



SYSTEM FOR TMA FINANCIAL MANAGEMENT

Complaint Tracking System

USER MANUAL

Authored By

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Districts That Work Project

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Background

The Local Government Ordinance 2001 devolved political power and decentralized administrative and financial authority to accountable local governments to improve governance, increase effective delivery of services and support transparent decision making. As a result, municipal service delivery became the responsibility of the Tehsil / Taluka Municipal Administration (TMA). However, low user charges and inefficient collection of taxes has severely limited the TMAs ability to deliver municipal services. TMAs have not been able to manage their financial systems effectively and maximize their revenue potential due to lack of capacity, lack of asset management/inventory, non-availability of records, non registration of all assets and service users, manual collection and recording system, and the distrust of citizens’ regarding the collection of service charges.

Finances play an important role in being able to provide improved municipal services to citizens. However, due to the reasons noted above, TMAs have not been able to collect more than 40% of their own source revenues. TMAs receive finances through two main sources:

- a. **Intergovernmental fiscal transfers** from the Provincial Finance Commission, provincial finance department and specific grants. These are fixed and beyond the control of the TMA.
- b. **Own source revenues** which are collected and retained by the TMA staff, and can therefore be increased either by *increasing the existing tax rate*, which would be an unpopular decision or through *better management in the collection of own source revenue* which may be achieved by:
 - Adopting a pro-active collection approach by sending demand and reminder notices to tax payers.
 - Proper management and follow up of arrears.
 - Providing timely, accurate and summarized information about billing amounts, collections, accounts, arrears, budgeting, receipts, expenditures, saving etc. in the form of periodical reports, and analysed data for informed decision making.

In August 2006, the United States Agency for International Development (USAID) awarded a Task Order to The Urban Institute to implement the “Districts That Work” (DTW) project. The DTW project has been providing selected districts in Pakistan with the necessary skills and tools for effective governance to promote USAID initiatives and to support devolution in the long run. The philosophy behind the DTW project is “governing for results”. It involves (i) capacity-building for (a) District administrative staff, (b) District Council members and Nazims (District chief Executive Officers), and (c) Community Based Organizations/Civil Society Organizations (CBOs/CSOs), (ii) improving district management and delivery of health and education services, (iii) improving the effectiveness of the Tehsil/Taluka Municipal Administrations (TMAs) in water service delivery and Own-Source Revenue (OSR) mobilization, and (iv) improving the effectiveness of provincial local government training institutions and of the Province-District relationship.

DTW worked with TMAs to develop a computer based financial management information system, named System for TMA Financial Management (STFM) that can generate periodic bills / demand notices, provide accounting and budgeting support, follow up arrears by an automatic collection process, and generate information

(summaries and comparisons) required to support decision-making by top / middle management. The STFM consists of the following five modules: (i) billing, (ii) collection, (iii) budgeting. (iv) accounting, and (v) complaint tracking.

This user manual is for the fifth module, “Complaint Tracking”.

User Manual – Complaint Tracking

This manual provides the steps for running the software, describes the expected output(s), and explains the measures to be taken if errors occur. It briefly describes functions available to the user and step-by-step procedures for accessing these functions.

It includes the following information, as applicable:

- **Initialization:** Procedures needed to initialize the software and identification of initialization options available to the user.
- **User Functions:** Functions available to the user, and for each function:
 - **User inputs:** User inputs including format, limitations, input method, etc.
 - **Operational results**
- **System Inputs:** System inputs to the software that may occur while the software is in use and that may affect the interface with the user. This includes the format, frequency, allowable range, and units of measure, as applicable.
- **Termination:** How to terminate software operation and how the user determines that normal termination has occurred.
- **Restart:** Procedures for restarting the software

It also includes all error messages generated by the software, the meaning of each message, and the action to be taken when each message appears.

How to Use this User Manual

This User Manual describes all the functions performed by the system, For effectively using this user manual, check for the function required to be performed in the Table of Contents, follow the page number and you will be guided from switching on your computer to finally complete the function. This manual forms an effective training material for on the job training (OJT). It is recommended that one copy of this user manual must be kept with the system operators for reference purposes.

The functions described follow the same sequence of menus used in the system.

Chapter 1 Getting Started

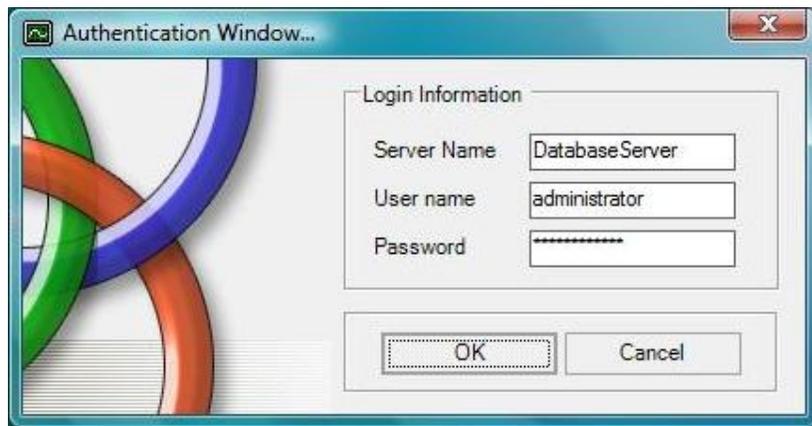
To start using Complaint Tracking System, turn on your computer. Windows will be initiated and the windows desktop as given below will appear. An icon depicting the Complaint Tracking System will appear on desktop.



Click on this icon and the following screen will appear which is called as Authentication Window of Complaint Tracking System.

1.1 Authentication Window

The system can only be used by the authorized users with limited privileges by the system administrator. The authentication window assures the entry of the authorized user only to the system.



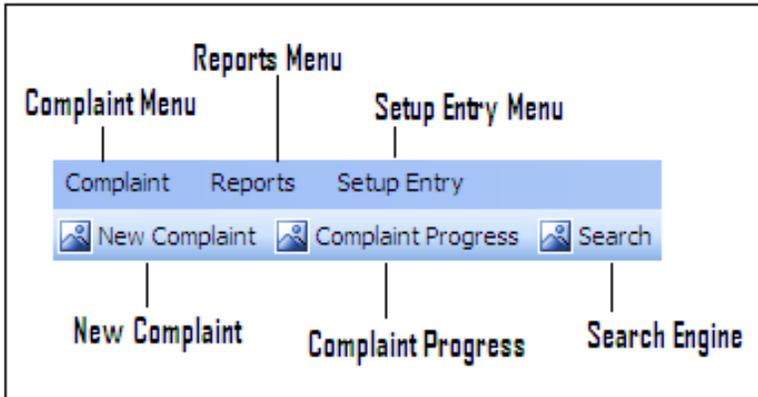
Steps for Entering the Login Information

1. Enter the Name of Server Computer System in the 1st textbox captioned "**Server Name**". e.g. Database Server.
2. Enter user name in the 2nd textbox captioned "**User Name**" e.g. Administrator.
3. Enter password in the text field captioned "**Password**".
4. To proceed click "OK" or press Enter button from the keyboard.
5. To exit click "Cancel".

Entering valid information in the required text fields and click on "OK" button will start loading Complaint Tracking System and a new screen will be appeared, which is called as Main / Parent Window of Complaint Tracking System as shown below.

1.2 Complaint Tracking Control Panel

The functions described are strictly in the sequence of the menus used in the system as shown in this figure.



Menu Bar

The Menu bar contains all the features that you will use. Main menus are:

- Complaint
- Reports
- Setup Entries

Tool Bar

The toolbar gives you quick access to many of the features you will use most frequently. The tool bar contains the following features:

- New Complaint
- Complaint Progress
- Search

Chapter 2 Setup Entries

This chapter describes the procedure of entering setup entries. The setup entries are predefined and are basic requirement during operating the system. All the entered setup entries will load in the desired combos. The user will have to select the required entity instead of typing. This will increase the accuracy of the data.

2.1 How to Enter New Department?

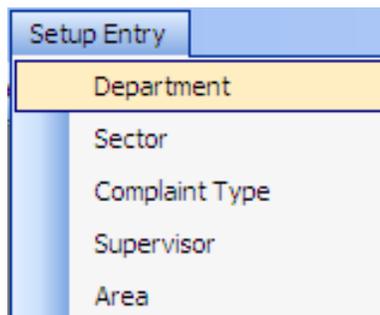
The departments are the main sections in the TMA such as TMO, TO (F), TO (R), TO (I & S) etc. The following steps describe how to enter new department.

Steps

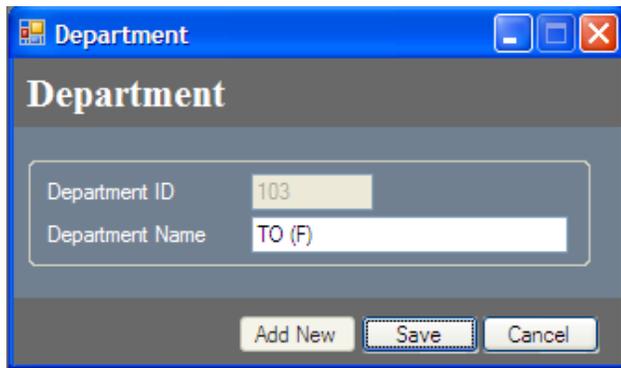
1. Click on “**Setup Entry**” menu from the Complaint Tracking control panel Menu bar



2. Then click on “**Department**” as shown in this figure.



3. Clicking on “Department” will open a new screen as shown below.



The screenshot shows a window titled "Department" with a blue header bar. Below the header, the word "Department" is displayed in a large, bold font. The main area of the window contains two input fields: "Department ID" with the value "103" and "Department Name" with the value "TO (F)". At the bottom of the window, there are three buttons: "Add New", "Save", and "Cancel".

4. To add new record, click on the “Add New” button. This will generate ID automatically.
5. Then enter department/section name.
6. Press the “Save” button to store the record. Click “Cancel button” once to cancel the new entry and click twice to exit.

2.2 How to Enter New Sector?

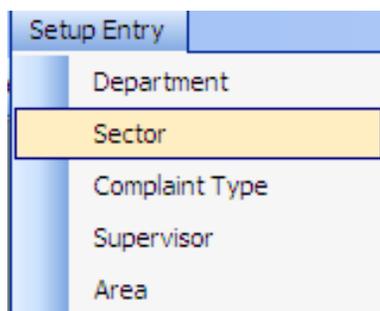
The Sectors are the main areas to which the complaints belongs i.e Water, Street Light etc. The following steps describe how to enter the new sector.

Steps

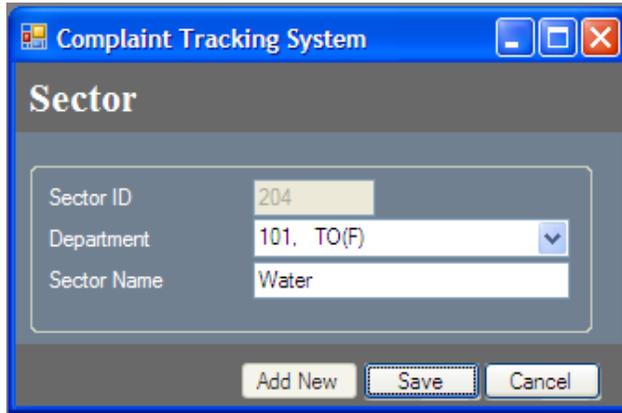
1. Click on “**Setup Entry**” menu from the Complaint Tracking control panel Menu bar



2. Then click on “**Sector**” as shown in this figure.



3. Clicking on “**Sector**” will open a new screen as shown below.



The screenshot shows a window titled "Complaint Tracking System" with a sub-header "Sector". The form contains three input fields: "Sector ID" with the value "204", "Department" with a dropdown menu showing "101. TO(F)", and "Sector Name" with the value "Water". At the bottom of the form are three buttons: "Add New", "Save", and "Cancel".

4. To add new record, click on the “Add New” button. This will generate ID automatically.
5. Then select department t from combo captioned “Department” and enter sector name.
6. Press the “Save” button to store the o which the sector belongs (e.g. Sector Water belongs to T (I &S) department). Click “Cancel button” once to cancel the new entry and click twice to exit.

2.3 How to Enter New Complaint Type?

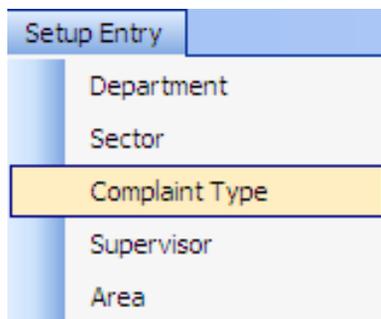
The Complaint Types are the subheads of sectors which describe the complaint nature e.g. for Water sector the complaint types are billing, less water, dirty water etc. The following steps describe how to enter new complaint types.

Steps

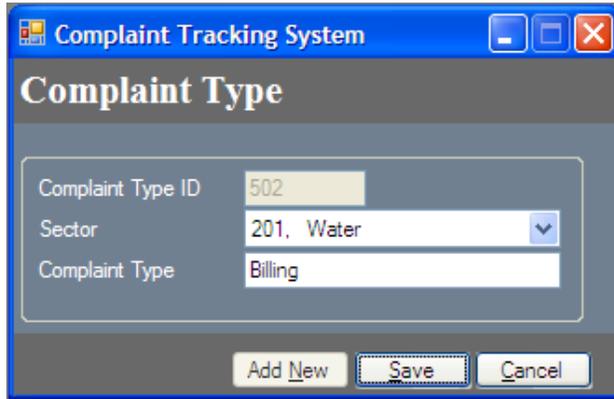
1. Click on **“Setup Entry”** menu from the Complaint Tracking control panel Menu bar



2. Then click on **“Complaint Type”** as shown in this figure.



3. Clicking on **“Complaint Type”** will open a new screen as shown below.



Complaint Tracking System

Complaint Type

Complaint Type ID: 502

Sector: 201, Water

Complaint Type: Billing

Buttons: Add New, Save, Cancel

4. To add new record, click on the “Add New” button. This will generate ID automatically.
5. Then select sector name to which the complaint type belongs from combo captioned “Sector” and enter complaint type information.
6. Press the “Save” button to store the record. Click “Cancel button” once to cancel the new entry and click twice to exit.

2.4 How to Enter New Area / Mohallah?

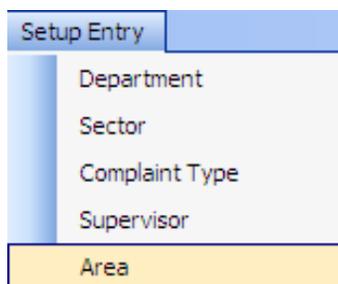
The area setup entry will show the area / mohallah to which the complaint belongs. of complaint. The following steps describe how to enter new area.

Steps

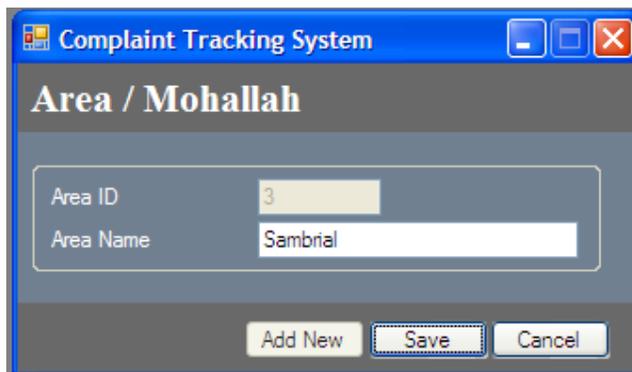
1. Click on **“Setup Entry”** menu from the Complaint Tracking control panel Menu bar



2. Then click on **“Area”** as shown in this figure.



3. Clicking on **“Area”** will open a new screen as shown below.



The screenshot shows a window titled "Complaint Tracking System" with a subtitle "Area / Mohallah". Inside the window, there is a form with two input fields. The first field is labeled "Area ID" and contains the number "3". The second field is labeled "Area Name" and contains the text "Sambrial". Below the form, there are three buttons: "Add New", "Save", and "Cancel". The "Save" button is highlighted with a dashed border.

4. To add new record, click on the “Add New” button. This will generate ID automatically.
5. Then enter area or mohallah name.
6. Press the “Save” button to store the record. Click “Cancel button” once to cancel the new entry and click twice to exit.

Chapter 3 Complaints

This chapter defines all the procedure such as New Complaints Entry, Complaint Assignment and Complaint progress.

3.1 New Complaint Registration

The purpose of this Function is to enter new complaints regarding TMA services. To enter new complaints follow the steps given below.

Steps

1. Click on the “Complaint” menu from the main menu bar.



2. Clicking on “Complaint Menu“will open a list of different functions as shown in this figure.



3. Click on “New Complaint Entry”, a new screen will appear as shown below.

Complaint Entry

Complaint ID: 1011 Date: 12/14/2008

Complainant Information

Name: Qamar Father Name: Jamil
 CNIC: 17201-8955064 Contact No: 03459111251
 Address: Nowshera

Complaint Information

Department: 101, TO(F) Sector: 201, Water
 Complaint Type: 501, Water Bill Area: 1, NSR
 Description: Bill not recieved

Buttons: Add New, Save, Cancel

4. To add new record, click on the “Add New” button. This will generate ID automatically and current date will shown by default.
5. There are two boxes in this screen i.e. the complainant information and the complaint description.
6. Enter complainant information such as name, father name, CNIC, contact no and address in the relevant fields shown in the complainant information box.
7. Then select complaint information from the relevant combos such as Department, Sector, Complaint Type, Area and enter description of complaint.
8. Press the “Save” button to store the record. Click “Cancel button” once to cancel the new entry and click twice to exit.

3.2 Complaint Assignment and Job Card Printing

The purpose of this Function is to assign the newly entered complaints to the supervisor by the department concern. The following steps describe the procedure of complaint assignment.

Steps

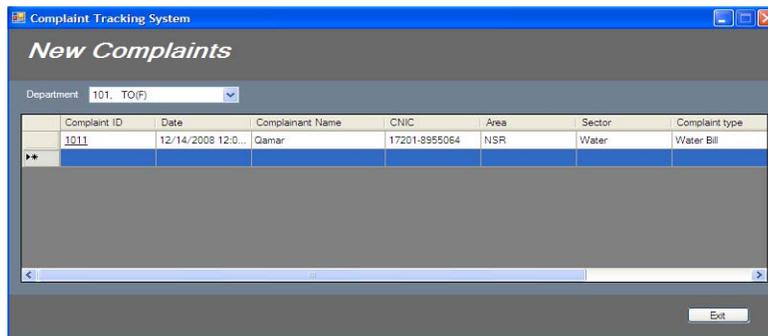
1. Click on the “Complaint” menu from the main menu bar.



2. Clicking on “Complaint Menu” will open a list of different functions as shown in this figure.



3. Click on “Complaint Assignment”, a new screen will appear as shown below.



4. Selecting department from the top most combo such as TO(F), TO(R) etc will show the list of new complaints related to the selected department. The complaint details shown in this grid are:

- Complaint ID
- Date
- Complainant Name
- CNIC

- Area
- Sector
- Complaint Type
- Complaint Description
- Department

5. Clicking on “Complaint ID” in the grid will show the complaint assignment screen.

The screenshot shows a window titled "Complaint Tracking System" with a sub-header "Complaint Action". The form contains the following data:

Complaint ID	1011	Date	12/14/2008
Name	Qamar	CNIC	17201-8955064
Area	NSR	Dept ID	101
Complaint Type	Water Bill	Sector	Water
Complaint Description	Bill not recieved		

Below the form, there are two dropdown menus: "Supervisor Name" set to "403, Shah Khan" and "Date" set to "12/14/2008". At the bottom right, there are "Save" and "Cancel" buttons.

6. Select supervisor name and date of assignment.
7. Press the “Save” button to store the record. Click “Cancel button” once to cancel the new entry and click twice to exit.

Note: Pressing “Save” button will save the record and as well as print the Job Card for the assigned supervisor as shown.

Complaint Tracking System			
Tehsil Municipal Administration Sambrial			
Job Card			
Supervisor	Shah Khan	Print Date	12/16/2008
Complaint ID	1011		
Complaint Information			
Department Name	TO(F)	Sector	Water
Complaint Type	Water Bill	Area	NSR
Complaint Date	12/14/2008		
Description	Bill not recieved		
Complainant Information			
Name	Qamar	CNIC	17201-8955064
Father Name	Jamil	Phone No	03459111251
Address	Nowshera		
Date	Description	Status	
12/14/2008	Nil	Inprogress	

3.3 Complaint Progress

The purpose of this Function is to show the progress of complaints. Status of complaint can be modified. The following steps describe the procedure of complaint assignment.

Steps

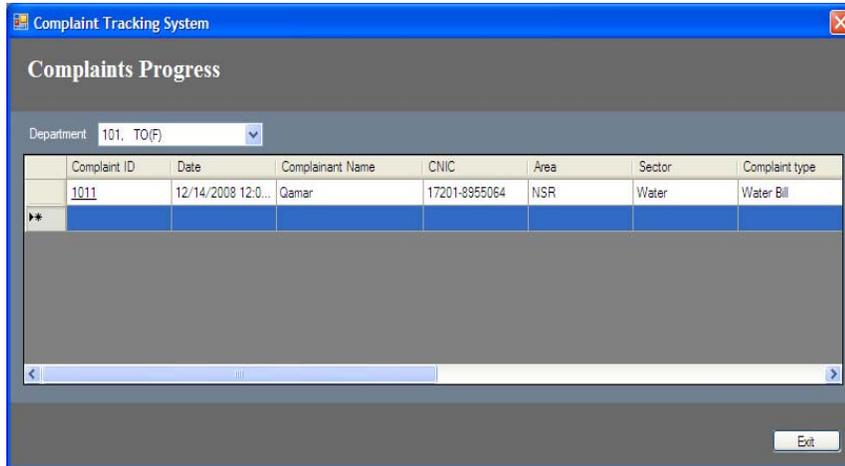
1. Click on the “Complaint” menu from the main menu bar.



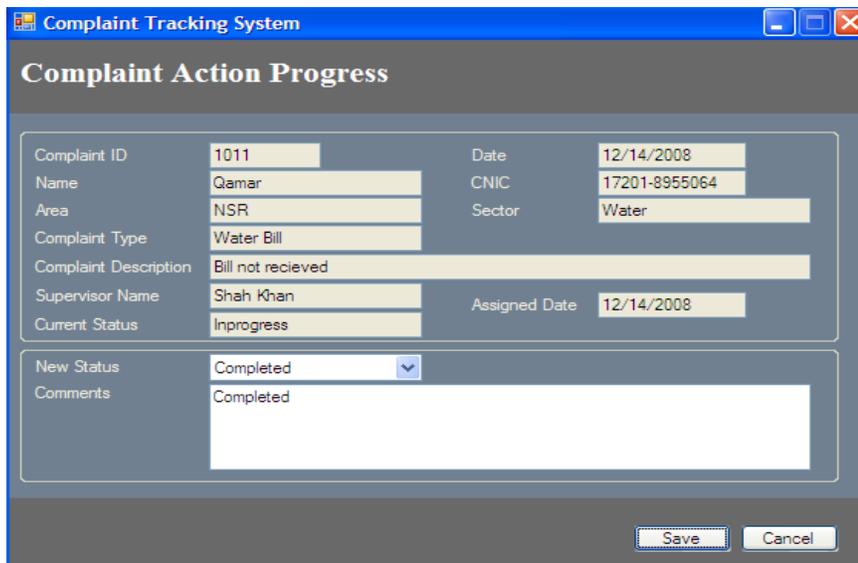
2. Clicking on “Complaint Menu” will open a list of different functions as shown in this figure.



3. Click on “Complaint Progress”, a new screen will appear as shown below.



4. Selecting department from the top most combo such as TO (F), TO(R) etc will show the list of new complaints related to the selected department.
5. Clicking on “Complaint ID” in the grid will show the complaint assignment screen.

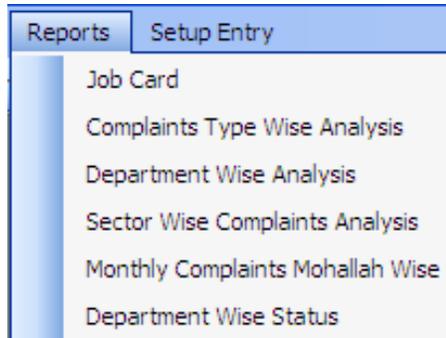


6. Select status from the combo and enter comments if any.

7. Press the “Save” button to store the record. Click “Cancel button” once to cancel the operation and click twice to exit.

Chapter 4 Reports

This chapter describes the reports generated by Complaint Tracking system. All types of reports such as decision support, analysis, management, job card etc can be generated from this system. The following figure shows the list of the reports.



4.1 To print Complaint Type wise Analysis

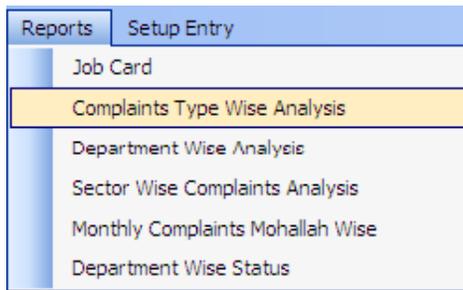
This report shows the analysis on the basis of Complaint Types. The procedure is as under.

Steps

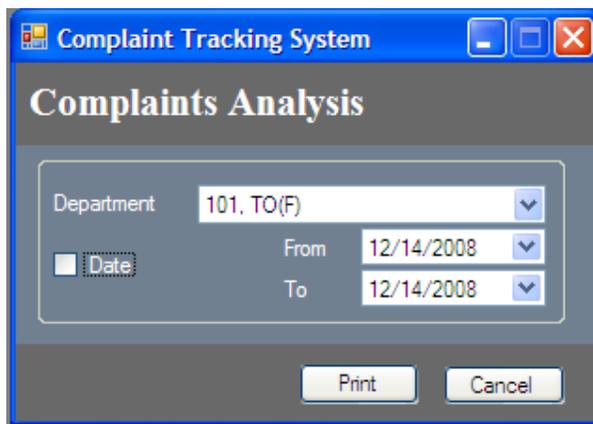
1. Click on the “Reports” menu from the main menu bar.



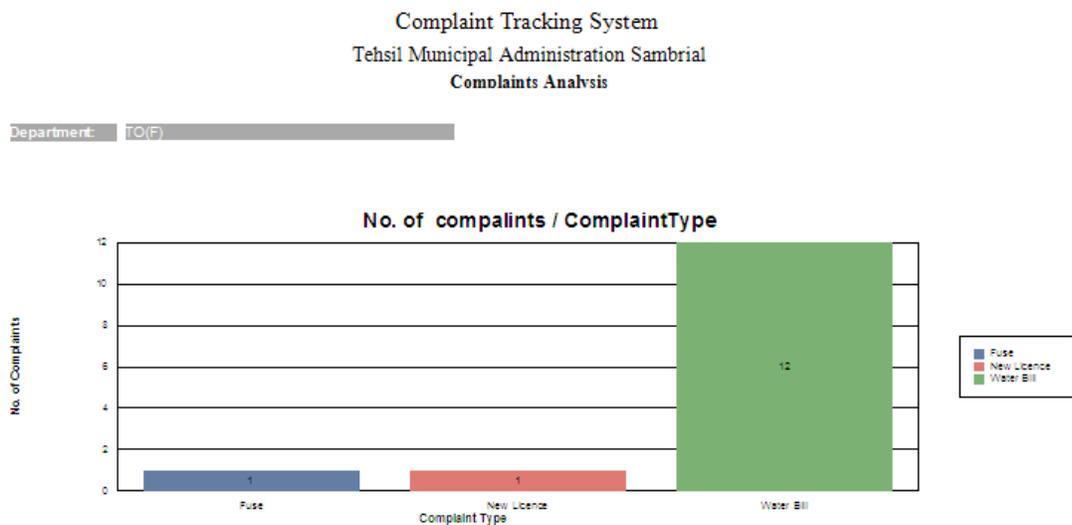
2. Clicking on “Reports” will open a list of reports as shown in this figure.



3. Click on “Complaints Type wise Analysis”, a new screen will appear having two parameters as shown below.



4. Select Department name from the top most combo and to view the report press “Print”. To print report for the specific period then click on the check box captioned “Date” and set dates.



5. Click “Cancel button” once to cancel the operation and click twice to exit.

4.2 To print Department wise Analysis

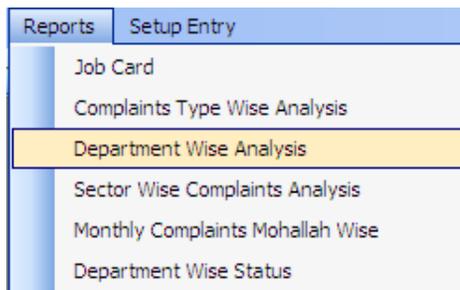
This report shows the Departmental analysis. The procedure is as under.

Steps

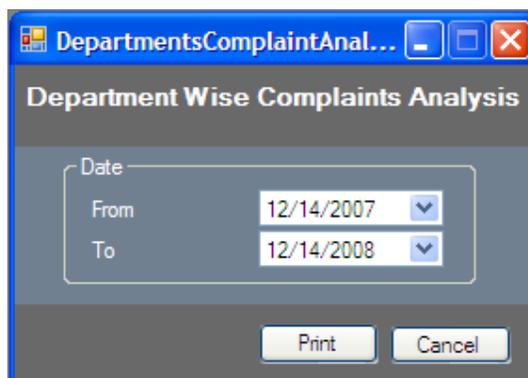
1. Click on the “Reports” menu from the main menu bar.



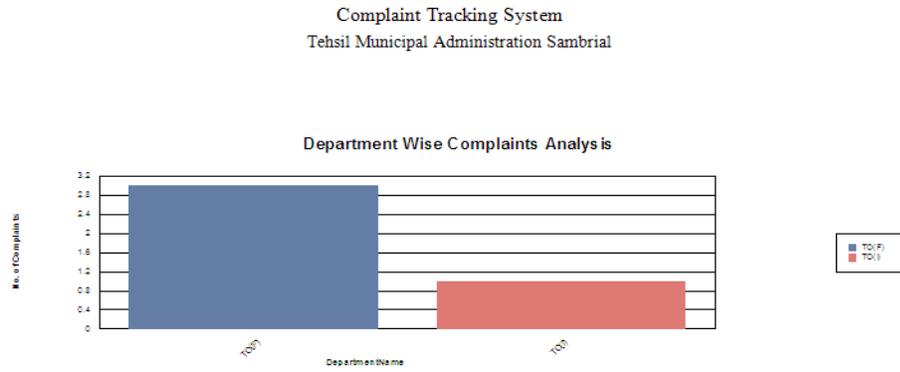
2. Clicking on “Reports” will open a list of reports as shown in this figure.



3. Click on “Department Wise Analysis”, a new screen will appear having two parameters as shown below.



4. Set dates and to view the report press “Print”.



5. Click “Cancel button” once to cancel the operation and click twice to exit.

4.3 To print Sector wise Analysis

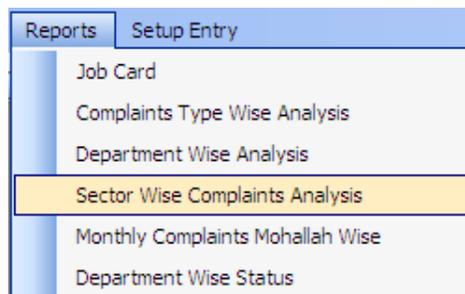
This report shows the Sector wise analysis such as Water, Roads etc. The procedure is as under.

Steps

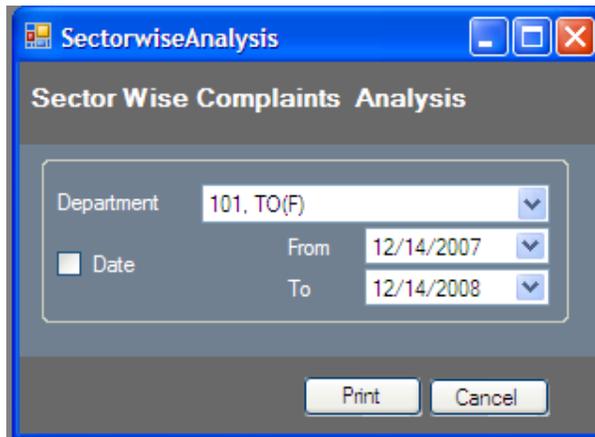
1. Click on the “Reports” menu from the main menu bar.



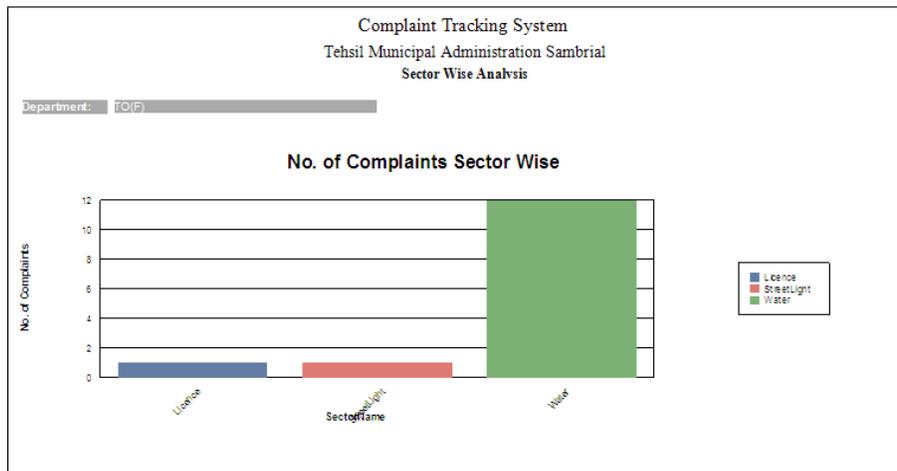
2. Clicking on “Reports” will open a list of reports as shown in this figure.



3. Click on “Sector Wise Analysis”, a new screen will appear having two parameters as shown below.



4. Select Department name from the top most combo and to view the report press “Print”. To print report for the specific period then click on the check box captioned “Date” and set dates.



5. Click “Cancel button” once to cancel the operation and click twice to exit.

4.4 To print Monthly Complaints Mohallah wise

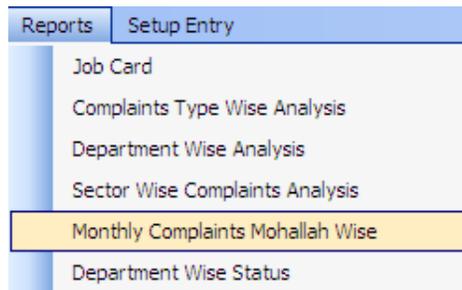
This report shows the Mohallah wise list of complaints. The procedure is as under.

Steps

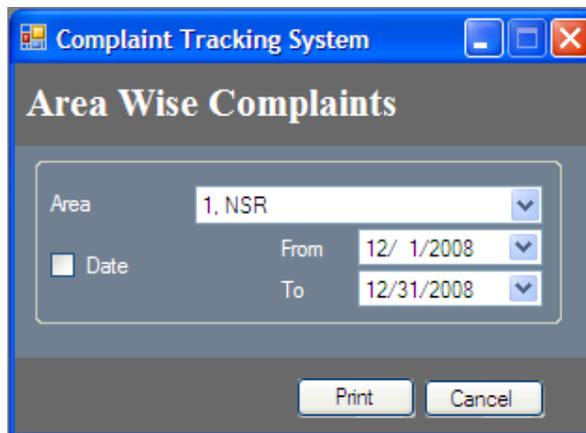
- 1 Click on the “Reports” menu from the main menu bar.



- 2 Clicking on “Reports” will open a list of reports as shown in this figure.



- 3 Click on “Monthly Complaints Mohallah Wise”, a new screen will appear having two parameters as shown below.



- 4 Select Department name from the top most combo and to view the report press “Print”. To print report for the specific period then click on the check box captioned “Date” and set dates.

Complaint Tracking System
Tehsil Municipal Administration Sambrial
Mohallah wise Complaints

Area NSR For The Month Dec-08

Complaint ID	Date	Sector	Type	ComplaintDescription	Status
1	12/26/2008	Water	Water Bill	nil	Inprogress

Total No. of Complaints	1
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4.4 To print Department Wise Status

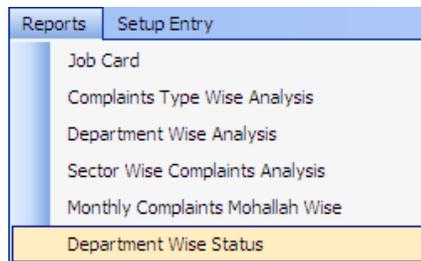
This report shows the department wise status .The procedure is as under.

Steps

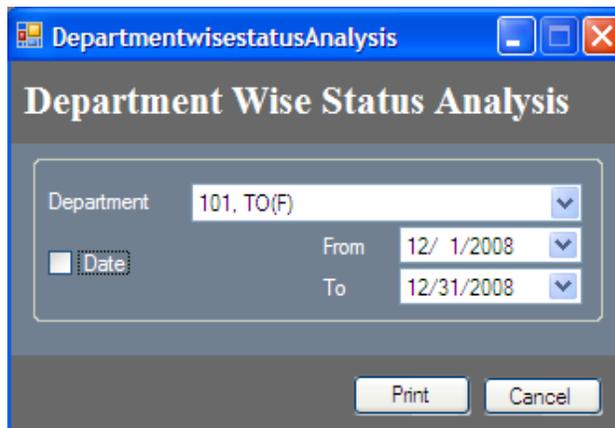
- 5 Click on the “Reports” menu from the main menu bar.



- 6 Clicking on “Reports” will open a list of reports as shown in this figure.

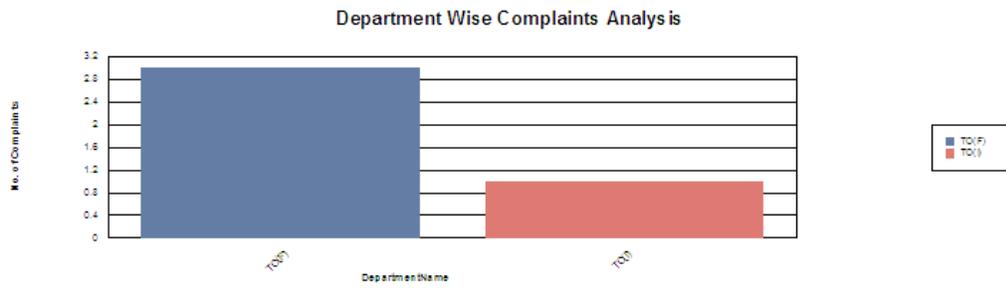


- 7 Click on “Department Wise Status”, a new screen will appear having two parameters as shown below.



- 8 Select Department name from the top most combos and to view the report press “Print”. To print report for the specific period then click on the check box captioned “Date” and set dates.

Complaint Tracking System
Tehsil Municipal Administration Sambrial

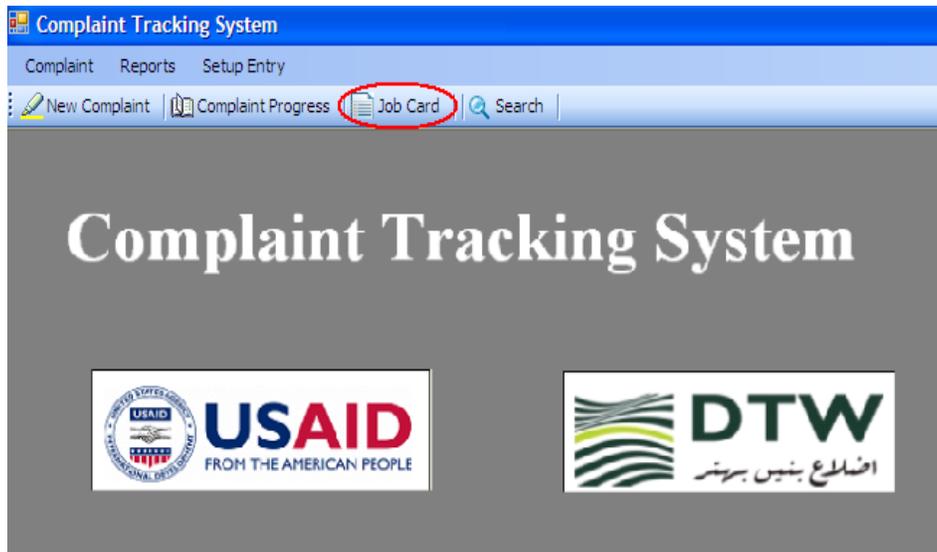


4.5 To print Job Card

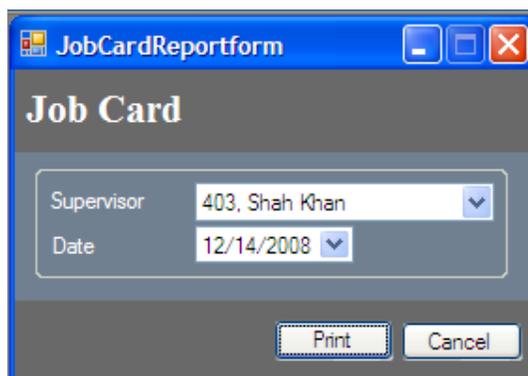
Job card is actually the printed information about the complaints and the complainant. The job card is assigned to a supervisor and he is responsible to return the job card with his remarks. The procedure to print job card is as under.

Steps

1. Click on the “Job Card” button from the main tool bar.



2. Clicking on “Job Card”, a new screen will appear having two parameters as shown below.



3. Select Supervisor name from the top most combo and set the date. To view the report press “Print”.

Complaint Tracking System			
Tehsil Municipal Administration Sambrial			
Job Card			
Supervisor	Shah Khan	Print Date	12/16/2008
Complaint ID	1011		
Complaint Information			
Department Name	TO(F)	Sector	Water
Complaint Type	Water Bill	Area	NSR
Complaint Date	12/14/2008		
Description	Bill not recieved		
Complainant Information			
Name	Qamar	CNIC	17201-8956064
Father Name	Jamil	Phone No	03459111251
Address	Nowshera		
Date	Description	Status	
12/14/2008	Nil	Inprogress	

- Click “Cancel button” once to cancel the operation and click twice to exit.