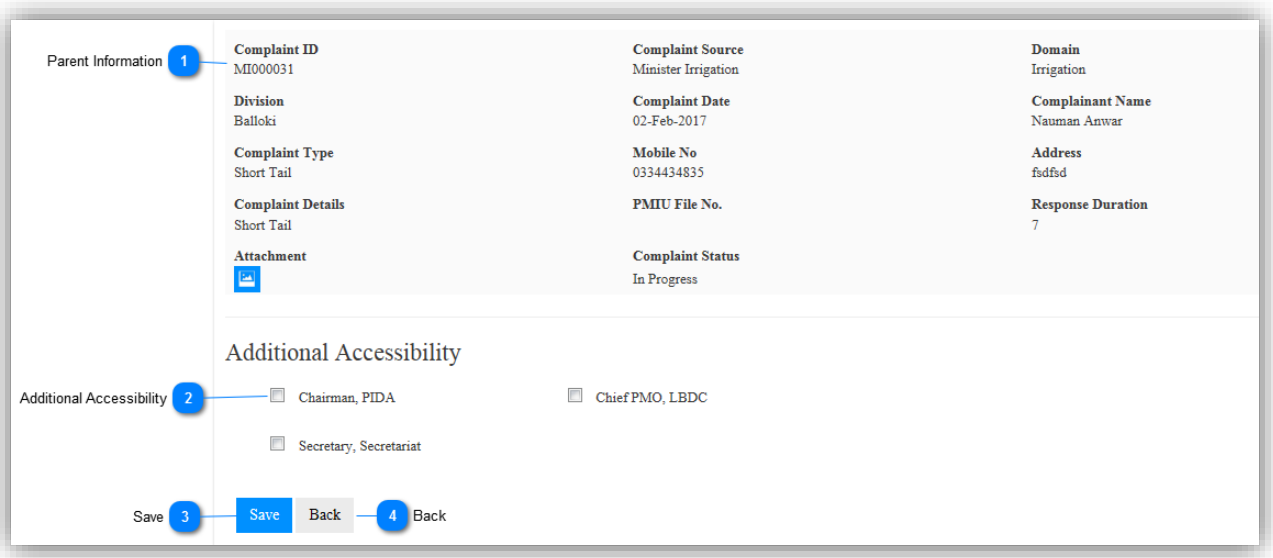


© 2017, Designed and Developed by NESPAK



1 Parent Information

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

2 Additional Accessibility

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

3 **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**

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

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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

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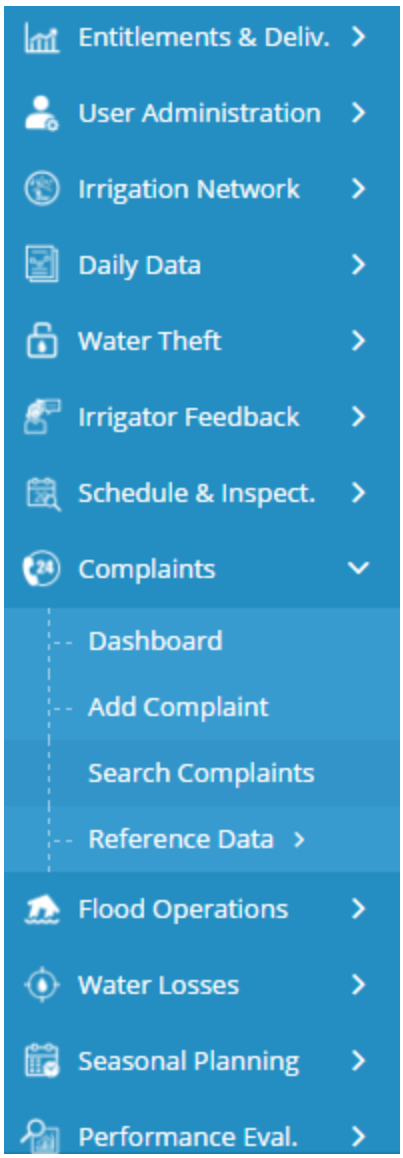
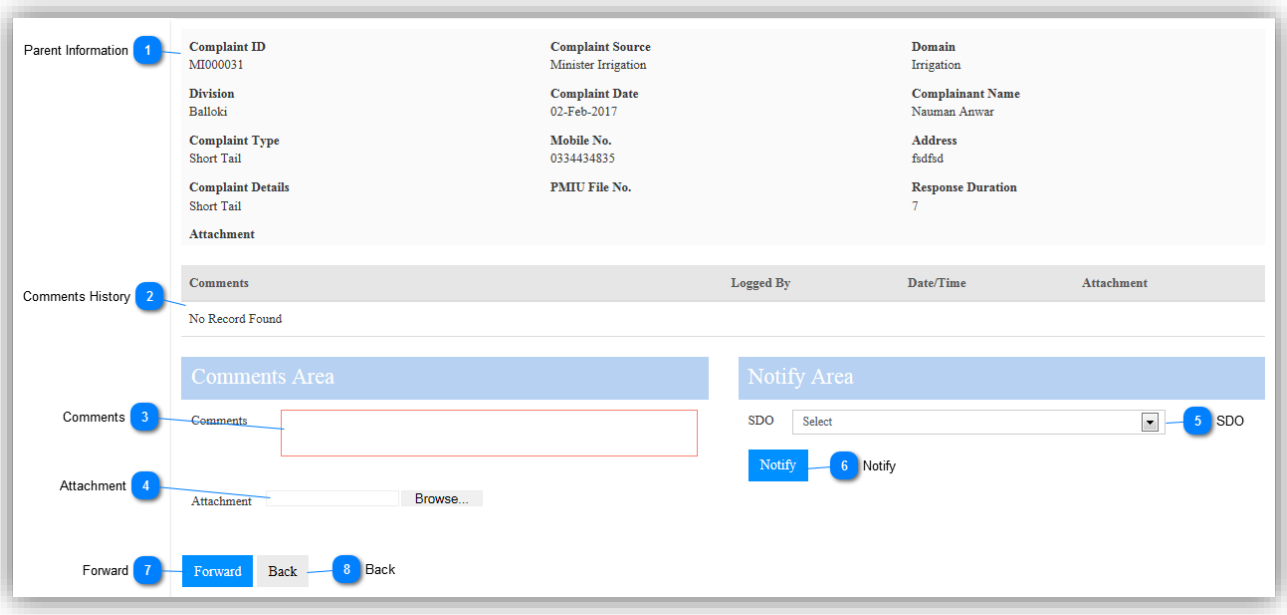


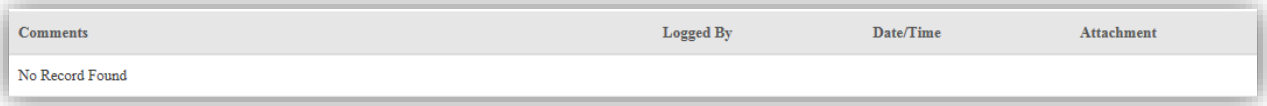
© 2017, Designed and Developed by NESPAK



1 Parent Information

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

2 Comments History



- User views the ‘Comments History’ in read only form.

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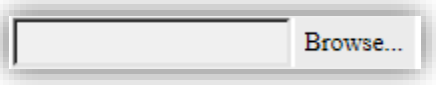
- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

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.

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7 Forward

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

8 Back

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

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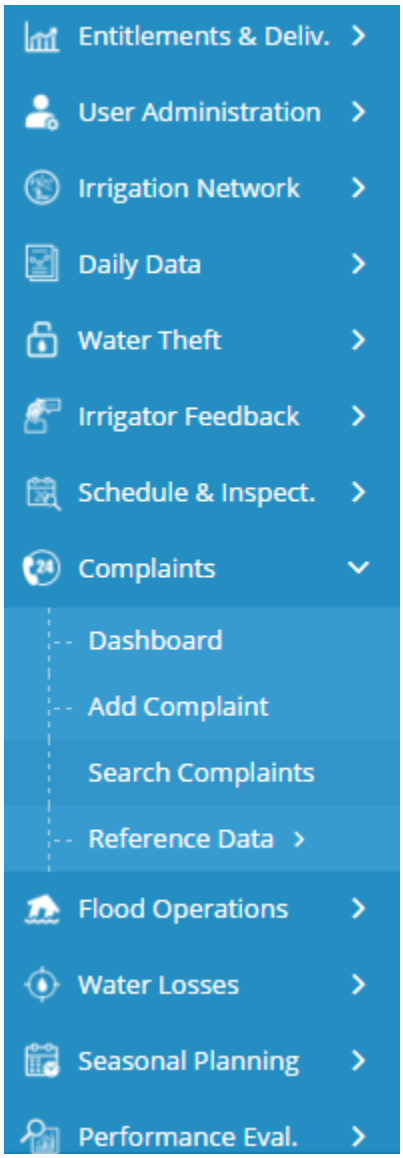
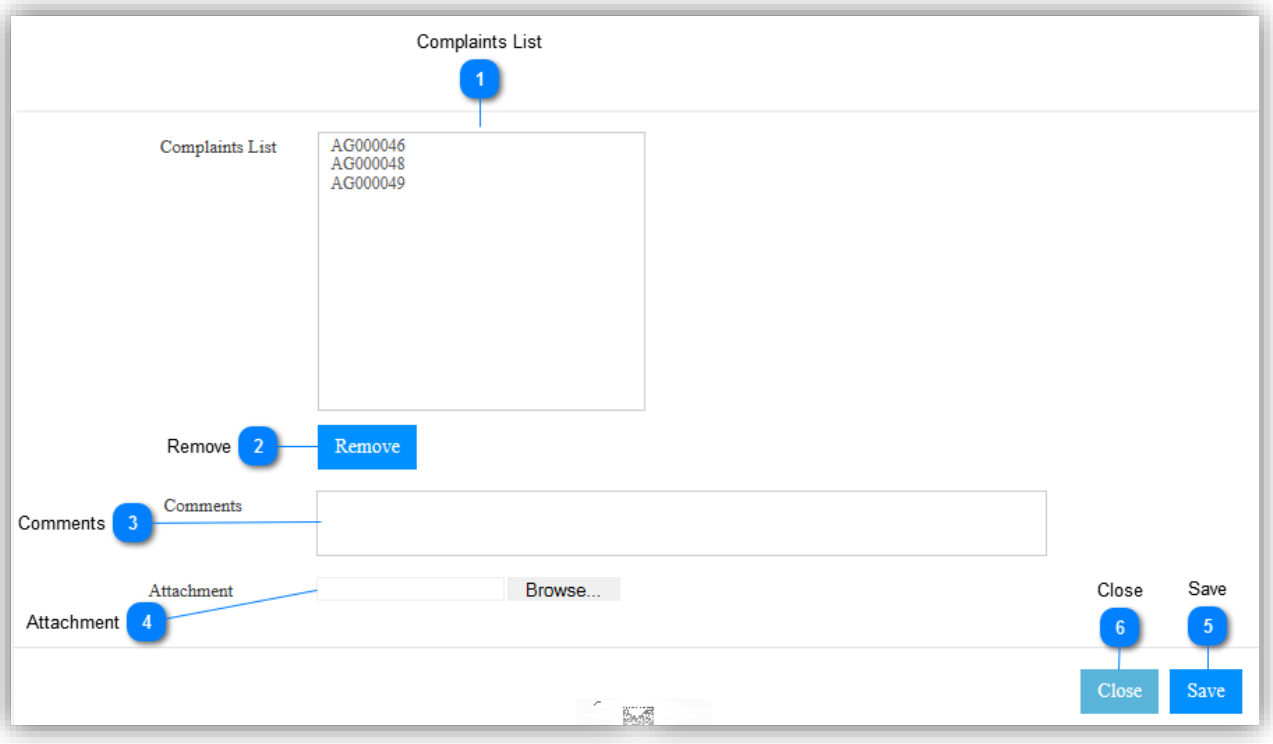
9. Bulk Activity - XEN

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

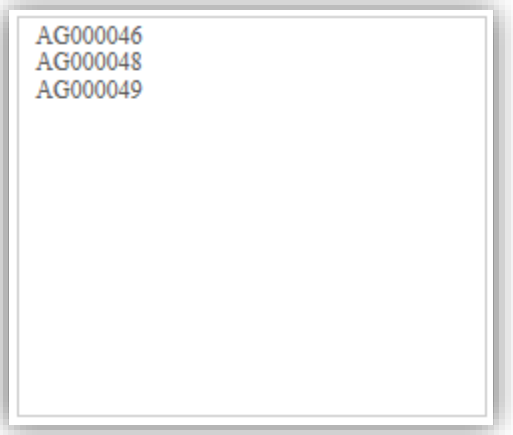
How to Access: Left Menu -> Search Complaint -> Bulk Activity



© 2017, Designed and Developed by NESPAK



1 Complaints List



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

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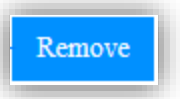
2 **Remove**

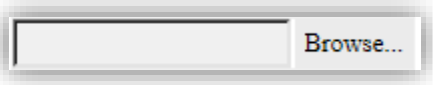


- Select one or more complaints in the ‘Complaints List’ list box.
- Click on ‘Remove’ button to remove the selected complaints from the ‘Complaints List’ list box.

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**

- Click on ‘Save’ button.
- System saves the data into the database & displays a message “Records saved successfully”.

6 **Close**

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- 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

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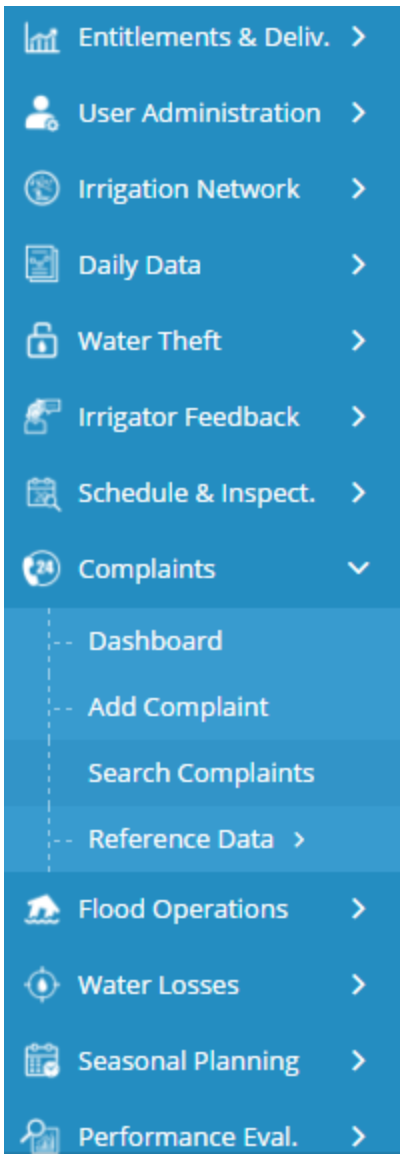

Complaint by Source

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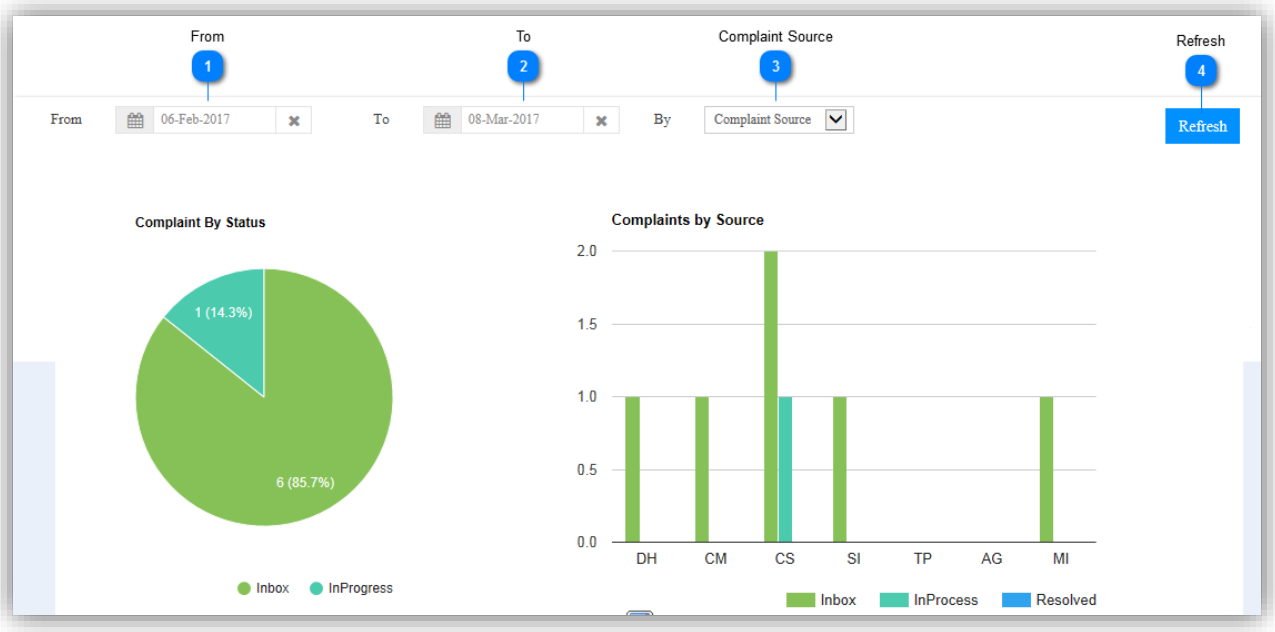
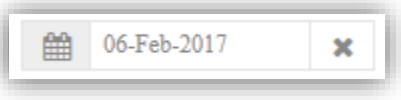


Search Criteria

1

From



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

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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

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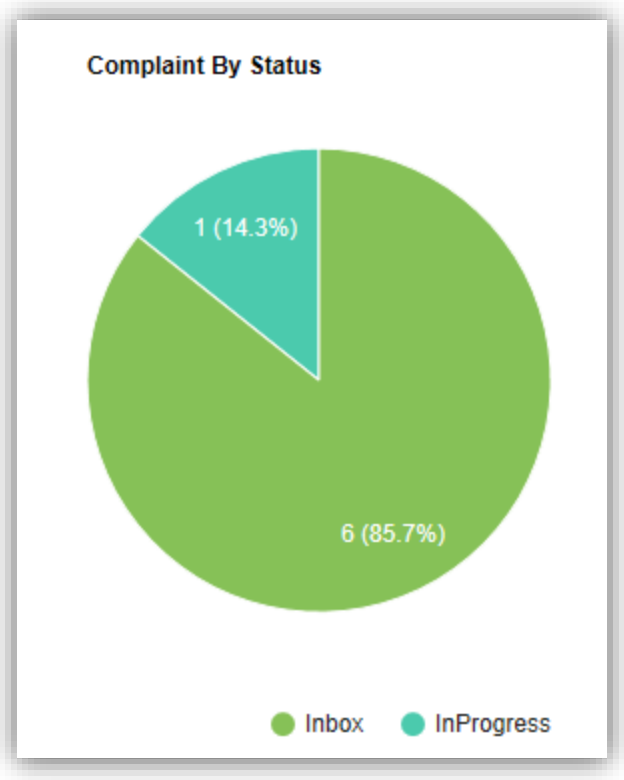

- System displays record of ‘Complaint by Status’ in the form pie chart.
- Point the cursor on ‘Status’ area, system displays the complaints count.
- Click on a ‘Status’ area at pie chart, system moves the user to search screen.
- System displays the complaints record against selected criteria in the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

6 Complaint Source

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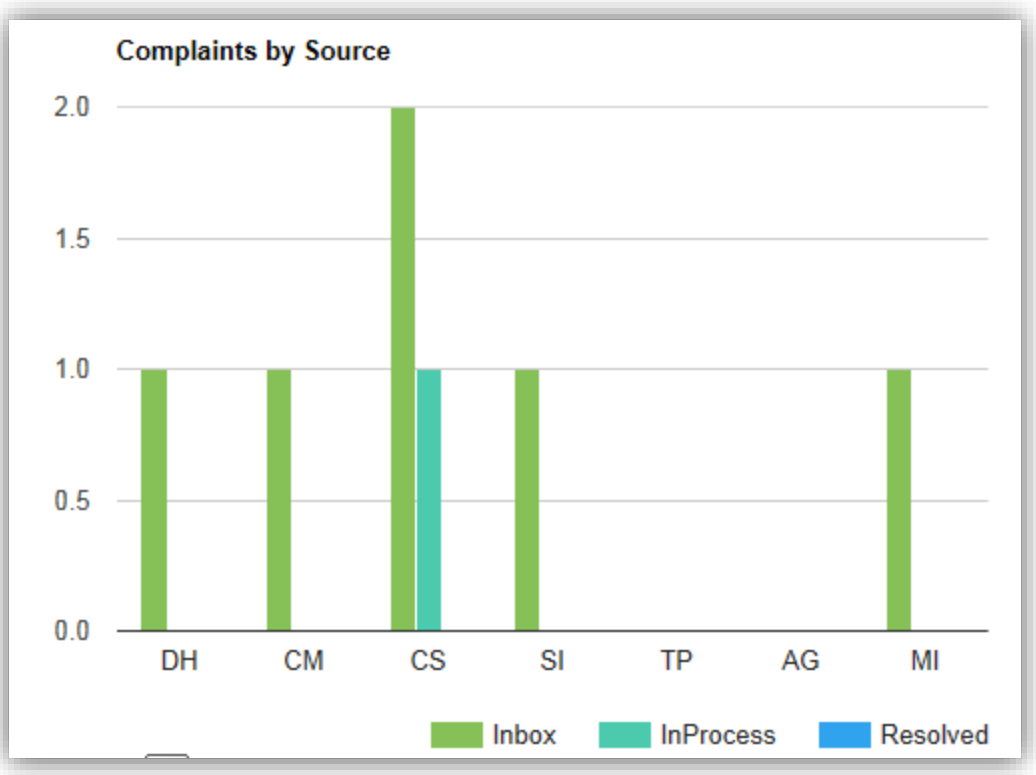

- System displays record of ‘Complaint by Source’ in the form of bar graph.
- Point the cursor on ‘Source’ area, system displays the complaints count.
- Click on a ‘Source’ area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in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

Complaint by Type

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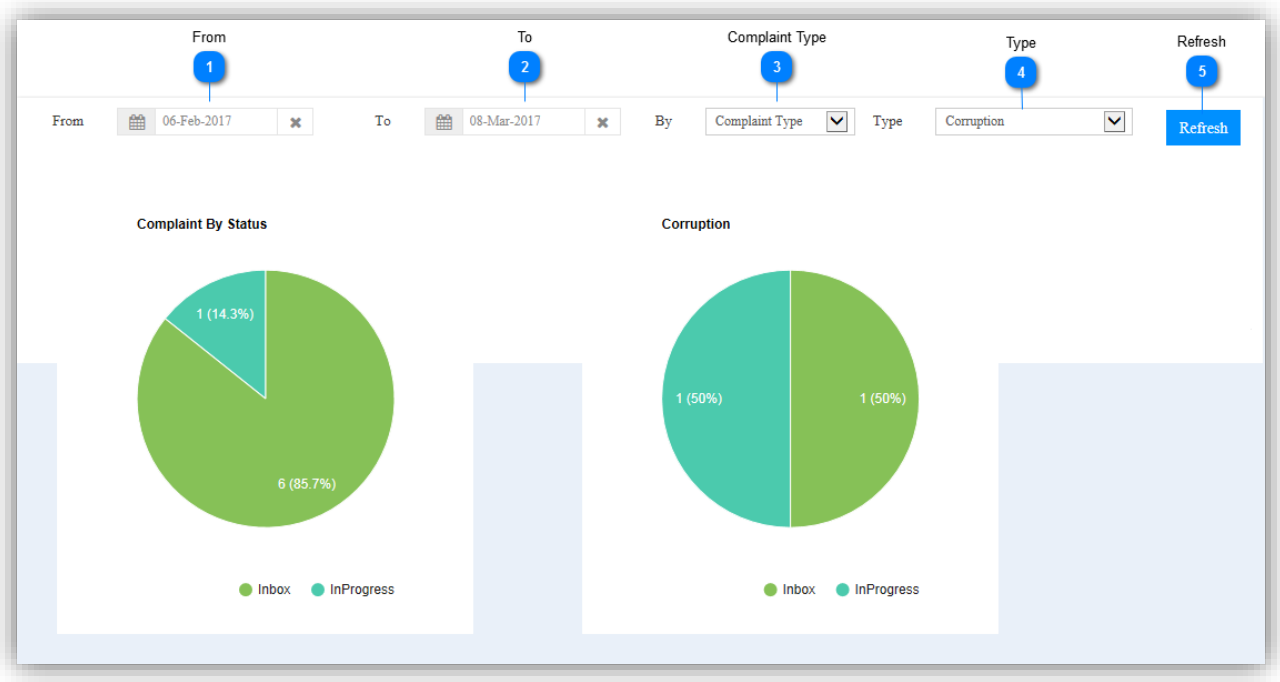

Search Criteria

1

From

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

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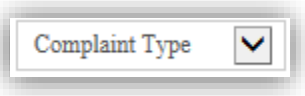
3 Complaint Type



- 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

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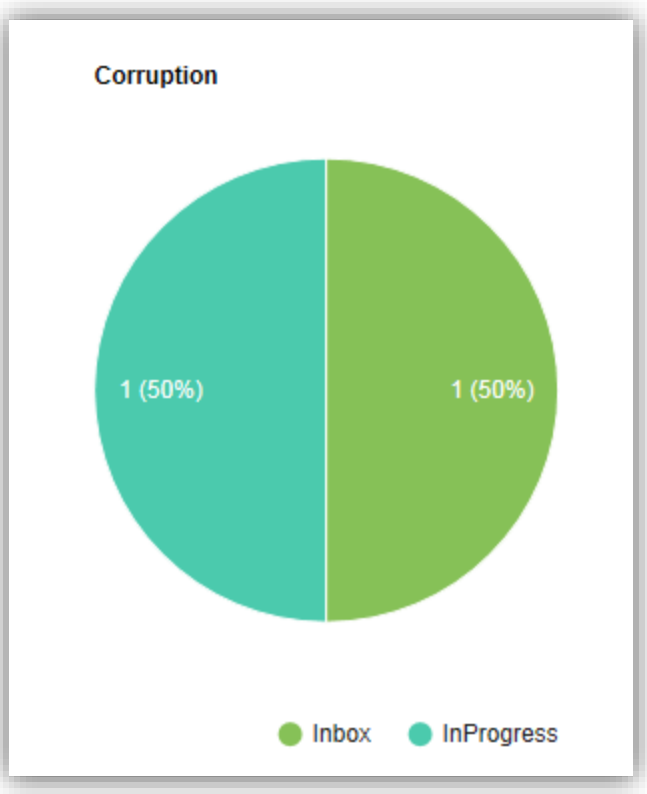

- System displays record of ‘Complaint by Type’ in the form of pie chart.
- Point the cursor on ‘Type’ area, system displays the complaints count.
- Click on a ‘Type’ area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid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

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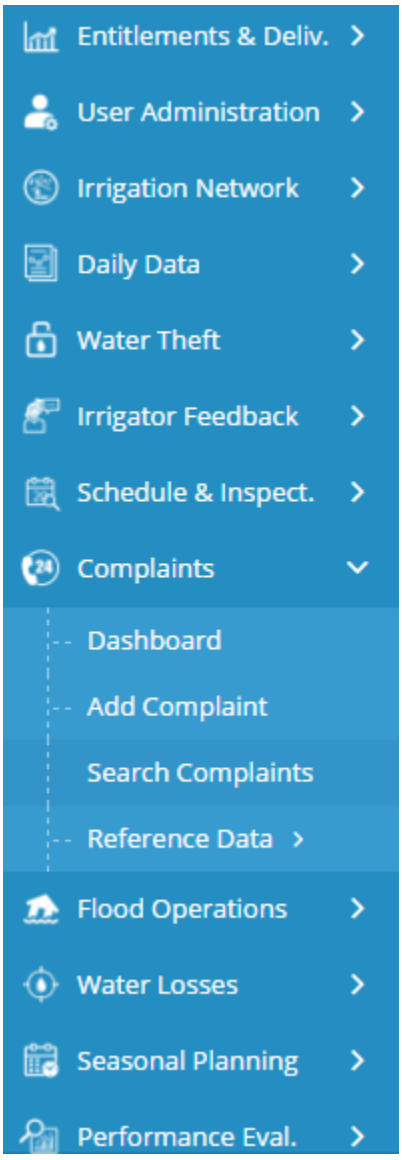
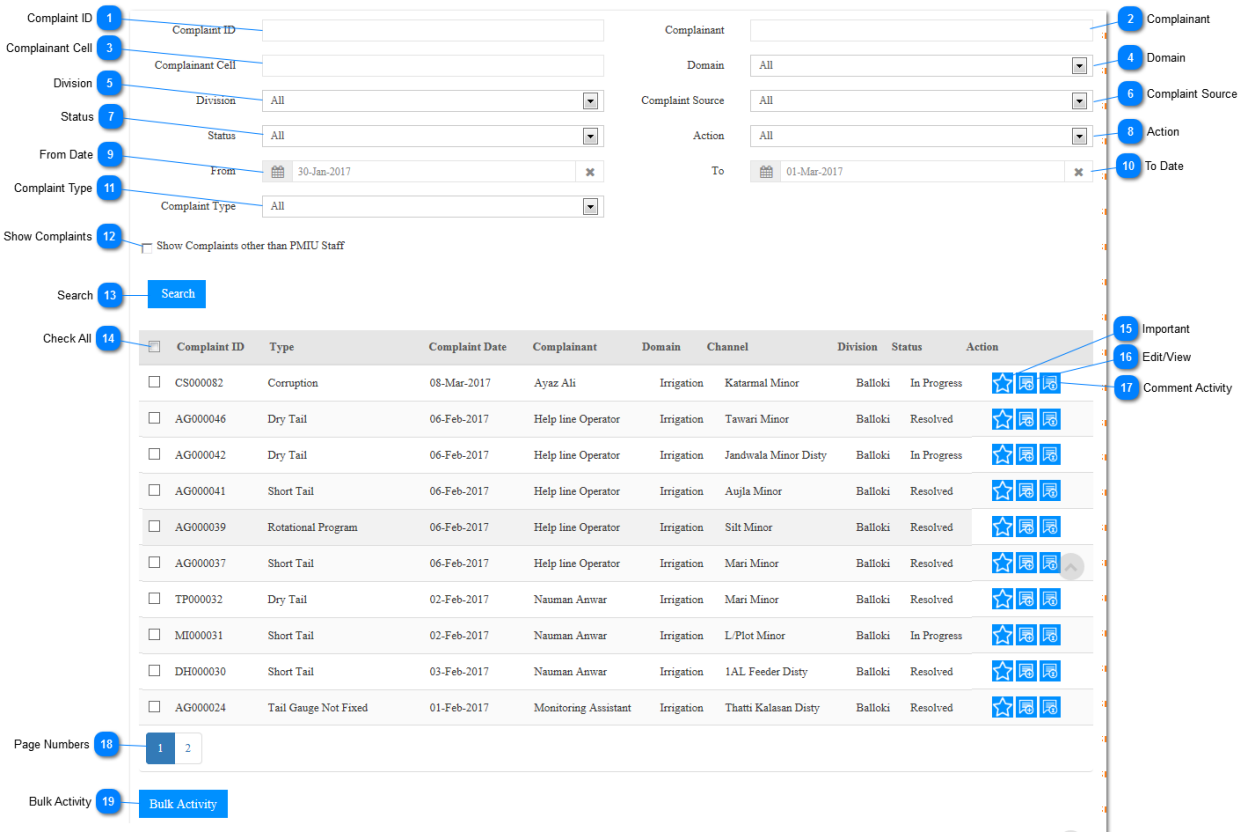
11. Search Complaints – ADM

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



© 2017, Designed and Developed by NESPAK



Search Criteria

1 Complaint ID

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

2 Complainant

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- 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

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- 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 filed.
- 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 filed.
- 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.

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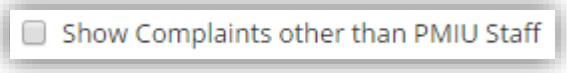
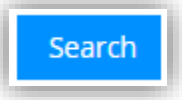
12 Show Complaints Other than PMIU Staff



- 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 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

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

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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**

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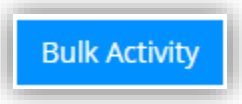
- Click on a page number to move to a specific page.

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

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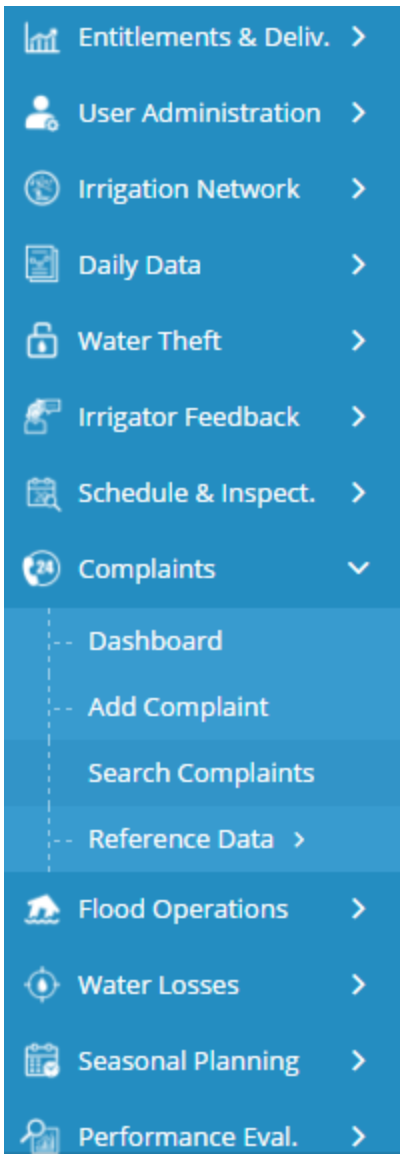
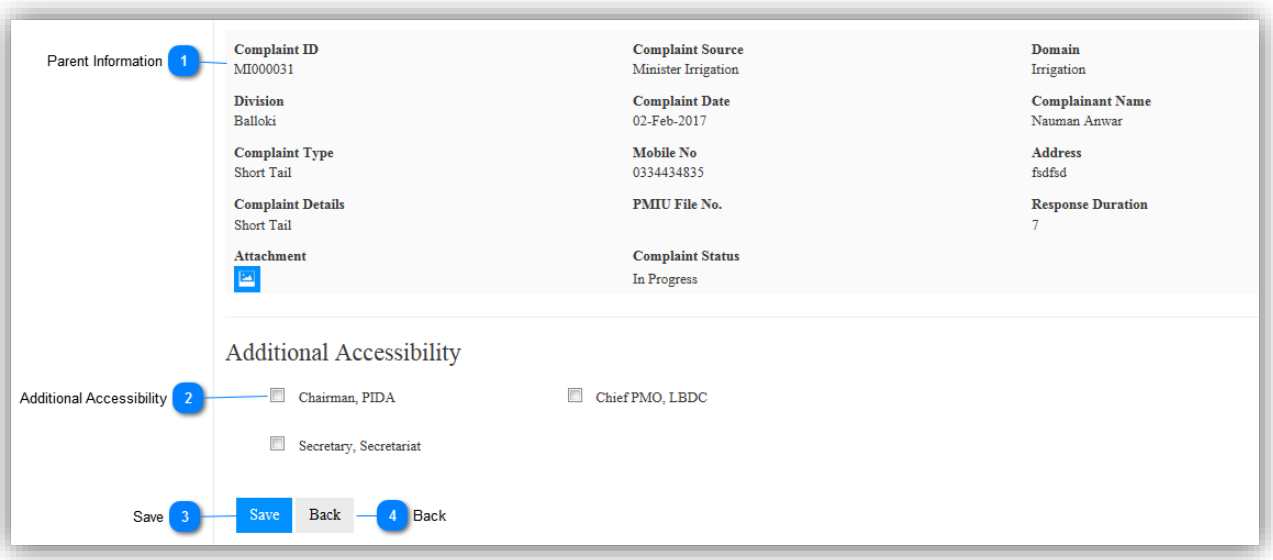
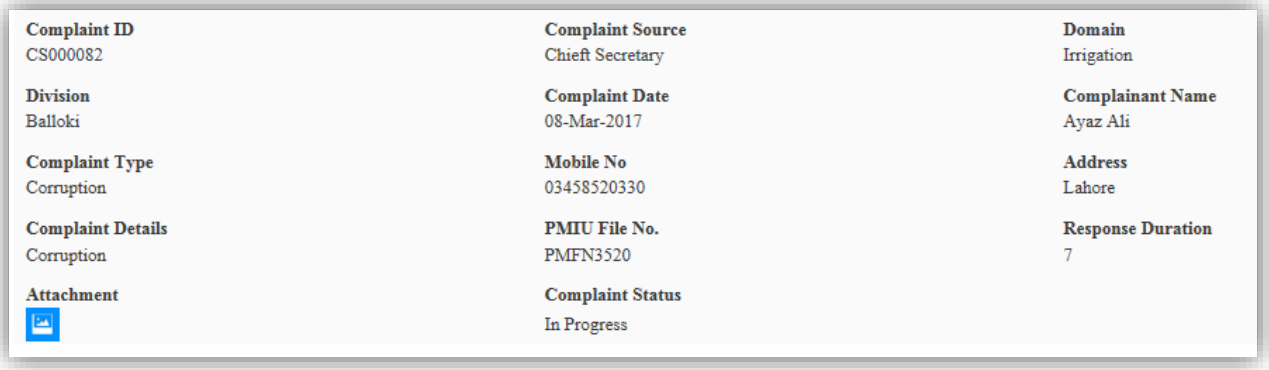


© 2017, Designed and Developed by NESPAK



1 Parent Information



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

2 Additional Accessibility

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

3 **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**

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

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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

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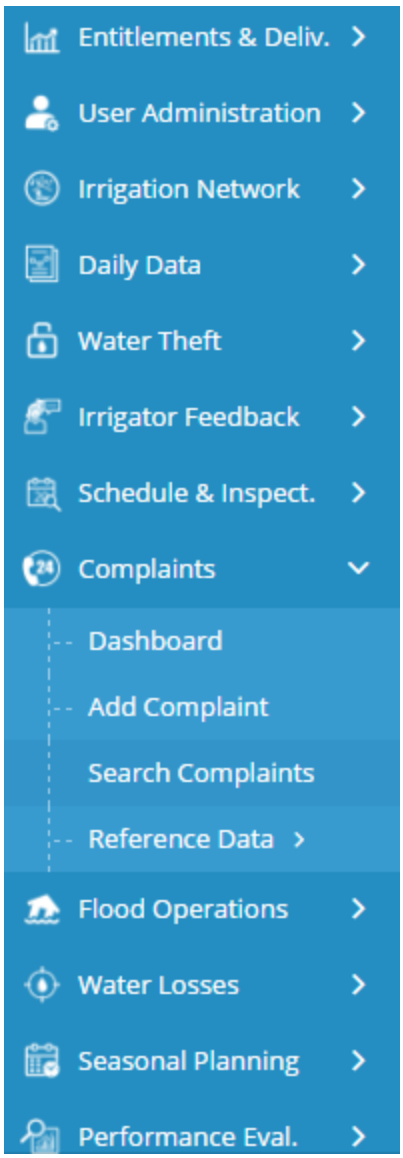

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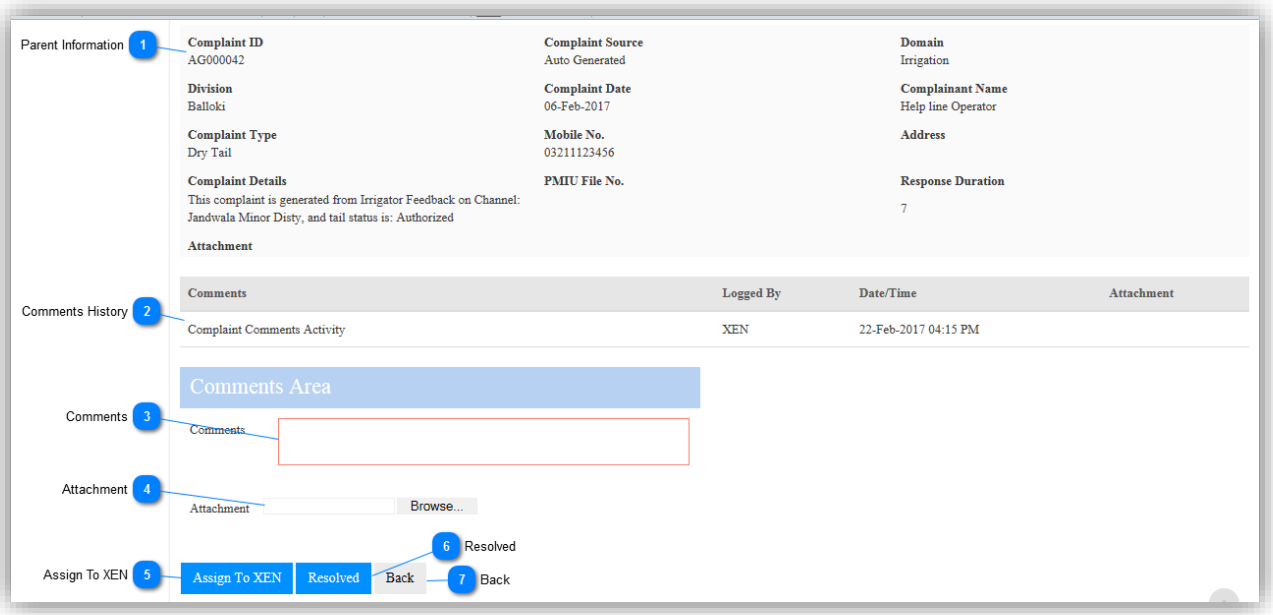

1 Parent Information

Complaint ID CS000082	**Complaint Source** Chieft 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	

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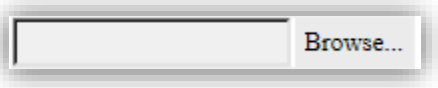
- User views the 'Comments History' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

3 Comments

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

4 Attachment

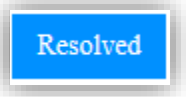


- Click on 'Browse' button.
- A dialogue box will open, select the file and click 'Open' button.
- The file name will appear in the text field.

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.

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7 Back

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

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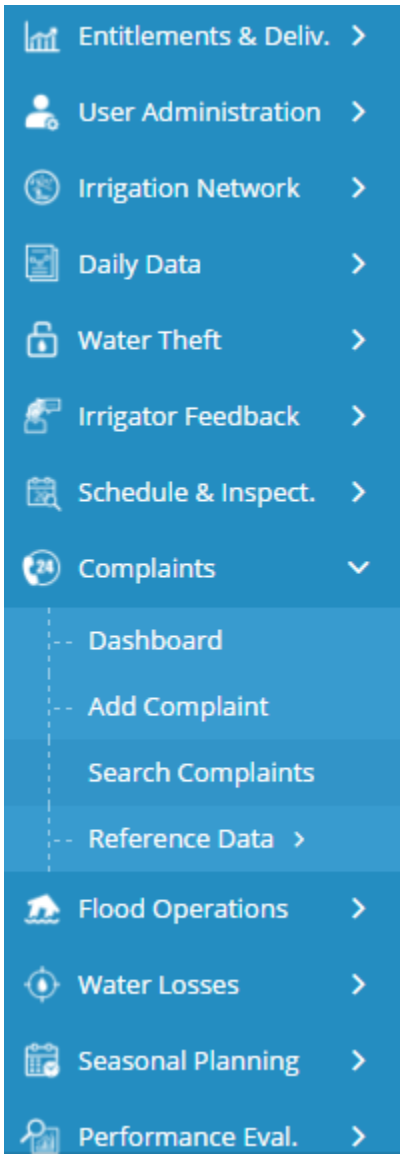
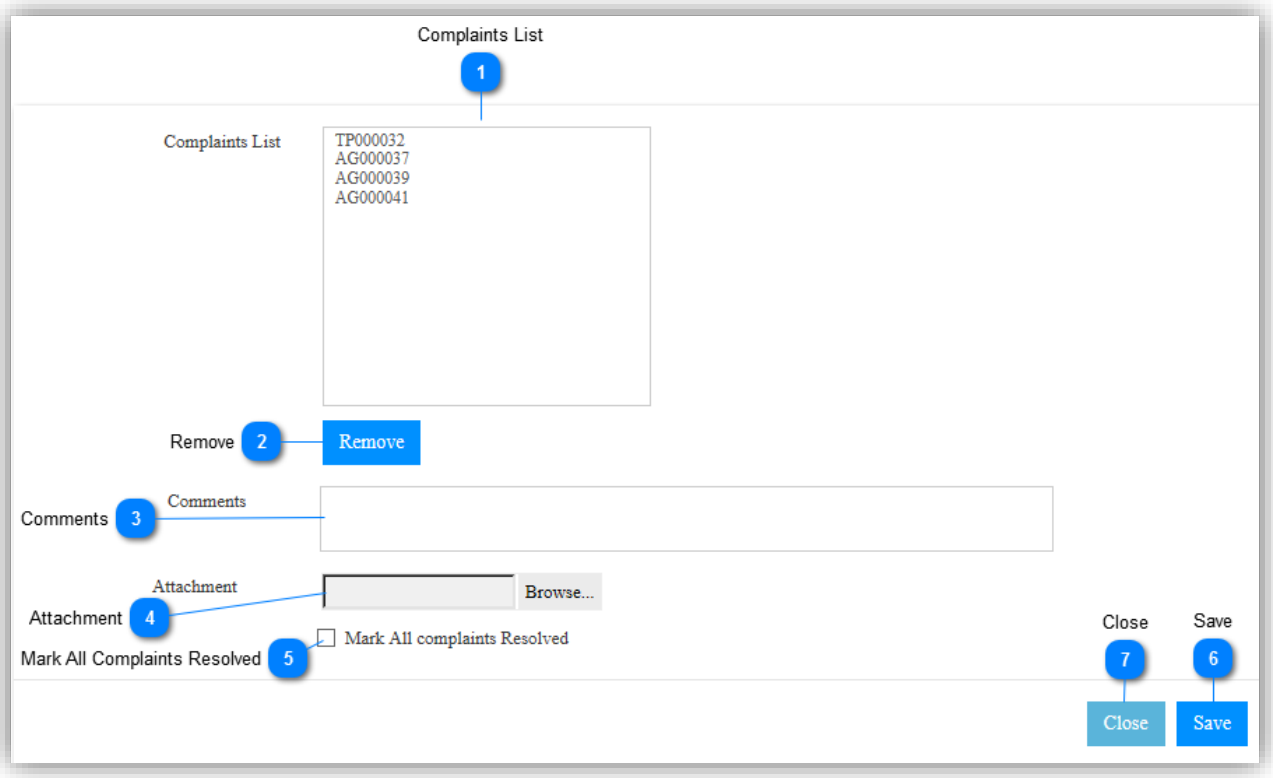
14. Bulk Activity - ADM

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

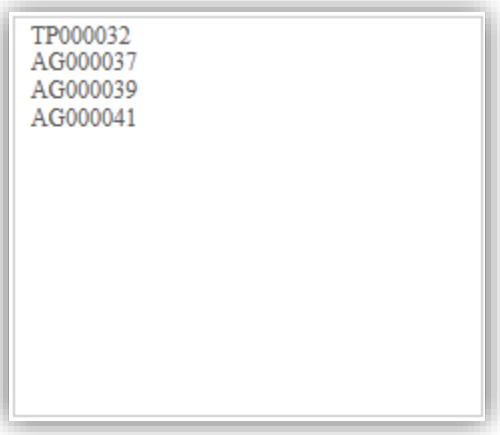
How to Access: Left Menu -> Search Complaint -> Bulk Activity



© 2017, Designed and Developed by NESPAK



1 Complaints List



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

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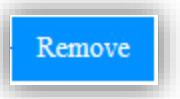
2

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.

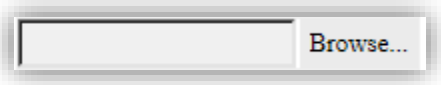
3

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

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- Click on ‘Save’ button.
- System saves the data into the database & displays a message “Records saved successfully”.

7 **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

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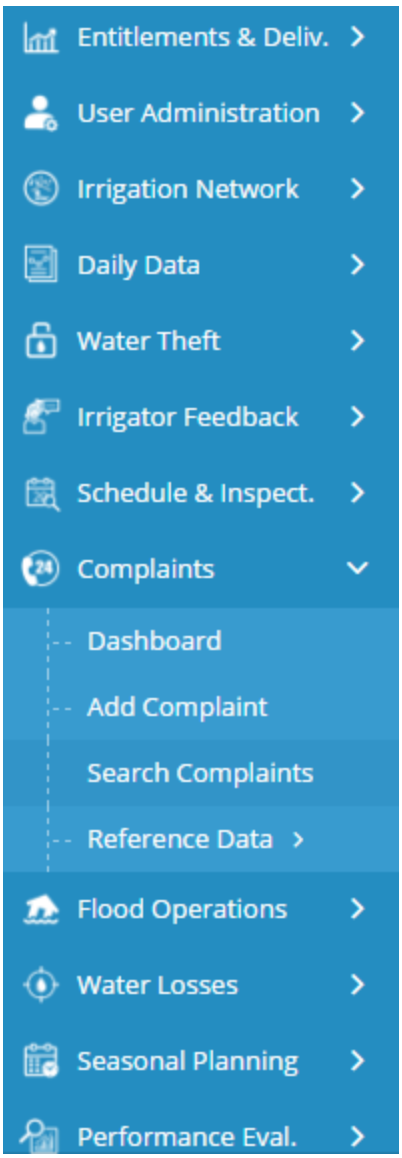
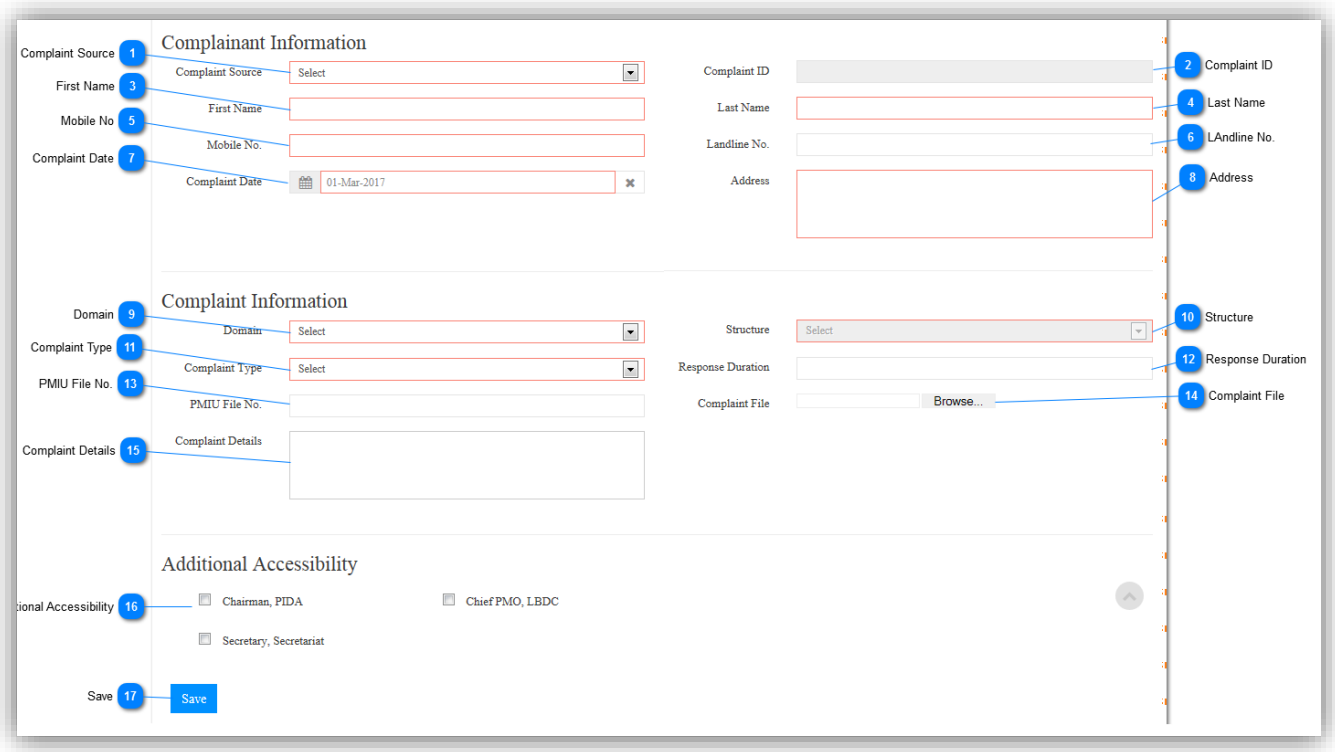


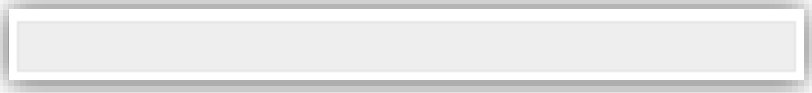
© 2017, Designed and Developed by NESPAK



1 Complaint Source

- 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.

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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**

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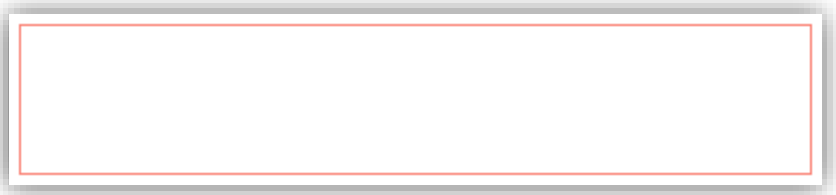
- By default, current date appears in the 'Complaint Date' text field.
- To select other date, click on Complaint Date text filed.
- Date calendar appears, select date from the date calendar.
- To remove the date, click on Cross button along with Complaint Date text field.
- 'Complaint Date' is a required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

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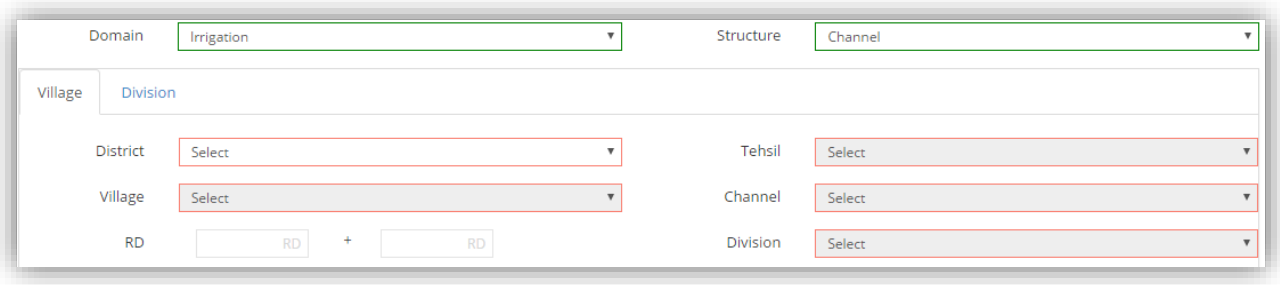
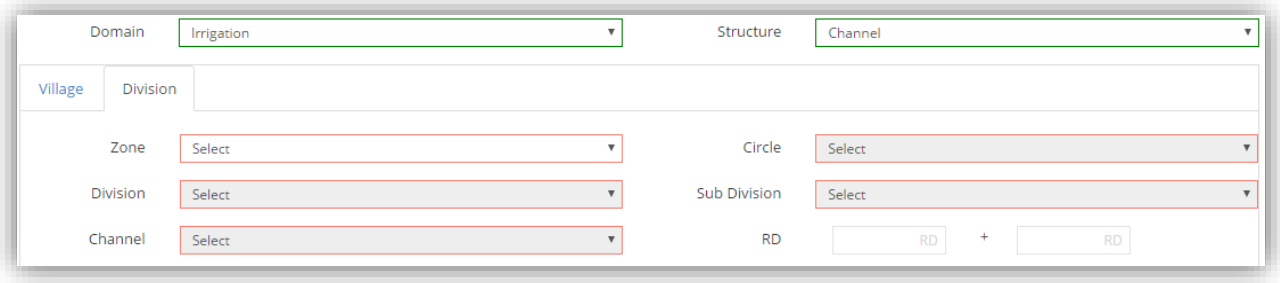


Division Tab



11 Complaint Type

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

12 Response Duration

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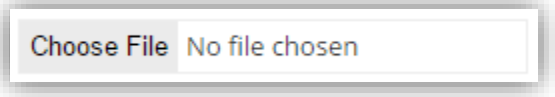
- ‘Response Duration’ is auto populated from reference data.
- User can edit the response duration.

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**

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

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comments.

17 **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

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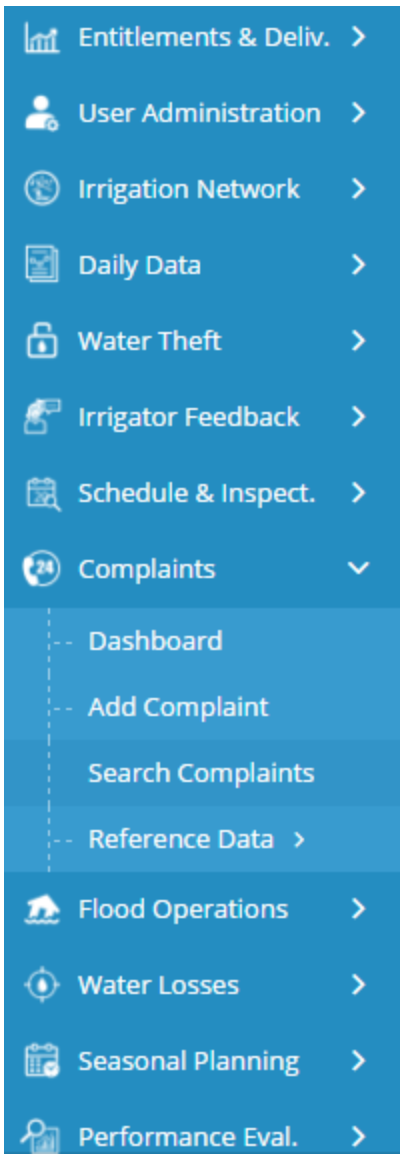

Complaint by Source

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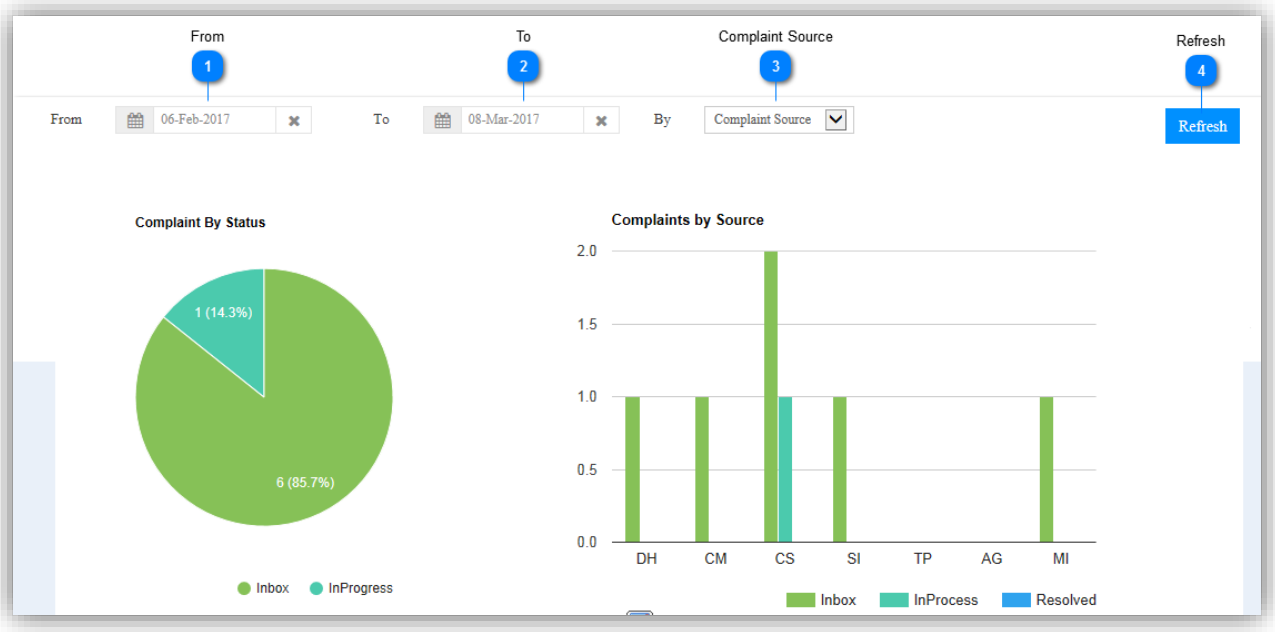
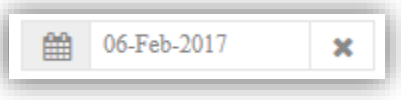


Search Criteria

1

From



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

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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

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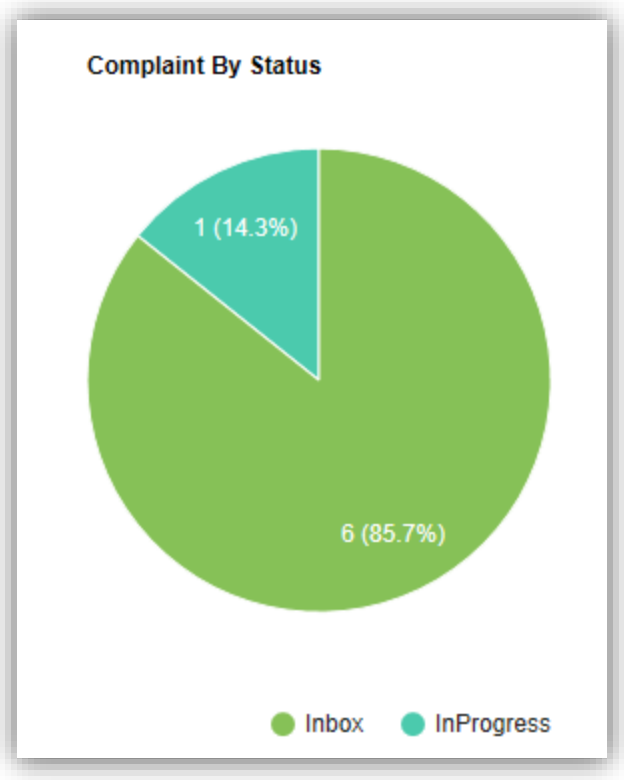

- System displays record of ‘Complaint by Status’ in the form pie chart.
- Point the cursor on ‘Status’ area, system displays the complaints count.
- Click on a ‘Status’ area at pie chart, system moves the user to search screen.
- System displays the complaints record against selected criteria in the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

6 Complaint Source

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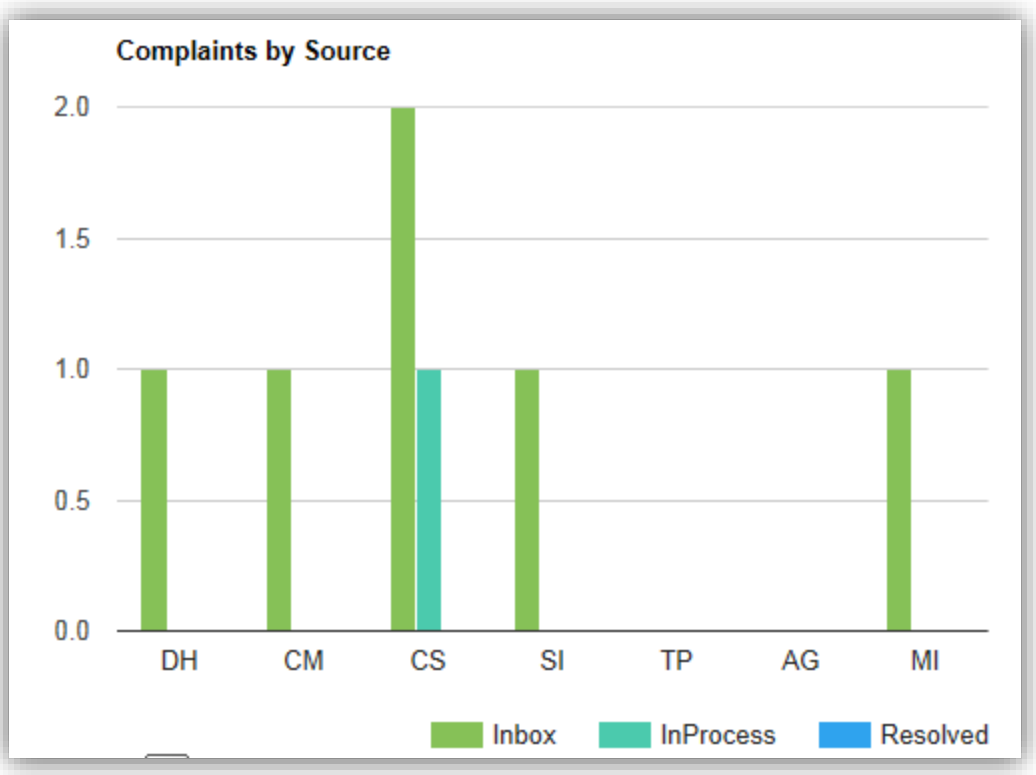

- System displays record of ‘Complaint by Source’ in the form of bar graph.
- Point the cursor on ‘Source’ area, system displays the complaints count.
- Click on a ‘Source’ area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in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

Complaint by Type

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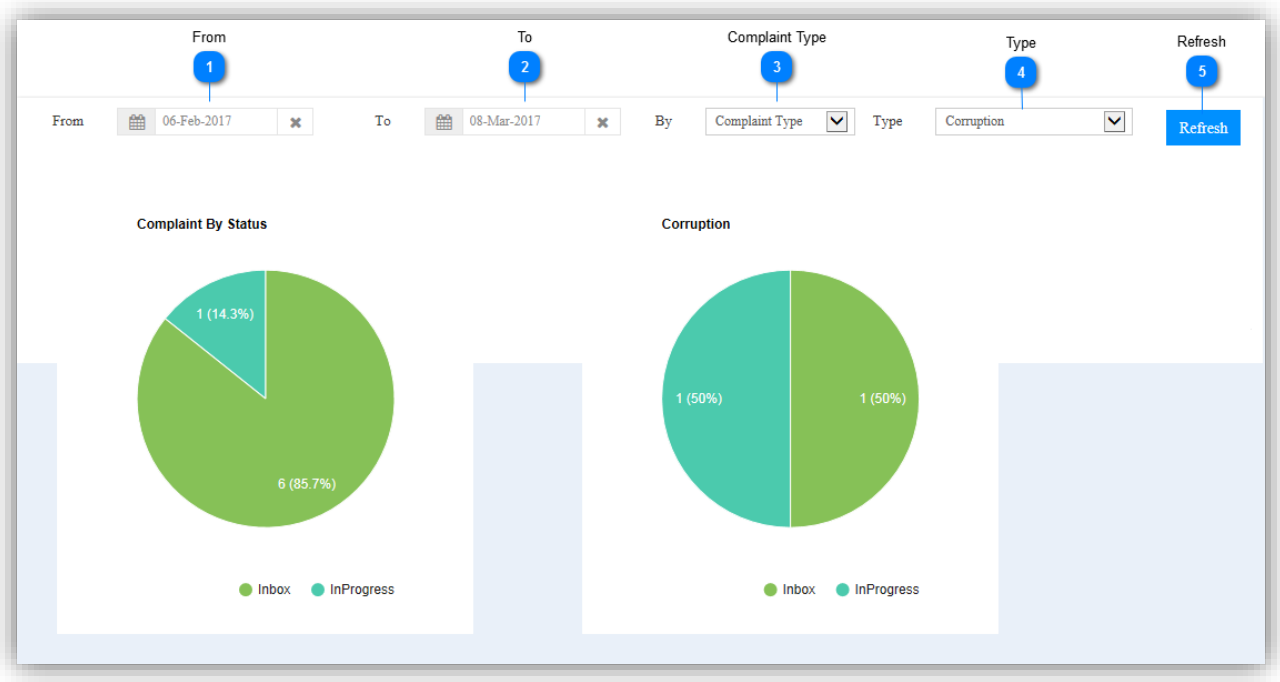

Search Criteria

1

From

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

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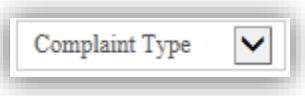
3 **Complaint Type**



- 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**

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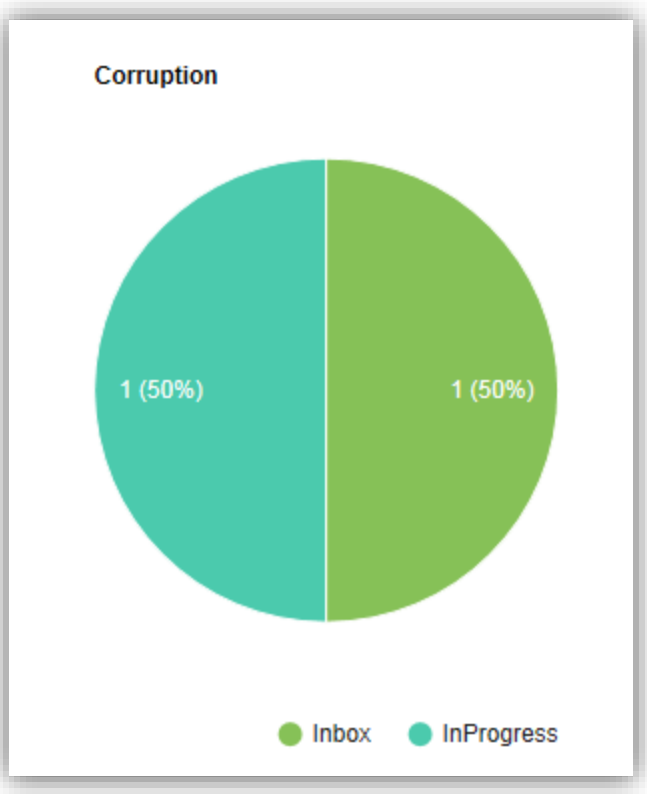

- System displays record of ‘Complaint by Type’ in the form of pie chart.
- Point the cursor on ‘Type’ area, system displays the complaints count.
- Click on a ‘Type’ area at bar graph, system moves the user to search screen.
- System displays the complaints record against selected criteria in the grid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

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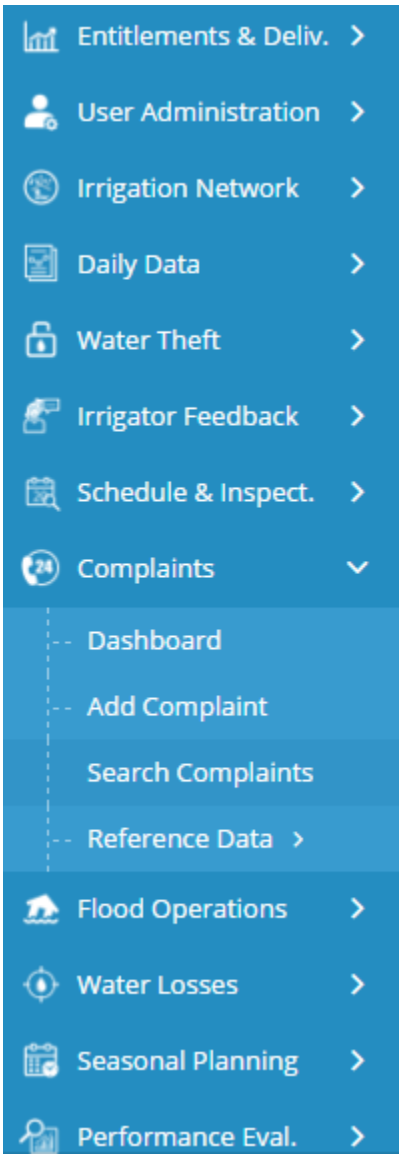
17. Search Complaints – DDH

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



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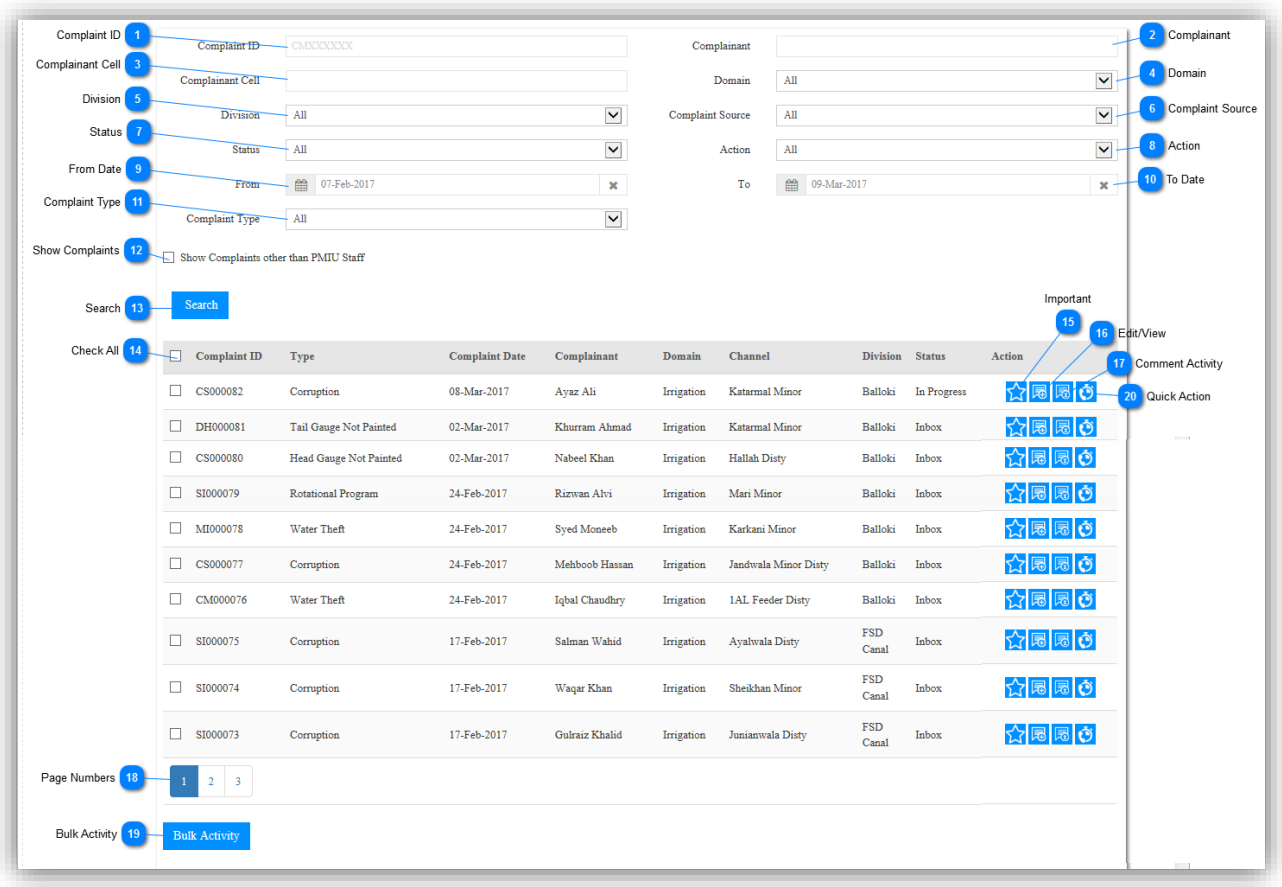

Search Criteria

1 Complaint ID

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

2 Complainant

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- 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.

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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 filed.
- 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 filed.
- 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**

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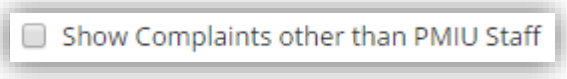
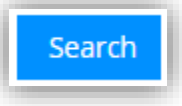
- Select ‘Complaint Type’ from the drop down.

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

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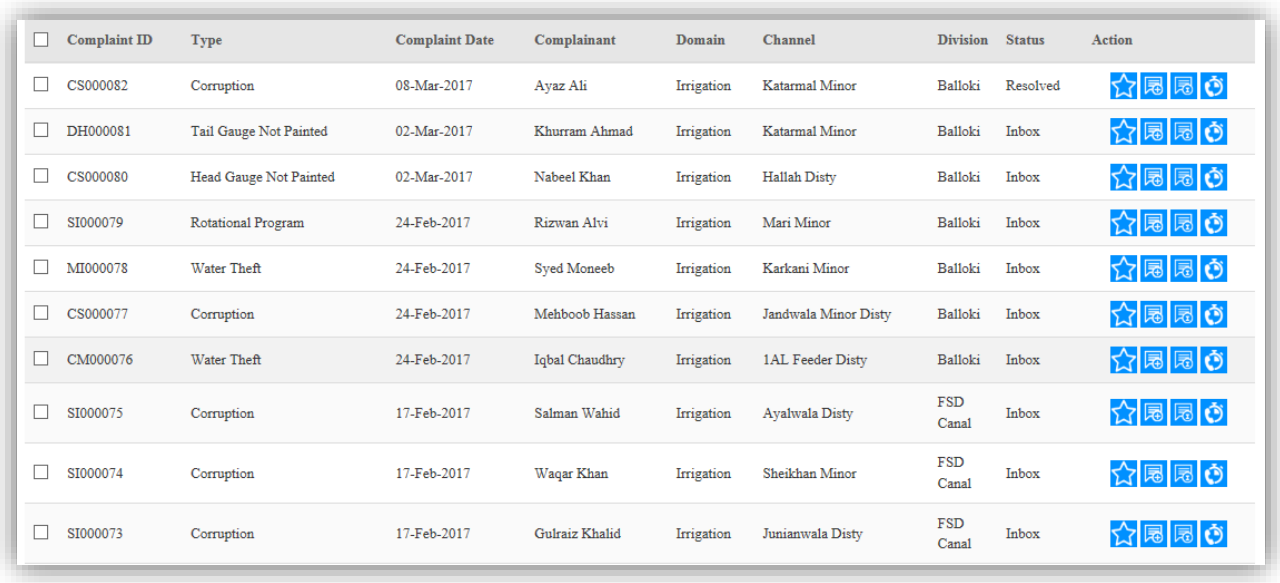

Complaint ID	Type	Complaint Date	Complainant	Domain	Channel	Division	Status	Action
CS000082	Corruption	08-Mar-2017	Ayaz Ali	Irrigation	Katarmal Minor	Balloki	Resolved	
DH000081	Tail Gauge Not Painted	02-Mar-2017	Khurram Ahmad	Irrigation	Katarmal Minor	Balloki	Inbox	
CS000080	Head Gauge Not Painted	02-Mar-2017	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	1AL 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	

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

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- 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.

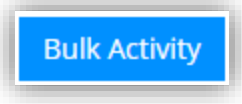
18 **Quick Action**

- 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.

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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

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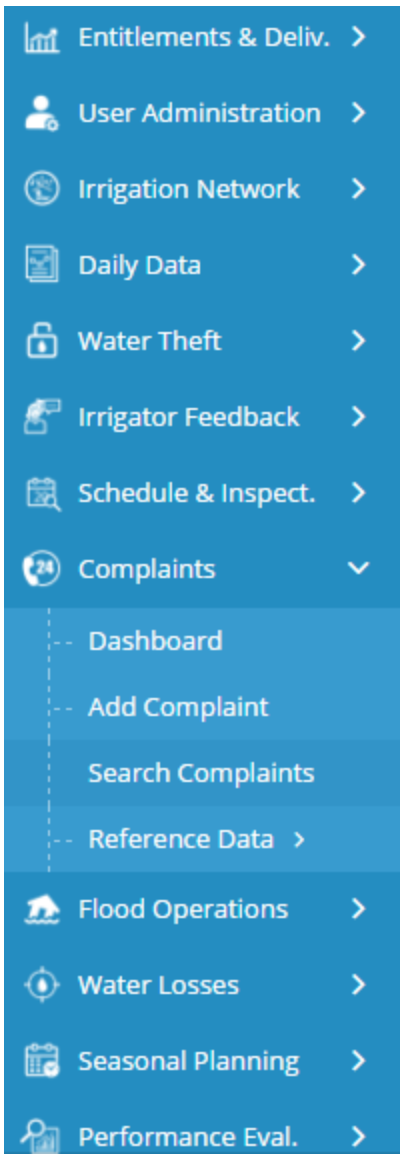
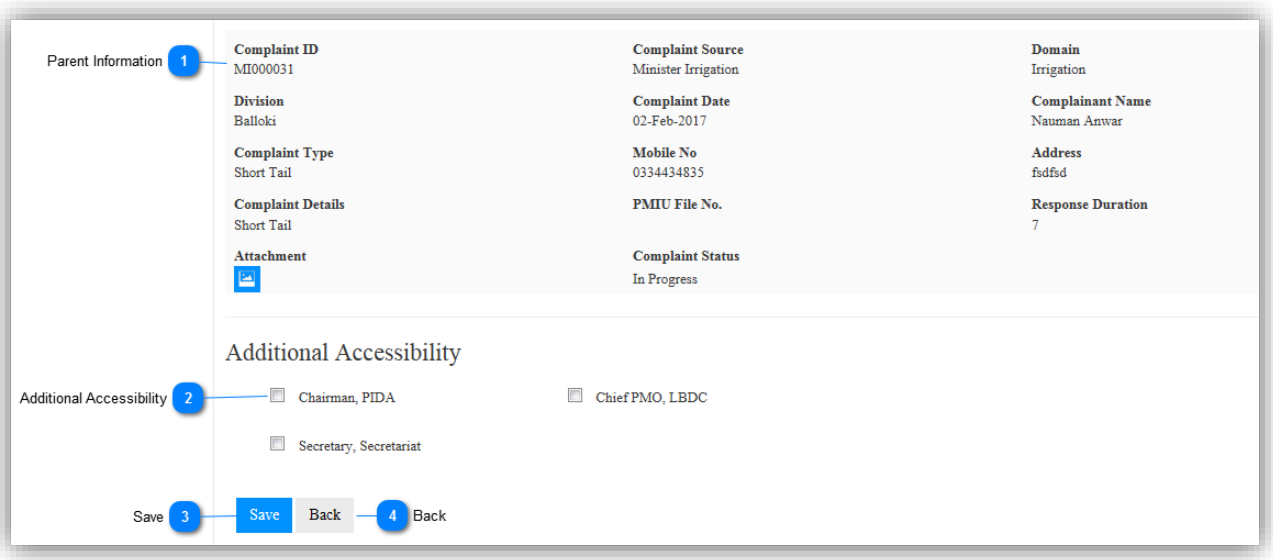
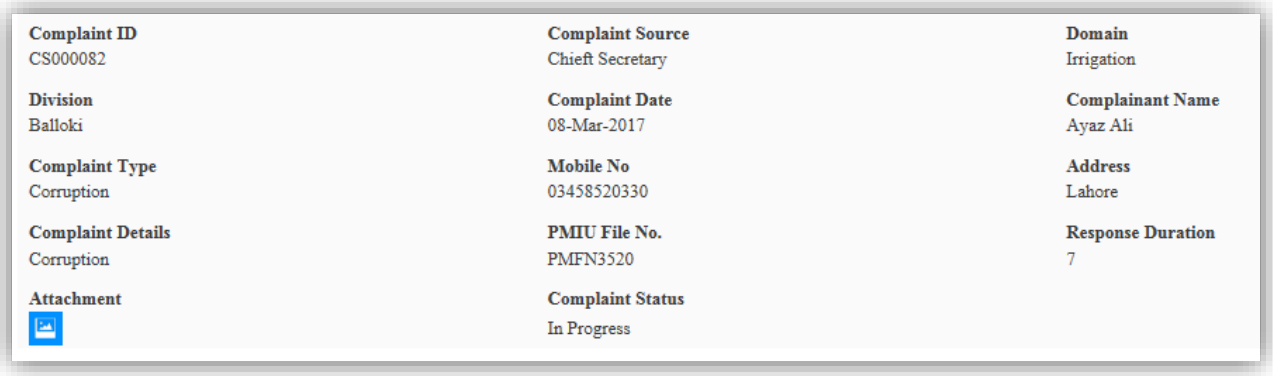


© 2017, Designed and Developed by NESPAK



1 Parent Information



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

2 Additional Accessibility

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

3 **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**

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

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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

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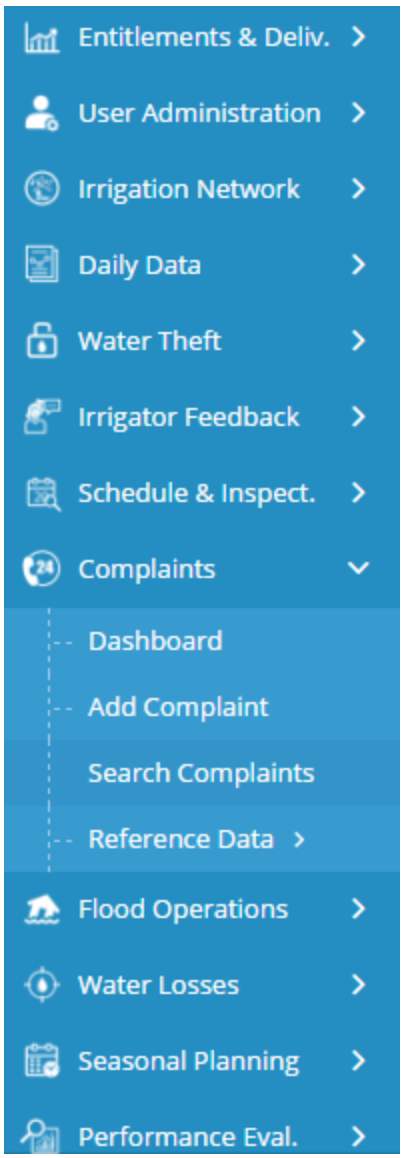
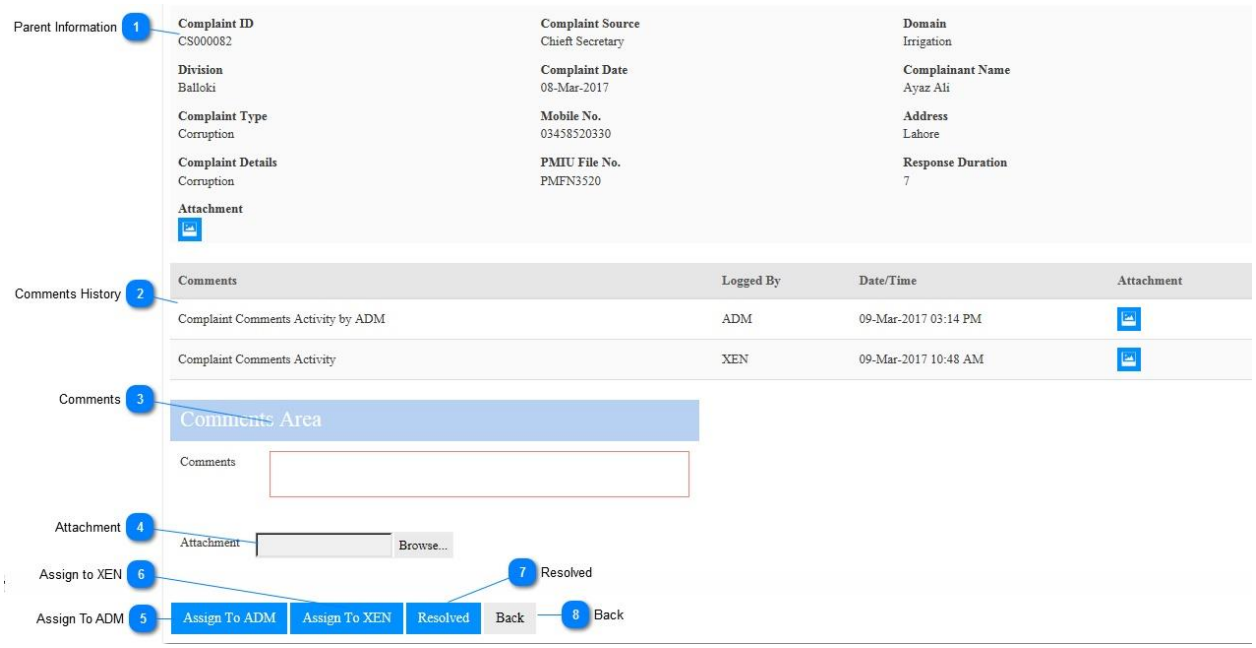


© 2017, Designed and Developed by NESPAK



1 Parent Information

Complaint ID CS000082	**Complaint Source** Chieft 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	

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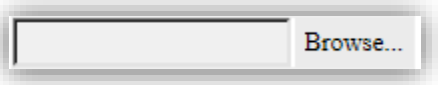
- User views the 'Comments History' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

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.

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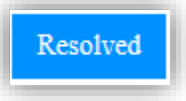
7

Resolved



- Click on ‘Resolved’ button to resolve the complaint.

8

Back

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

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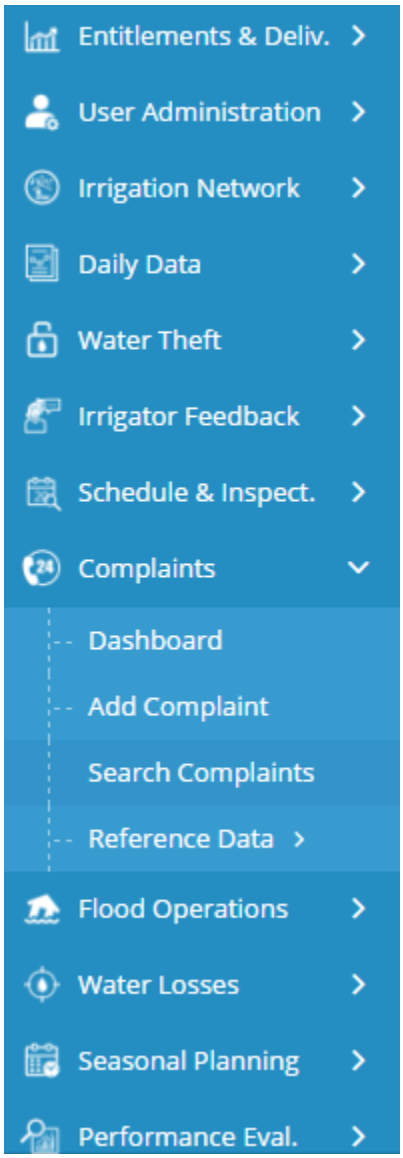
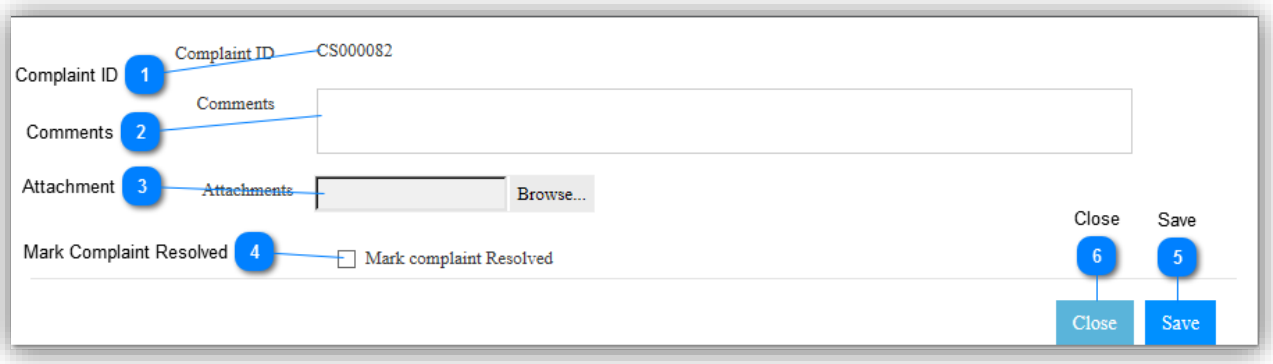
20. Quick Action - DDH

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

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



© 2017, Designed and Developed by NESPAK



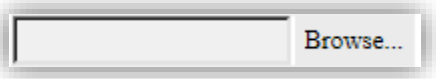
1 Complaint ID

- 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

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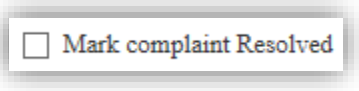
4

Mark Complaint Resolved



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

5

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 Quick Action.

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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

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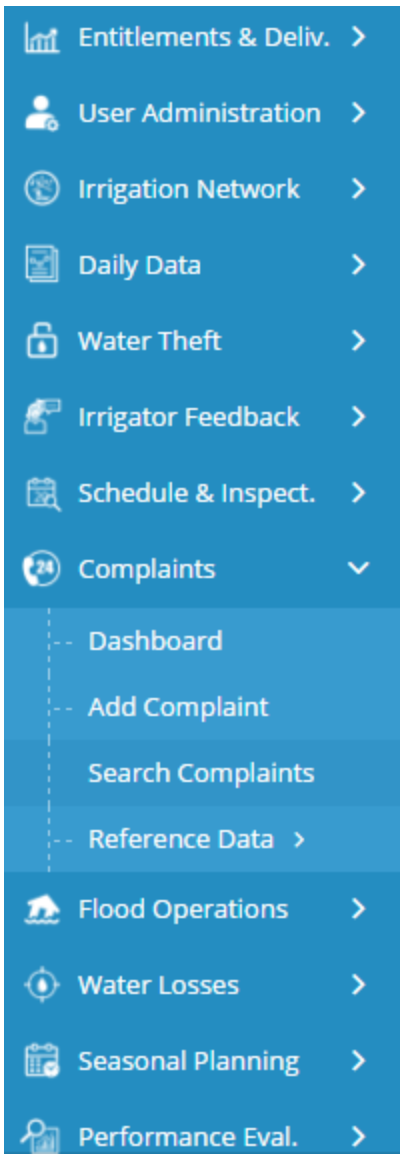
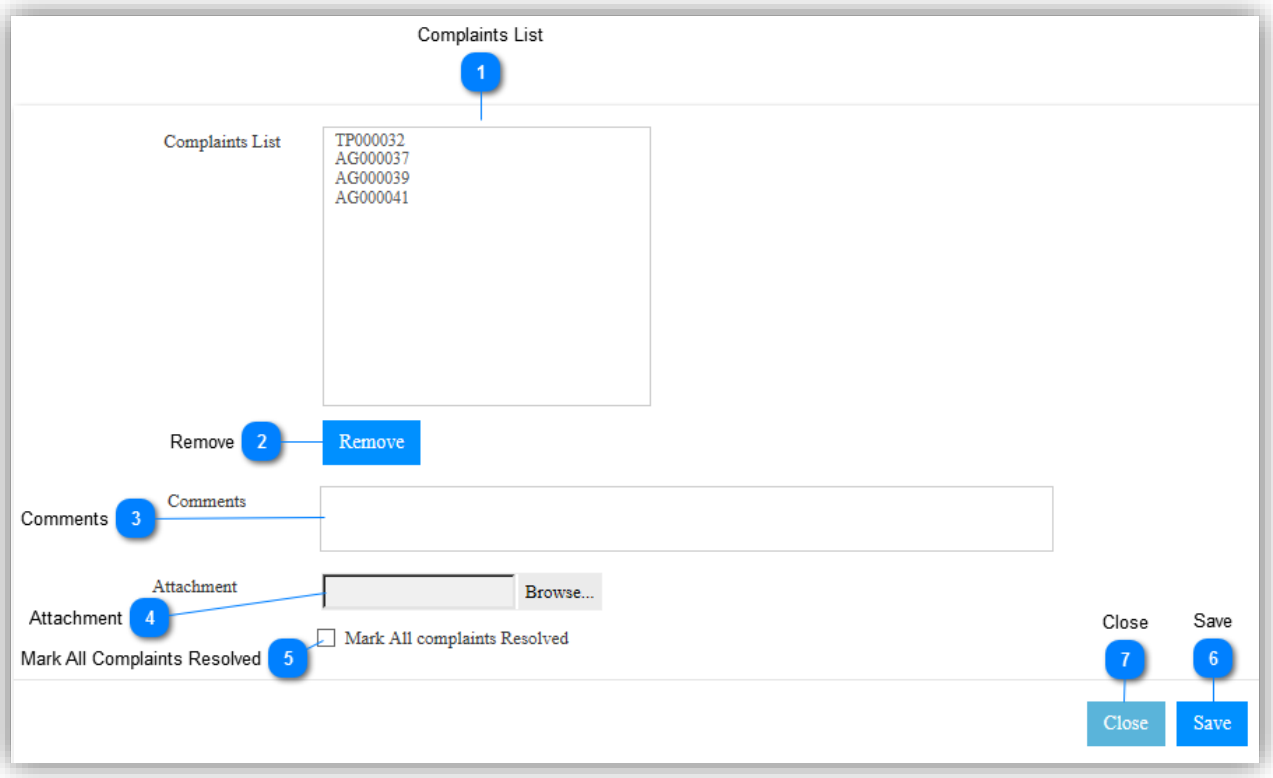
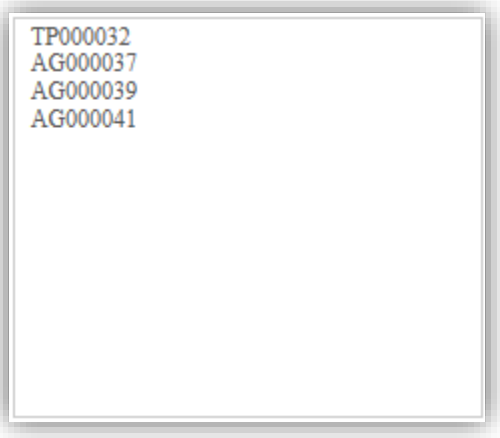


© 2017, Designed and Developed by NESPAK



1 Complaints List



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

2 Remove

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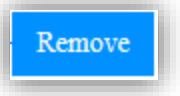
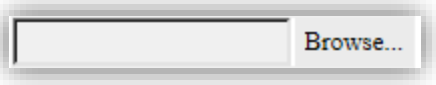


- Select one or more complaints in the ‘Complaints List’ list box.
- Click on ‘Remove’ button to remove the selected complaints from the ‘Complaints List’ list box.

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.

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

7 **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

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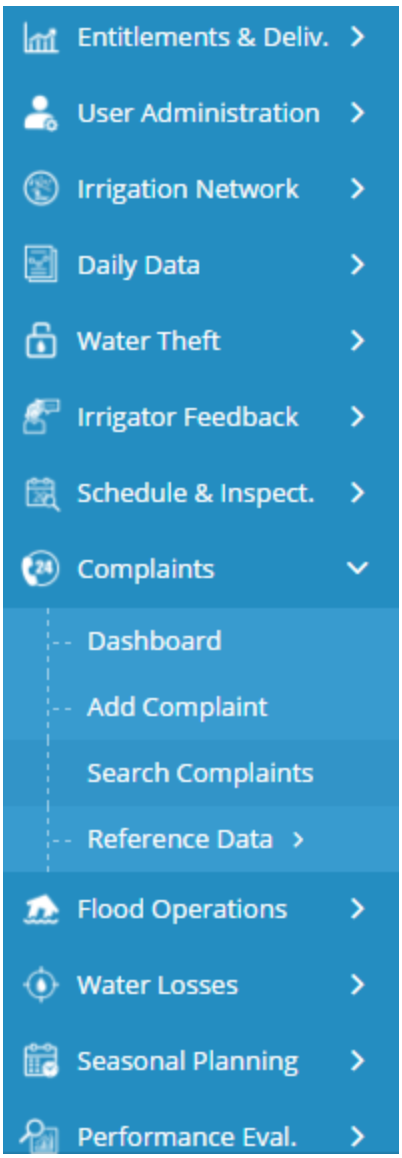

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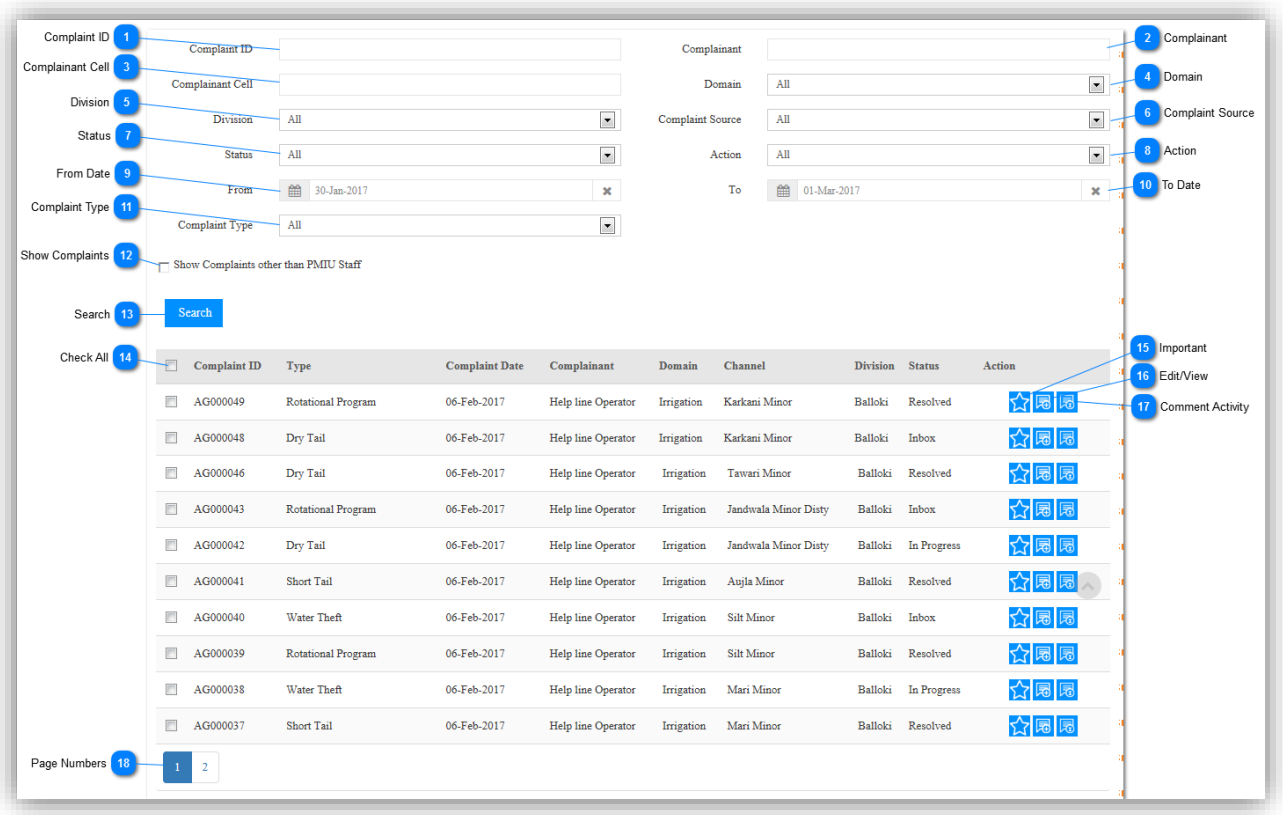

Search Criteria

1 Complaint ID

- 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.

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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

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- 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 filed.
- 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 filed.
- 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

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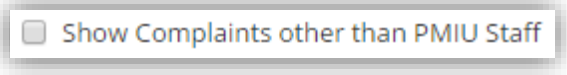
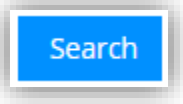


- Click on 'Show Complaints other than PMIU Staff' check box.
- System will display complaints record logged by other than PMIU staff.

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 that are currently assigned to him or the complaints for which he has been added in the additional accessibility.
- The user will also be able to add additional accessibility users.

Search Result

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	
AG000048	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Karkani Minor	Balloki	Inbox	
AG000047	Rotational Program	06-Feb-2017	Help line Operator	Irrigation	Tawari Minor	Balloki	Inbox	
AG000046	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Tawari Minor	Balloki	Inbox	
AG000045	Short Tail	06-Feb-2017	Help line Operator	Irrigation	Alpa Minor	Balloki	Inbox	
AG000044	Water Theft	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000043	Rotational Program	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000042	Dry Tail	06-Feb-2017	Help line Operator	Irrigation	Jandwala Minor Disty	Balloki	Inbox	
AG000041	Short Tail	06-Feb-2017	Help line Operator	Irrigation	Aujla Minor	Balloki	Inbox	
AG000040	Water Theft	06-Feb-2017	Help line Operator	Irrigation	Silt Minor	Balloki	Inbox	

Actions against retrieved data

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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.

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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

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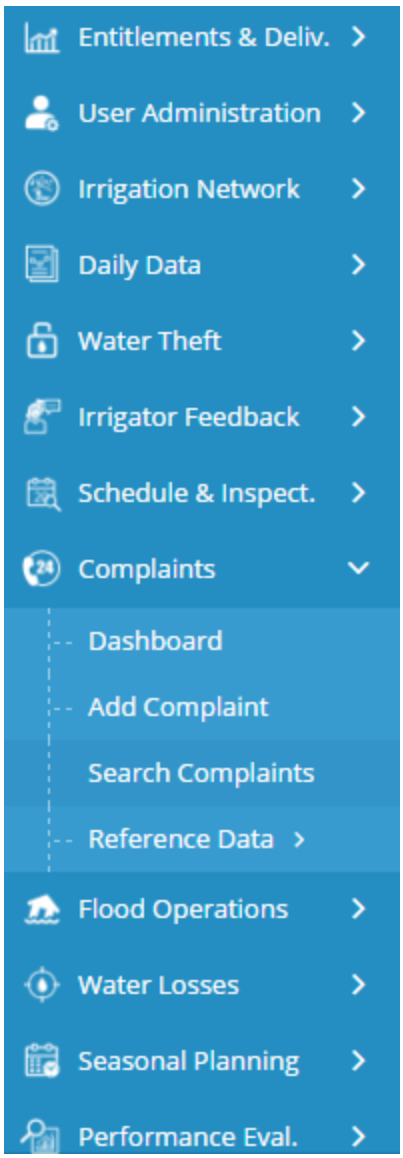
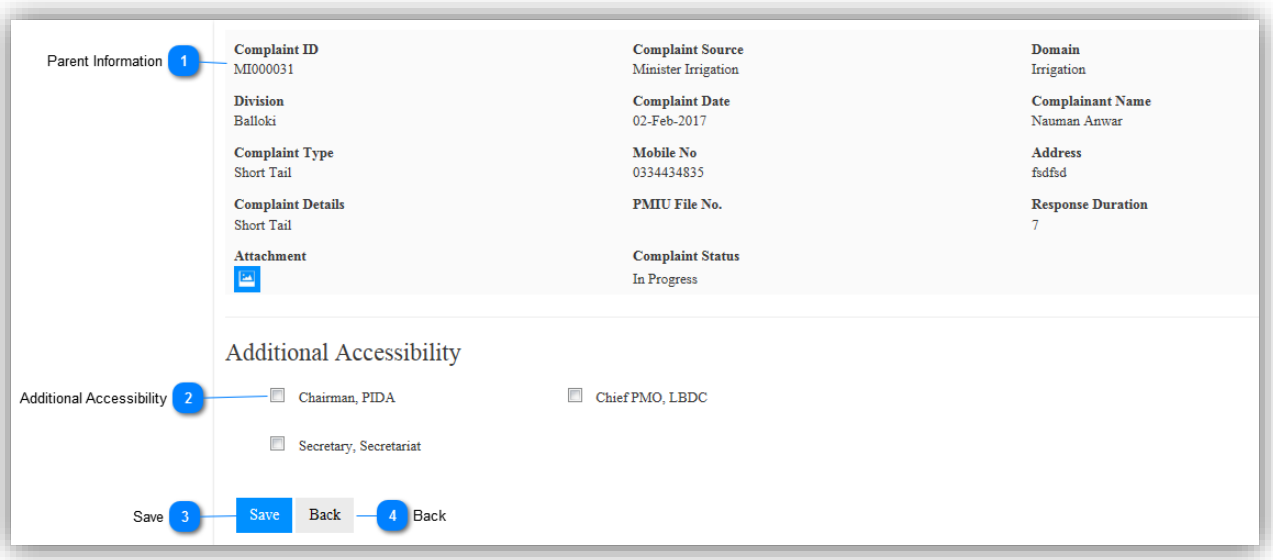
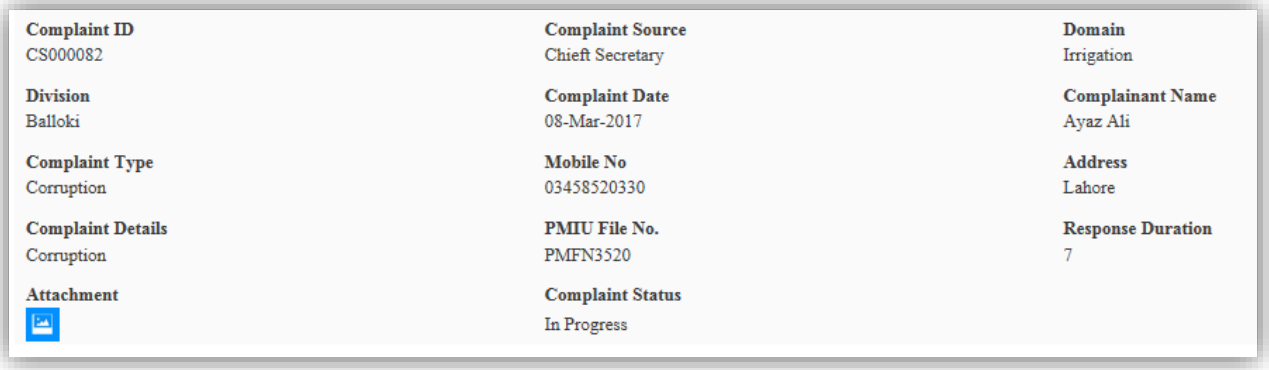


© 2017, Designed and Developed by NESPAK



1 Parent Information



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

2 Additional Accessibility

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

3 **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**

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

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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

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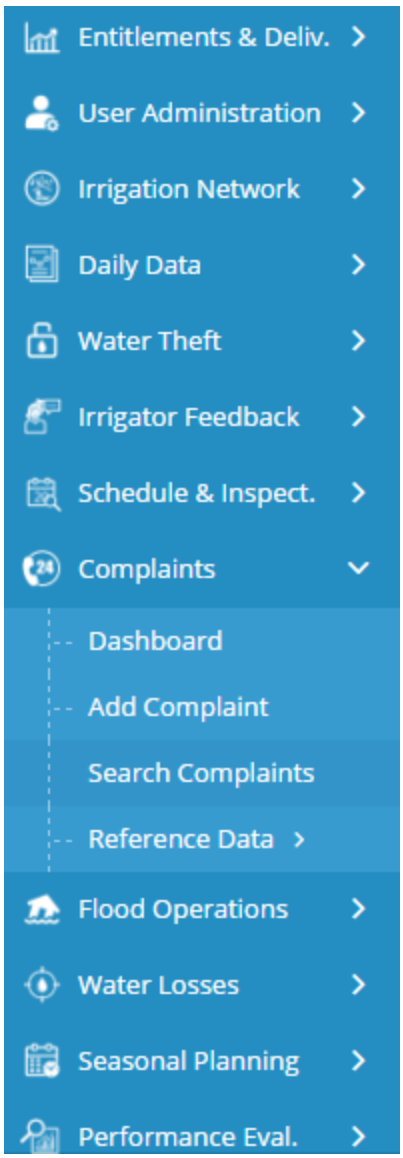
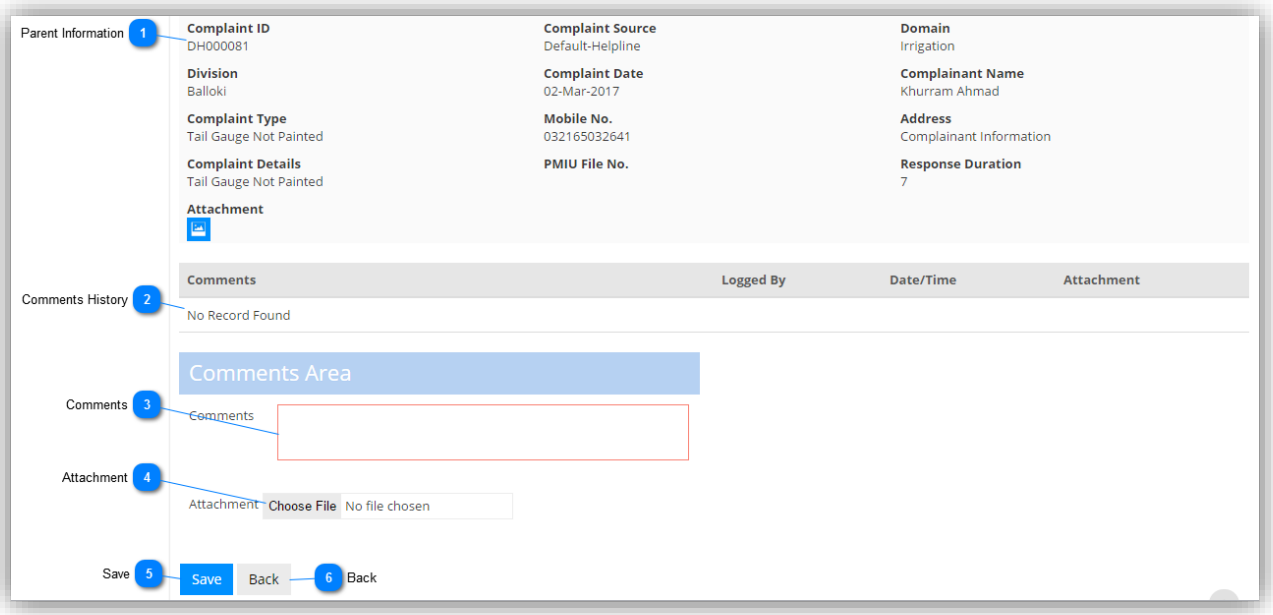
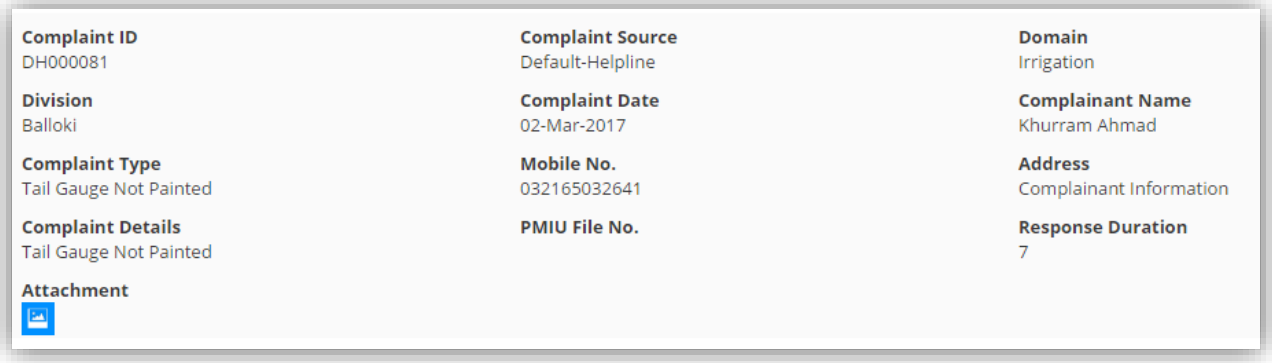


© 2017, Designed and Developed by NESPAK



1 Parent Information



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

2 Comments History

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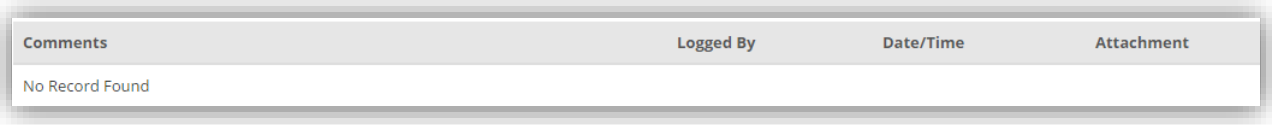
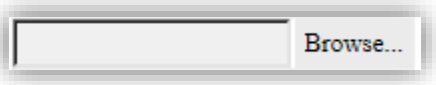


- User views the 'Comments History' in read only form.
- Click on image icon under Attachment to view the uploaded image/file.
- If no comments are added, system displays message 'No Record Found'

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

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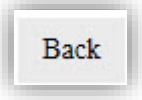

- By clicking on the ‘Back’ button, system moves the user to Search Complaints screen.

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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

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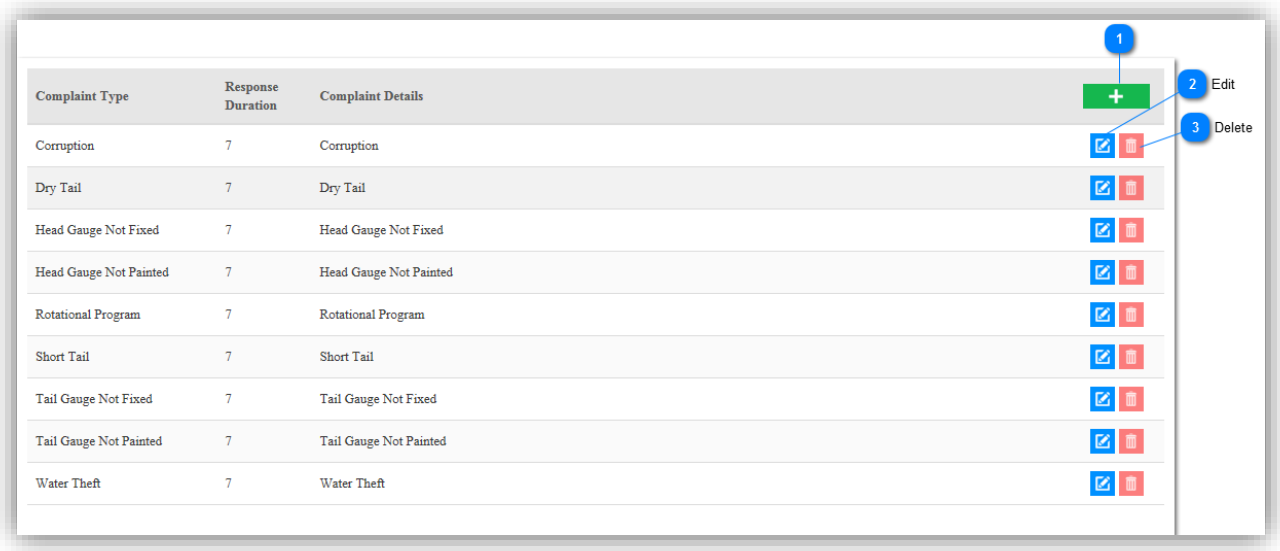

Complaint Type	Response Duration	Complaint Details
Corruption	7	Corruption
Dry Tail	7	Dry Tail
Head Gauge Not Fixed	7	Head Gauge Not Fixed
Head Gauge Not Painted	7	Head Gauge Not Painted
Rotational Program	7	Rotational Program
Short Tail	7	Short Tail
Tail Gauge Not Fixed	7	Tail Gauge Not Fixed
Tail Gauge 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.

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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

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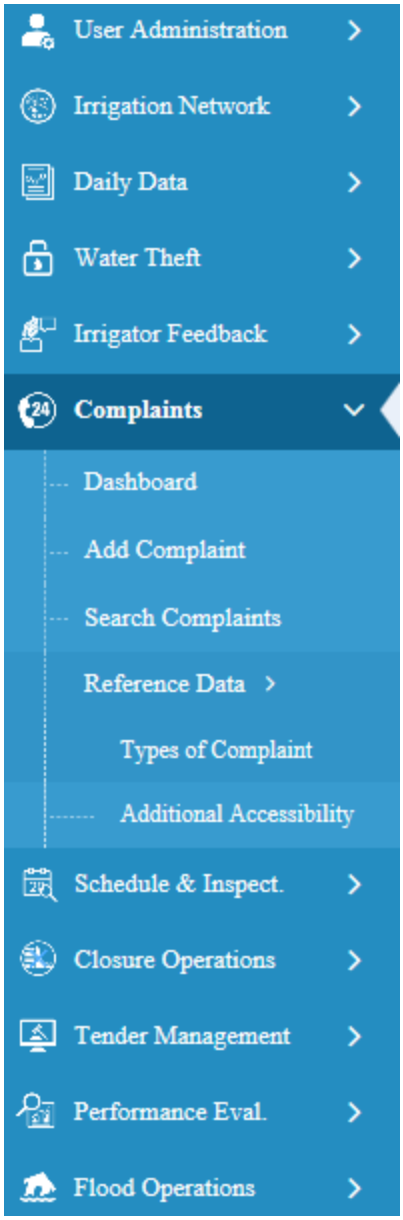

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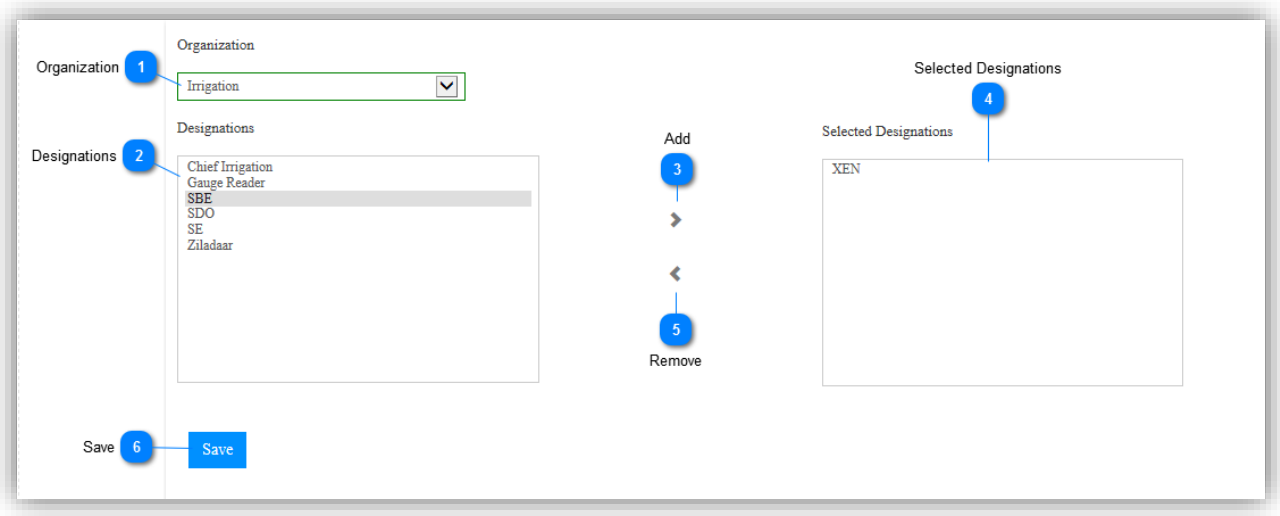

1 Organization

- 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.

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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**

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- Click on ‘Save’ button.
- System saves the data into the database & displays a message “Records saved successfully”.
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