Complaint & Feedback Management System

FREQUENTLY ASKED QUESTIONS

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ABOUT SHAFAF

What is Shafaf ?

*(Shafaf is an Urdu language word which means '**Transparent**')*

Shafaf is a **Complaint & Feedback Management System**.

It is web-based, highly advanced and yet most easy-to-use complaint system ever designed.

Shafaf is a highly useful and reliable complaint management system using state of art intelligent software technologies with an urge to promote transparency and accountability within the work of organizations.

Which Type Of Organization Can Use Shafaf ?

Shafaf can be used by all those organizations willing to value beneficiary / client complaints and feedback. These include the following:

- Civil Society Organizations / Non-profits / Charities
- International Humanitarian Organizations
- Networks / Consortiums / Alliances
- Government Agencies / Departments / Projects
- Corporate Firms
- Other Relevant Organizations

USING SHAFAF

Is it Easy to Use Shafaf ?

Yes, using Shafaf is as easy as using Facebook or Linkedin. Shafaf can easily be used by a person with basic computer literacy and knowledge.

On Which Type of Computers and Devices Shafaf Can be Used ?

Shafaf can easily be used on all types of computers such as desktops, laptops, tablets and all handheld devices accessing internet through standard web browsers.

Which Type of Staff Should be Given Responsibility to Manage / Use Shafaf ?

Shafaf is designed to manage complaints and feedback of beneficiaries, clients, staff, contractors and general public. Whosoever staff if designated to manage / deal with complaints and feedback received by the organization, should use Shafaf. For example concerned staff of Quality and Compliance Department, Monitoring Department and Human Resources Department shall use Shafaf.

How Many User Accounts Shafaf Allows to Each User Organization ?

Shafaf can allow 3 user accounts per user organization as follow:

#	Type of User Account / Login Account	Who Ideally Should Use This Account	Details
1	System Administrator Account	any staff from senior management	with full rights and access to the software
2	General Account	any staff responsible for handling general complaints	for registering and managing general complaints *(with functional access & right)*
3	Staff Account	any staff responsible handling staff complaints	for registering and managing staff complaints *(with functional access & rights)*

BENEFITS OF USING SHAFAF

What Benefits an Organization Can Have While Using Shafaf ?

While using Shafaf, organization can have following benefits:

- Save valuable time wasted on managing complaints manually
- Ensure full transparency and accountability while managing complaints
- Generate years old complaints reports within seconds
- Keep all sensitive record of complaints fully secure
- Receive feedback on performance / efficiency of the organization
- Build trust with stakeholders / clients / beneficiaries by quickly managing complaints
- Management of organization remains fully updated through notification system
- *Several other benefits*

Can The Credibility Of An Organization Increase While Using Shafaf ?

Yes, organization can enhance its credibility to a greater level by using Shafaf. The reason is that Shafaf is a highly transparent complaint response mechanism (CRM) and pushes the user organization to be very transparent while handling complaints and managing feedback. The more the organization is transparent; the more its credibility enhances.

Does Shafaf Also Help In Trust Building?

Yes, Shafaf helps organization a lot in nurturing trust among its beneficiaries and stakeholders. Shafaf keeps complainants fully updated about the status of their complaints by sending frequent auto SMS and Email notifications whenever there is some progress

towards their complaints. This regular feedback to the complainant softens the anger of complainant and he / she does not feel ignored and starts trusting organization systems and procedures which ultimately results in trust building.

ONLINE COMPLAINTS

Can People Send Online Complaints Through Shafaf ?

Yes, people can send their complaints online to the organization through Shafaf web portal assigned to the organization.

Can the Complainant Know that His / Her Online Complaint Has Been Received By the Organization ?

Yes, the complainant will receive the automated letter of acknowledgement on his / her E.mail address as soon as the complaint is successfully received by the organization.

Where the Organization Will Receive Complaints Sent Online ?

The organization will received online complaints on the E.mail address (s) assigned by the organization for receiving complaints.

ONLINE FEEDBACK

Can People Send Online Feedback Through Shafaf ?

Yes, people can send their feedback online to the organization through Shafaf web portal assigned to the organization.

Can the Person Know that His / Her Online Feedback Has Been Received By the Organization ?

Yes, the person will receive the automated letter of acknowledgement on his / her E.mail address as soon as the feedback is successfully received by the organization.

Where the Organization Will Receive Feedback Sent Online ?

The organization will received online feedback on the E.mail address (s) assigned by the organization for receiving feedbacks.

KNOWING COMPLAINT STATUS

Can The Complainants See The Current Status Of Their Complaints Through Website?

Yes, by visiting the Shafaf portal of the concerned organization, the complainants can see the current status of their registered complaint.

The complainant will simply be required to enter his/her correct ID / NIC number to see the current status of his / her complaint.
Add demo address

COMPLAINT REPORTS & GRAPHS

Can Shafaf Generate Different Reports Of Complaints Registered ?

Yes, Shafaf can generate many reports as following:

- Periodic Complaint Reports   *(Daily / Weekly / Monthly / Annually Etc.)*
- Area-Wise Complaint Reports   *(District-Wise / UC-Wise / Town-Wise Etc.)*
- Project-Wise Complaint Reports
- Gender-Wise Complaint Reports
- Vulnerability-Wise Complaint Reports
- Complaint Nature-Wise Complaint Reports
- Sensitivity-Wise Complaint Reports
- *Several Other Category Reports*

Can Shafaf Generate Different Graphs and Charts of Complaints ?

Yes, Shafaf can generate variety of complaint graphs and charts which can be used for making effective presentations and reports. The complaint graphs and charts can be developed for all the above-mentioned categories of complaint reports.

Can The Generated Reports and Graphs Be Exported Into Other Formats ?

Yes, all the generated reports and graphs can easily be exported to different formats, can be printed and can also be easily sent through E.mails.

SMS NOTIFICATIONS, REMINDERS & ALERTS

Can Complainants Receive SMS Notifications & Alerts ?

Yes, Shafaf sends Auto-SMS Notifications to the complainants on their cell phone number to keep them fully updated about the status of their complaints. These SMS Notifications are sent to the complainant at different stages such as following:

- When the complaint has been registered by the organization
- When the desk assessment has been completed
- When the investigation has been started
- When the investigation has been completed
- When the complaint status has been changed
- When the complaint has been resolved
- When the complaint has been closed
- *Several other Notifications*

In Which Language SMS Notifications are Sent to the Complainants?

SMS Notification are sent in local language of the complainant. The organization just has to once select the relevant language from the language options provided in the software and all the SMS Notifications will be sent in the selected language.

Can Organization Staff / Management Receive SMS Notifications & Alerts ?

Yes, Shafaf sends Auto-SMS Notifications to the staff / management of organization whose cell numbers has been added in the software for receiving SMS Notifications related to the complaints. A total of four cell numbers can be entered into Shafaf for receiving SMS Notifications and alerts.

Staff / Management will receive all the above-mentioned SMS Notifications. Organization has access to the software to choose which type of SMS Notifications can be sent to which cell number.

E.MAIL NOTIFICATIONS, REMINDERS & ALERTS

Can Complainants Receive E.Mail Notifications & Alerts ?

Yes, Shafaf sends Auto-E.mail Notifications to the complainants on their given E.mail addresses to keep them updated about the current status of their complaints. These E.mail Notifications are sent to the complainant at different stages such as following:

- When the complaint has been registered by the organization
- When the desk assessment has been completed

- When the investigation has been started
- When the investigation has been completed
- When the complaint status has been changed
- When the complaint has been resolved
- When the complaint has been closed
- *Several other Notifications*

Can Organization Staff Receive E.Mail Notifications & Alerts ?

Yes, Shafaf sends Auto-E.mail Notifications and alerts to the staff / management of organization whose E.mail addresses has been added for receiving E.mail Notifications related to the complaints. A total of four staff E.mail addresses can be entered into Shafaf for receiving E.mail Notifications and alerts. These E.mail Notifications are sent to the organization staff at different stages such as following:

- When a new complaint has been registered
- When the complaint has been resolved
- When complaint is pending to be resolved
- When no documents has been added to the complaint
- When complaint investigation record is incomplete
- When some complaint has been deleted from the system
- When the status of complaint has been updated
- When the complaint has been closed
- *Several other Notifications*

Organization has access to the software to choose which type of E.mail Notifications can be sent to which E.mail address of the organization.

TECHNICAL DETAILS

Is Some Self-customization Possible in the Software ?

Yes, to some extent. The standard user version of the software is already much improved and Shafaf team continuously updates it. However, more customization options and choice-based designing of Shafaf could be availed by getting the premium version.

Is Shafaf Pre-Loaded with Geo-Data of Pakistan ?

Yes, Shafaf is pre-loaded with following geo data:
- All Four Provinces of Pakistan / GB / FATA / AJK
- All Districts of Pakistan
- All Tehsils of Pakistan
- All Union Councils of Pakistan

- Maximum Possible Number of Villages from Each Union Council *(around 100,000 plus villages of Pakistan)*

Shafaf team has searched all this data and has added it in the software to save the valuable time of user organization.

What Type of Files / Data Can Be Uploaded as Complaint Record ?

Shafaf understands the importance of investigation records & documents and gives users freedom to upload tons of files / data with any complaint. These files may include:

- Pictures
- Voice Clips & Video Clips
- Documents *(Scanned Papers / Word Files / Spread Sheets / Others)*

Does Complaint Record / Data Remain Safe in Shafaf?

Yes, Shafaf well secures precious data / records of complaints and feedback with following key features.

- Password Protected User Accounts
- Fool-Proof Built-in Tracking System
- Cloud-Based Backups Ensuring "ZERO" Loss of Data
- Free from Internet Virus

What Are General Features of Shafaf ?

Following are some of the general good features of Shafaf:

- ✓ It is fully web-based application *(can be use from anywhere)*
- ✓ It is highly transparent complaint and feedback management system
- ✓ It helps user organizations in further enhancing accountability within its systems
- ✓ It helps in linkages and trust building between organization and its beneficiaries / clients / staff and general stakeholders
- ✓ It is linked with Google map
- ✓ It can send SMS Notifications on all cellular networks in Pakistan
- ✓ It greatly saves paper, filing, printer and space of organization
- ✓ It saves human resource & money of organization
- ✓ It is sensitive to local community context
- ✓ It is provided with customizable policy framework
- ✓ There are other countless good features of Shafaf

GUIDANCE, SUPPORT & TROUBLE SHOOTING

Does Shafaf Staff Provide Guidance and Support to New User Organization?

Yes, Shafaf staff provides full guidance and orientation to the concerned staff of user organization. This is mainly desk orientation which includes the thorough orientation of the software and its different features and functions.

Does Shafaf Team Provides Technical Support For Trouble Shooting ?

Yes, Shafaf team provides quick support for trouble shooting. This support can be availed through E.mails and direct phone calls.

GETTING SHAFAF

Where to Get Shafaf *(this software)* ?

Getting Shafaf is very easy. Simply fill and submit the online **"Letter of Interest"** available on Shafaf website at **www.shafaf.pk** or contact on any of the following contacts. Once request is received, the Shafaf representative will contact the interested organization for further processing.

Contacts for Getting Shafaf:

E.mail:	info@shafaf.pk
Phone:	(92) 22–210 259 5
Cell No.	(92) 300–055 003 8

Is a Formal Contract Required for Getting Shafaf.

Yes. A simple contract has to be signed between user organization and the Shafaf management.

What is the Monthly Rent of Shafaf ?

The monthly rent of Shafaf is Pak Rupees 6,000 *(approximately 51 US Dollars)*. This rent is very nominal in comparison to the efficiency of the software. Organization can pay this rent in advance payments for 3 months, 6 months and 1 year.

MORE INFORMATION

Contacts for More Information / Queries / Feedback:

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