



Press Release

PITB's ONLINE COMPLAINT MANAGEMENT PORTAL FOR OVERSEAS PAKISTANIS RESOLVES 4000 PLUS

Lahore, November 2, 2017

Punjab Information Technology Board (PITB) in collaboration with the Overseas Pakistanis Commission (OPC) received 8861 complaints through a developed an online complaint portal for effective communication and to redress the complaints in time pertaining to the overseas Pakistanis and resolved 4000 plus while remaining are under process. The complaints were lodged for the problems being faced in Civil Court Matters, Criminal Court Matters, OPF, Revenue Court Matters, Police, Cooperatives, Criminal, Eden Housing, Education, General, Health, Housing Schemes, LDA and Revenue departments. This was informed in a meeting held here today to review the progress of the portal under the chairmanship of Dr. Umar Saif founding Vice Chancellor, ITU, Chairman PITB and Advisor to the CM Punjab.

The main reason behind setting up the online portal is to decrease workload and make the complaints tracking and resolving process easier and prompt. Moreover, it also facilitates the labor force in the middle-east countries who cannot access the online portal, by enabling them to call the helpline +92 42-111-672-672 (+92 42 111-OPC-OPC), which runs parallel to the Overseas Complaint Portal. The OPC call representative enters all the information into the system on behalf of a user.

Previously overseas Pakistanis had been facing various problems in communicating their issues to relevant authorities in their home country and required an efficient and accessible platform for this purpose. Similarly there was no proper mechanism available with the authorities to track the complaints lodged by overseas Pakistanis.

It is an online portal, which allows overseas residents to lodge their complaints without making frequent visits to Pakistan. All they have to do is sign up on the website and enter the complaints regarding matters such as family disputes, property disputes, travel agents and airline related issues, criminal cases, financial disputes, issues related to cooperative society claim, etc. It also includes lodging a complaint for problems related to utilities, for example, water connection problems, telephone bills, electricity bills or sui-gas connection problems etc. The applicants can also have follow-ups on their complaints through OPC helpline or via directly commenting on their complaints. It has improved the overall efficiency to manage complaints efficiently.