

## **STANDARD OPERATING PROCEDURE FOR ALL COMPLAINTS RECEIVED AND SENT BY TI PAKISTAN TO GOVERNMENT DEPARTMENTS**

### **Complaint handling process**

Complaints are received through Email, Website, Fax, Post and Direct Visit by the Complainant

Asst. Project Coordinator/Project Coordinator go through the Complaint to make sure that the Complaint does not pertain to a sub-judice matter and collect necessary evidence from the complainant and forward genuine complaints to the Program Manager/ED

Program Manager/ED ensures that all the genuine complaint evidence is provided by the complainant. In case of a weak evidence, complaint is not entertained

Asst. Project Coordinator/Project Coordinator prepares the draft letter on the allegations

Complaint and the draft letter is rechecked by Program Manager/ED for accuracy of information and then sent to BoT to obtain approval/views/amends of the Trustees

If the BoT approve the draft letter on the complaint, the letter is sent to the Trustee for signature. The signed letter is sent to the department and copies are marked to various regulatory bodies. The letter is hoisted on TI-P website under Procurement Watch