

**ICT
eComplaint Centre
In
Gulshan Town Karachi
By
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Established
State of the Art
Complaint Centre
at
Gulshan Town Karachi
www.complainingit.com

Gulshan Town Complaint Centre

Agreement Signed with TIP

June 2004

Complaint Centre Inaugurated

February 2005

Gulshan Town

- **Karachi has Population of 14 million**
- **Local Government is called City District Government Karachi CDGK**
- **CDGK Comprises of 18 Towns**
- **Each town has own Nazim and Council**
- **Gulshan Town has population of 0.7 million**

The Project

- To improve the transparency, quality and effectiveness of Gulshan Town's pro poor delivery services by the use of ICTs.
- To Establish a Clean and Transparent Government by establishing a website giving all necessary and relevant information to the citizens.

Methodology

- Participatory Approach
- Focus Group Discussion
- Surveys
- Interviews with the Residents

OBJECTIVES

- **Help the community to overcome the cultural barriers to information and communication.**
- **Enable the community to access locale specific, demand-driven content through the use of appropriate technologies.**

contd

Objectives (contd)

- **Help in the development of local applications in a participatory way.**
- **Reiterate the need to be gender friendly, inclusive and transparent.**
- **Sensitize the Gulshan Town Administration to the information age and to be more responsive and accountable to their citizens**

Approach to the Program

Area of Research

- **Gulshan Town consists of 13 Union Councils**
- **On the periphery exists a very high density of shanty towns consisting of 60% of the population**

Approach to the Program(contd)

Beneficiaries

- The Citizens
- Civil Society Organisations
- The Elected Representatives
- The Government Authorities

Participants

- Elected Union & Town Council Members
- Women Citizens of the Town
- Technocrats
- Representatives of CSO & Welfare Associations

Approach to the Program(contd)

- Interface between various stakeholders
- Selection of the Sector
- Selection of the Site

ICT Model

- **Establishing an efficient complaint centre**
- **Setting up website towards an OPEN system of government**
- **Organizing Regular ‘Meet the Citizen’ Meetings**
- **Using Print & Electronic Media, Flyers informing citizens of various activities**
- **Set up small committees within each community to check inefficiency and mismanagement**

Development & Implementation of ICT Tool

- ICT tool developed on SQL open source platform. Complaints could be made by:
 - People by logging on from any location
 - By Phone
 - By registering in person at the complaint centre

contd

Dev & Imp of ICT Tool(contd)

- Complaint would generate a token No/ID and it would be passed on to the relevant complaint cell
- Complainant could track progress of his complaint
- Complaints to be redressed in 3 days.
- Town Nazim and other officials have access to the system to track complaints.

The Complaint Cell.

- The relevant complaint cell registers and process the complaint, noting Date and time of Complaint.
- Follow up on complaints, monitor and update status, register compliance and post information on the computer.
- This information is automatically fed back to the main Computer and is available at the Main Complaint Center, and on the Town website simultaneously.

The Benefits

- **Decrease in contact between the citizens and the Public Officials.**
- **Rapid and Direct communication between the poor and the administration.**
- **Increase efficiency and fairness of personnel in rectifying complaints.**
- **Provides the necessary Checks and balances for monitoring and good governance.**

The Authority-Nazim

- **The authority will set up a 3-member committee under a Convener to continuously check on the status of complaints and effect compliance in case of unnecessary delays.**
- **Monthly rewards and punishments on performance will be made on the recommendations of this committee.**
- **A Man of the month will be selected.**

Analysis Report

- **Maximum complaints for water..48%**
- **Sewerage 3rd highest after Mech/Elec**
- **Least complaints for sanitation...8%**
- **Total complaints processed within 3 days...37%**
- **Max number of complaints processed for water....47%**
- **Least complaints processed in Land Encroachment2%**
- **Max complaints registered in August**
- **Number of rejected complaints very low.**

Project Evaluation

- **Through FGD, face to face interviews with TMO, former Town Nazim, Officer in charge CC, Software support staff, TIP team, Women Councillors of Town. Evaluation was carried out by external evaluator.**

contd

Project Evaluation(contd)

Strengths

- Concept good and democratic.
- Accountability tools for department.
- Gave insight to higher authorities.
- Made Government/Municipal authorities accountable to the people.
- Well received by CDGK and plans for replication in other towns.
- Involvement of TIP as a monitoring agency

contd

Project Evaluation(contd)

- Weaknesses & Suggestions
- Online Tool accessible to middle class.
- Implementation not up to potential.
- Infrastructure issues to be solved.
- Not enough promotion of tool among people.
- Staff appointed adhoc, not skilled or trained.
- After registering complaint most work done on paper.
- Change of Government and evolving experience.
- Not integrated with elected representatives.
- Complaint centre was acting more like a call center.

Analysis of Complaints of Gulshan Town karachi (From Jan 2005 to Sept 2005)

Departments	Total	Under Process	Processed	Rejected
Build Roads	462	305	130	27
Land Encroach	232	123	105	4
Mechanical Electrical	1150	602	511	37
Sanitation	56	39	16	1
Sewerage	996	588	381	27
Water	3481	1421	1859	201
Park	871	715	135	21
Total	7248	3793	3137	318

Analysis of Complaints of Gulshan Town Karachi February 2006

Department	Total	Pending	Processed	Rejected
Build Roads	73	36	35	2
Land Encroachment	31	30	1	0
Mechanical Electrical	90	3	73	14
Parks	3	2	0	1
Sanitation	70	50	19	1
Sewerage	454	217	227	10
Water	67	47	19	1
Total	788	244	374	29



Web site Gulshan town



The screenshot displays the 'Gulshan Town Complaint Management System' website. The header features the title 'Gulshan Town Complaint Management System' and a navigation menu with links for Home, Log in, About Us, About Transparency Intl, and Contact Us. The main content area is divided into two sections: 'Track Complaint' and 'Register Complaint'. The 'Track Complaint' section prompts the user to 'Enter the tracking number and click 'Go'' and includes a text input field and a 'Go' button. The 'Register Complaint' section prompts the user to 'Select the Department and click 'Go'' and includes a dropdown menu with the text '--- Select ---' and a 'Go' button. The footer contains the Transparency International Pakistan logo and the text 'Design by conned2web © 2004'.

Gulshan Town
Complaint Management System

Home Log in About Us About Transparency Intl Contact Us

Track Complaint

Enter the tracking number and click 'Go'.

Go

Register Complaint

Select the Department and click 'Go'

--- Select --- Go

Transparency International Pakistan

Design by conned2web © 2004

Gulshan Town Complaint Management System

Welcome **Absar Kazmi**

[Home](#)
[Log out](#)
[About Us](#)
[About Transparency Intl](#)
[Contact Us](#)

[View Assigned Departments](#)

[Register Complaint](#)

[Track Complaints](#)

[View Reports](#)

[Change Complaint Status](#)

[Update Profile](#)

Water/Sewage Department Complaint List

[← Back](#)

Department Details

Town Nazim : Hassan Salahuddin

TMO : Azeem Pirani

TO : Waseem Khan

DTO : Absar Kazmi

Search :

Criteria :

	HP		Delay	Complaint Number ▼	Date Registered	Time Registered	Status	Action	Generated By
<input type="checkbox"/>		→	☹	1- Water/Sewage- 20050925	25.Sep.2005	12:21 AM	New	process	Anonymous
<input type="checkbox"/>		→	☹	13012005- Water/Sewage- 6	13.Jan.2005	10:49 AM	New	process	Anonymous
<input type="checkbox"/>		→	☹	13012005-3-9 GULSHAN-E- IQBAL-II	13.Jan.2005	9:45 AM	New	process	Anonymous
<input type="checkbox"/>		→	☹	13-01-2005-2	13.Jan.2005	9:38 AM	New	process	Anonymous

Gulshan town Complaint Centre



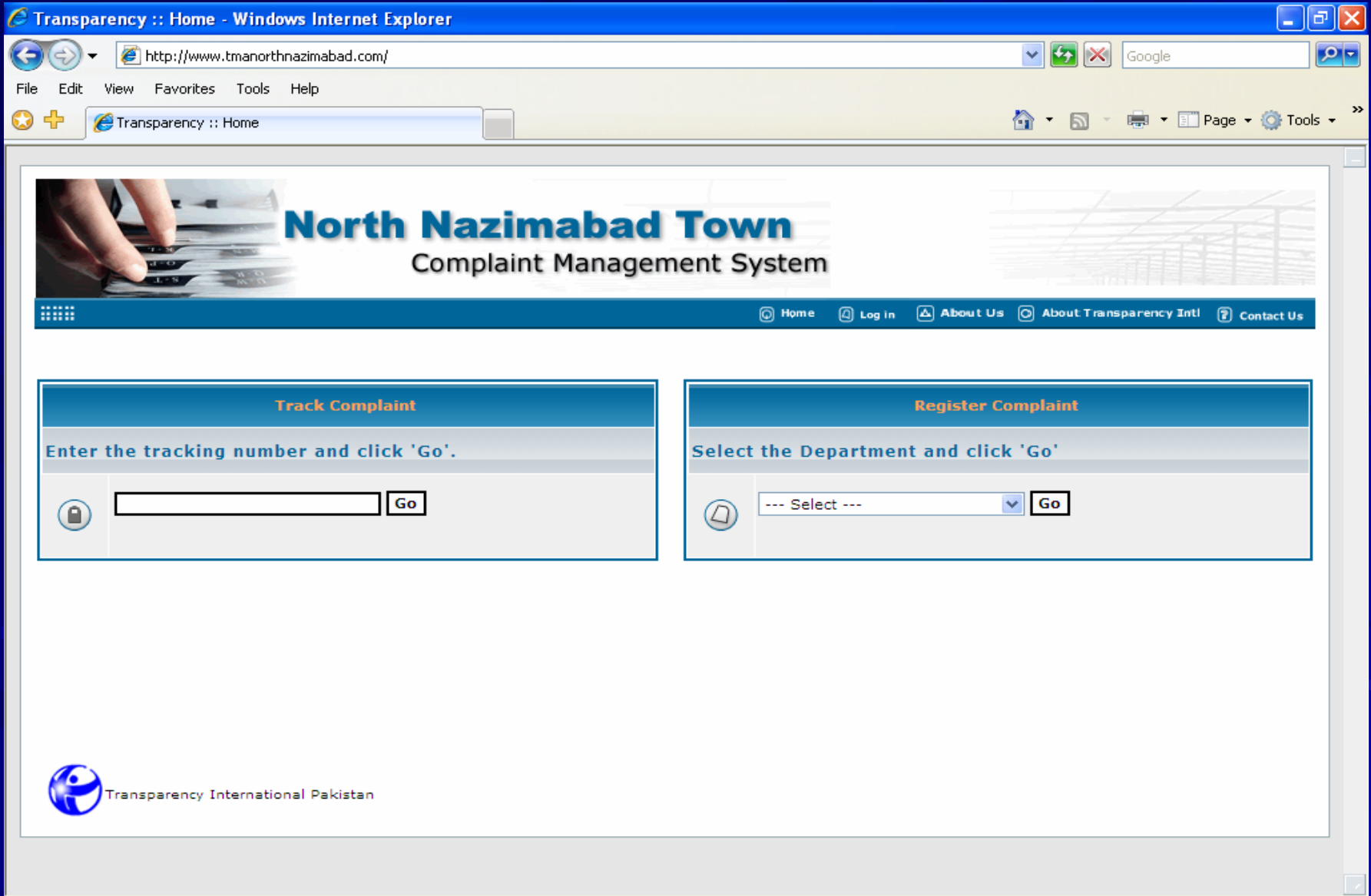
Gulshan town Complaint Centre



Gulshan town Complaint Centre



Web site North Nazimabad town



The screenshot shows a Windows Internet Explorer browser window displaying the website <http://www.tmanorthnazimabad.com/>. The browser's address bar and menu bar are visible at the top. The website's main header features a banner with the text "North Nazimabad Town Complaint Management System" and a navigation menu with links for Home, Log In, About Us, About Transparency Intl, and Contact Us. Below the header, there are two main functional boxes: "Track Complaint" and "Register Complaint".

Track Complaint
Enter the tracking number and click 'Go'.

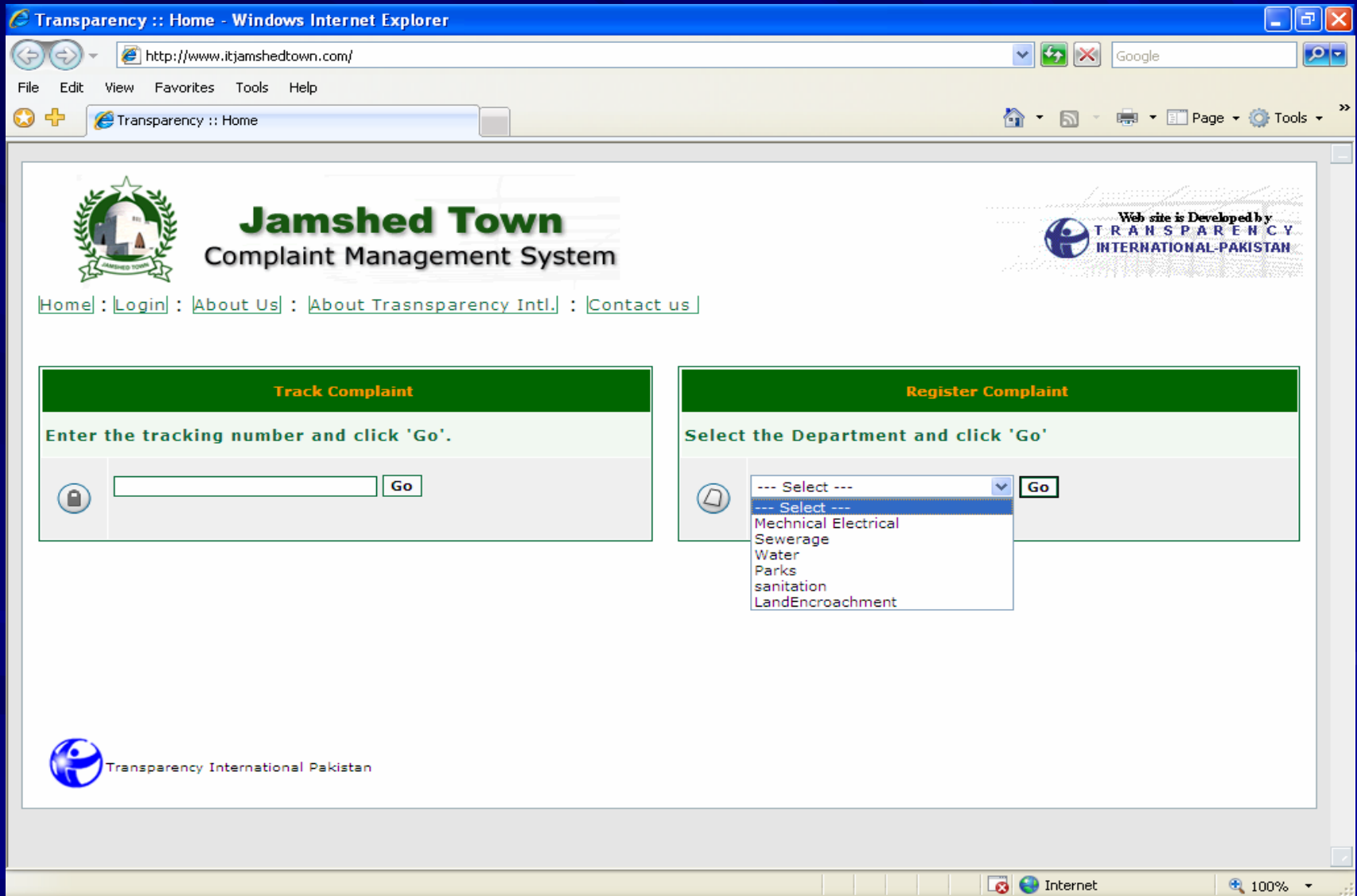
Register Complaint
Select the Department and click 'Go'.
--- Select ---

At the bottom left of the page, the Transparency International Pakistan logo and name are displayed.

Analysis of Complaints of North Nazimabad Town (From Sept 2006 to Nov 2006)

Department	Total	Pending	Processed	Rejected
Build Roads	32	32	0	0
Land Encroachment	20	20	0	0
Mechanical Electrical	34	29	5	0
Parks	4	3	1	0
Sanitation	70	56	14	0
Sewerage	99	85	13	0
Water	20	19	1	0
Total	279	244	34	0

Web site Jamshed town



The screenshot shows a web browser window titled "Transparency :: Home - Windows Internet Explorer" with the address bar displaying "http://www.itjamshedtown.com/". The website header features the Jamshed Town logo on the left and the text "Web site is Developed by TRANSPARENCY INTERNATIONAL-PAKISTAN" on the right. Below the header, there are navigation links: [Home](#) | [Login](#) | [About Us](#) | [About Transparency Intl.](#) | [Contact us](#).

The main content area is divided into two sections:

- Track Complaint:** A green header with the text "Track Complaint". Below it, a light green box contains the instruction "Enter the tracking number and click 'Go'". A form field with a lock icon and a "Go" button is provided.
- Register Complaint:** A green header with the text "Register Complaint". Below it, a light green box contains the instruction "Select the Department and click 'Go'". A dropdown menu is open, showing options: "--- Select ---", "--- Select ---", "Mechanical Electrical", "Sewerage", "Water", "Parks", "sanitation", and "LandEncroachment". A "Go" button is next to the dropdown.

The footer of the website includes the Transparency International Pakistan logo and the text "Transparency International Pakistan". The browser's taskbar at the bottom shows the "Internet" icon and a zoom level of "100%".