

WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
ISLAMABAD

No. 1(10)WMS/Coord/2022

Dated: 2nd June 2022

CIRCULAR

Subject: Updated User Guidelines for Informal Resolution of Disputes (IRD)
Complaints using CMIS

The new version of CMIS (22.7) of the WMS was launched on 20.05.2022 which also includes the updates in IRD module. The updated User Guidelines for IRD Complaints using new version of the CMIS are circulated hereunder to be followed by all concerned:-

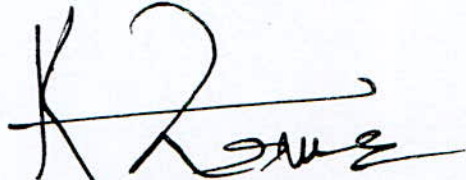
Updated User Guidelines:

- All IRD complaints can be registered on the CMIS with a new complaint number as 'WMS-IRD/0001234/22' or change in complaint profile to IRD complaint having other ordinary normal complaint numbers i.e. online/ local/ ICR/ App (WMS-ONL/123/22, WMS-HQR/123/22, WMS-APP/123/22, ICR-FES/123/22). The complaint number will remain the same even in case of change in its IRD profile.
- Registrar may change a normal complaint to IRD complaint at the time of marking of its admissibility reason as "**Case Admitted for Informal Resolution of Dispute (IRD)**". This admissibility reason will also be printed on Form B and complaint will appear on a separate interface created for Informal Resolution of Disputes.
- Registrar as well as IO can also change the IRD profile of under process complaints using the interface link "update IRD Profile". If needed, they can also subsequently change the complaint profile from IRD to normal complaint for disposal.
- **Disposal of IRD Complaint at IO Level (Get IRD Decision Template from CMIS)**
 - IO will have to define the type as Informal Resolution using "**Complaint Findings**" interface and submit. It will appear on the interface "**IRD complaints Ready for Disposal**".

- Open the interface “**IRD Complaints Ready for disposal**” and select the complaint from interface for disposal.
- “**IRD Complaint disposal**” interface has been improved by making a provision for selection of the type of decision i.e., “Relief/Reject/Closed”. IO can accordingly mark/select the type of the decision from the **disposal code** (Selection is mandatory).
- Attach/brows the scanned copy of the **IRD Decision**/ upload the IRD decision signed by IO with Date and Stamp (Decision Attachment is mandatory as per the template in CMIS).
- Press “**Save**” button. It will dispose of the complaint and auto generate SMS to the complainant.
- The attached decision will also be available in Mobile App of WMS which can be seen by the complainant
- Statistics of IRD complaints will be available separately in CMIS.


It is also clarified that henceforth every complaint will be required to be processed and disposed of in the following manners:

- a) Rejection in limini;
- b) through formal findings; or
- c) Informal Resolution.


 (Khalid Zaman)
 Director General (Coordination)

Distribution:

1. All Investigating Officers at the WMS Head Office, Islamabad.
2. All Regional Heads of the WMS



Copy forwarded for information to:

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- ii. Secretary to the HWM, WMS, Islamabad
- iii. SPS to Secretary, WMS, Islamabad
- iv. DG (Administration), WMS, Islamabad
- v. Consultant (IT)/DCO, WMS, Islamabad
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