



Press Release

PITB Remodels Health Complaint Management System into Emergency Helpline

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The Punjab Information Technology Board (PITB) has remodeled Health Complaint Management System (HCMS) into Emergency Helpline (**0800-99000**) to facilitate the Punjab Health Department in smooth delivery of healthcare services to public across Punjab. The system ensures timely resolution of complaints and complainant satisfaction.

Health CMS is currently operational in over **3000** health facilities of Primary, secondary and specialized level across Punjab. Moreover, this system is implemented for vertical programs like TB, Polio, Dengue, Hepatitis, Spurious drugs etc. Through this system, citizens queries related to various diseases such as Measles, Aids, and Thalassemia are addressed by a qualified team of doctors placed in PITB's call center. Citizens inquiries related to Punjab Health Foundation are also answered through this system.

PITBs Health CMS has proved to be a great success with an average complaint resolution over **96%** and Complainant satisfaction is over **81%** for the complaints received from Sept, 18 to Dec, 18. The system has achieved outstanding results in complaint resolution and satisfaction. Emergency Helpline system is also now been implemented in social security hospitals across the Punjab.