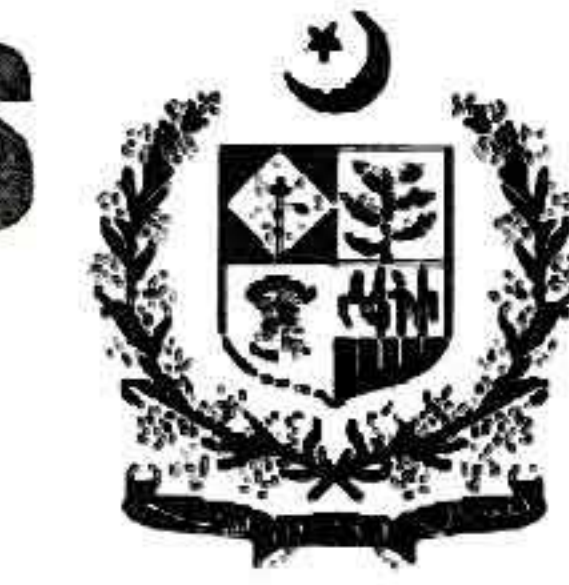


CITIZEN'S GUIDELINES MANUAL FOR EFFECTIVE USE OF **PAKISTAN** **CITIZEN'S** **PORTAL**

Version 1.0



عوام کی آواز

INTRODUCTION

Prime Minister's Performance Delivery Unit (PMDU) has successfully launched its very first initiative of complaints and grievances redressal through Pakistan Citizen's Portal (PCP) App. It is a Government-owned Mobile Application (available on both Android and iOS) and is being used as a tool to promote citizen-centric participatory governance. It provides a nation-wide window to connect people with Government Organizations at all levels for raising their issues with authorities, complaints' redressal and suggestions. On Government's side, it helps to promote the culture of quantified performance management and make the various government entities accountable for their mandated roles and responsibilities.

GENERAL INSTRUCTIONS

The PMDU expects from citizens to;

- Interact with Government Organizations in a responsible and civilized manner.
- Make it sure that only those complaints are lodged on the system wherein the Government Organizations can intervene under the law.
- Make it sure that all relevant details, annexures, pictures, videos (if any & required) are attached.
- Write complete details of the issue etc and avoid one liner submission.
- Avoid sending complaints under suggestions' category and vice versa. Please differentiate between a suggestion and a complaint.
- Provide the exact location/address of the complaint and avoid writing your own address instead.

- g. Avoid unnecessary complaints as your non-serious attitude may waste precious time of the Govt; machinery.
- h. Give feedback in a very civilized and polite manner no matter your feedback is positive or negative.
- i. Always ask for evidence if you are told that your complaint is resolved or otherwise.

IMPORTANT NOTICE

Respected citizen, the platform of Pakistan Citizen's Portal (PCP) provides you an effective medium to interact with government authorities for resolution of your complaints without involving into cumbersome processes. You can also seek guidance about availing a government service/facility or put forward suggestions for betterment of the society. It is hoped that this platform will be used as an opportunity and the citizens will not indulge themselves into raising pity nature affairs/non-issues. The Prime Minister's Performance Delivery Unit (PMDU) expects from all citizens using the App to act maturely and responsibly. Before installation of the App, the citizens are advised to carefully read the manual;

A. CANCELLATION OF YOUR REGISTRATION!

Multiple complaints received from a member's ID will be rated on a laid down criteria. **If a complainant is rated by different dashboards as irresponsible i.e. complaining about non-issues and providing misguided information, using abusive language etc will be blocked** after attaining a certain threshold. However, prior to that the citizen will be given a warning message.

B. AVOID THE FOLLOWING TYPES OF COMPLAINTS

A complaint, guidance seeking query or a suggestion upon arrival to an authority will be dropped on the following grounds;

- Any issue involving court matter.
- Political matters having no relationship with government organizations/authorities.
- Unclear and vague contents.

- Missing details of the complainant or complaint (where required).
- Purely family/domestic issues having no involvement of the government authorities.
- Raising non-issues.
- Information seeking regarding classified matters related to national security.
- Complaint regarding any other critical subject.

HOW TO REGISTER

The citizen can register in the system by downloading the App by going into the “Google Play Store or apple App store” and download the Application “Pakistan Citizen’s Portal”

- i) Pakistani citizen
- ii) Overseas Pakistani
- iii) Foreign citizen

After selection of the desired option, the citizen is then required to insert his particulars like, Name, Gender, Date of Birth, CNIC, Mobile No. Email, Address, Profession, and Qualification. A citizen cannot register until he/she inserts the mandatory information i.e. name, mobile number and ID card number. The rest of particulars are optional like email, profession etc. however, the optional information are equally important enabling the Government in Policy making for the targeted group. The overseas Pakistanis shall insert additional information i.e. Passport No., Resident Country, and Reason Abroad (job, study etc) while foreigners to mention their citizenship, and Purpose of Visit if in Pakistan.

HOW TO LODGE COMPLAINT

- a. Click the + sign to lodge a new complaint.
- b. Select the relevant main category of Level 1 from the given categories.
- c. Select the relevant category of Level 2 from the given categories.
- d. Select the relevant sub-category from the given categories.
- e. Write the details of complaint under the head named as “complaint details”
- f. Write the location of complaint under the head named as “complaint location”
- g. Select the Province, District & Tehsil related to the jurisdiction of the complaint.

- h. Use the option of "Choose File", if any attachment is required to be uploaded. (**Image 1MB, Video 20 MB, Audio 2 MB, File 5MB**)
- i. Check the option of "Hide my Identity" if you don't want to show it to the organization/addressee, otherwise leave it unchecked. Sometimes the organizations may require necessary data or information with regard to your complaint and it becomes difficult to process your complaint without that therefore the citizen shall not hide his/her ID in-case of his/her personal complaint.
- j. There are strict obligations for the Organizations with regard to privacy of your identity in any case.
- k. The last step is to submit the complaint by clicking the "submit"

HOW TO LODGE A COMPLAINT WITHOUT USING THE APP

All those citizens who are unable to register on Pakistan Citizen's Portal can avail the following mediums to lodge their complaints etc.

- a. All over the country, over 5000 Government Organizations are connected with Pakistan Citizen's Portal to resolve and report on citizen's complaints. Besides mobile App, all these entities are able to lodge any kind of complaint received to them in the form of a letter, email, telephone call or by arrival of the complainant in person. The citizens who have no App facility may visit the concerned office or any Govt; office having the PMDU Dashboard facility and may lodge their complaint through manual procedure.
- b. Send email on pmdu@pmo.gov.pk, however, name, cell number, ID card number and necessary details (attachments) are mandatory to be mentioned alongwith the complaint.
- c. Post your complaint/issue on the official Facebook page of the PMDU with all necessary details <https://www.facebook.com/PMDUPakistan>.
- d. Home-based web access will soon be enabled for citizens to lodge a complaint etc.

HOW TO SAVE TIME IN COMPLAINT RESOLUTION?

The citizen can get in-time response and relief;

- a. By selecting correct category and authority for his/her complaint/suggestion/guidance seeking query.

- b. By clearly mentioning of the contents so that time may not be wasted in seeking information from your side.
- c. Provision of necessary attachments, proofs, pictures, audio, video, GPS coordinates etc.

Mostly complaints suffer delays due the above mentioned reasons on part of the citizens. Therefore, the citizens are advised to do the needful for efficient resolution of their complaints.

HOW MUCH TIME IT TAKES TO RESOLVE A COMPLAINT?

The system assigns minimum 20 days and maximum 41 days default timelines to every complaint from the day of its first arrival to a Government entity. The Organizations are bound to resolve complaints within the assigned timeframe; however they can be prioritized keeping in view urgency of the matter. A complaint may possibly take longer time in resolution if it involves the role of two or more organizations or having vague contents that needs clarification on part of the citizen or some additional information required. For a tangible outcome, the citizen has to wait till completion of the assigned timelines (i.e. 20 days) while in the meantime; he/she will be kept updated regarding all processing stages of the complaint. The assigned timelines (20-41 days) does not guarantee resolution of your complaint rather it is the nature of your complaint that will determine the resolution timelines. It is however assured that an appropriate response will be provided.

WHAT IT MEANS WHEN A COMPLAINT IS CLOSED?

For general understanding of the citizens, after necessary action the status of a compliant will be reported as "Closed" intimating the following;

#	Situation	Explanation
1	Relief granted	When a complaint/issue has been fully addressed either in terms of relief granted or service provided as per the citizen's request.
2	Partial Relief granted	When a complaint/issue could be partially addressed either by initiating necessary action on it or possible relief could be granted at some future course of time. This may also apply to cases wherein relief is delayed and subject to codal/procedural formalities or redressal of issues is subject to financial implications in the form of development projects or grants etc. However, closing a complaint on the said grounds, the citizen shall be properly guided as to why the requisite relief could not be provided instantly.
3	Relief cannot be granted	The complaint cannot be addressed at present and no relief could be granted due to lack of no/any provisions in relevant laws/rules/regulations. This applies to those complaints wherein exact timeframe cannot be provided to the citizen except the reason.

There can be no option in resolved status of a complaint other than the above. The complainant has the liberty to report and raise voice if his/her complaint or guidance seeking query is taken for granted or marked resolved otherwise.

Respected Citizen, the organizations are bound in either case to respond to your complaint; however you are also expected to raise genuine issues and be positive & cooperative at your end.

FEEDBACK

The citizen's feedback with regard to status of his/her complaint is of significant importance to us. Please don't forget to give your feedback in either case as it helps us to improve the system of public services delivery. The feedback from your side is highly appreciated by PMDU and will be analyzed to identify problematic areas for further improvement and evidence-based corrective measures. You will be reminded time & again to record your feedback very fair and square.

PRIVACY

Every registered member/citizen on Pakistan Citizen's Portal has the liberty to hide or restrict his/her identity with regard to the contents of complaint being lodged. However, members with unhidden profile(s) will be kept confidential to the maximum extent possible, until otherwise required in the best interest of the complainant and fair determination of the complaint. The Organizations have been issued instructions to avoid unnecessary access to the citizen's profile and maintain confidentiality. The citizens are also advised not to hide their identities at the time of complaint submission if required so or otherwise.

·Note: Please, avoid pursuing your complaint by means of calling the PM's Office or sending your complaint IDs to different officers/offices. The system is capable to show you the status and remarks of the concerned officer from time to time. Please, click details for the purpose to view complete details/remarks/action taken. For any false resolution on part of the Organizations, regular performance audit will be conducted and the defaulters will be dealt under the rules.