

Overview

For the first time in history of Pakistan, now incompetent and dishonest audit officers/staff will not go unpunished. We have created a complaints mechanism to hear about the grievances of people against audit officials.

In addition to the Citizen Participatory Audits tab, Auditor-General of Pakistan has a tab specific for complaints pertaining to its office.

These complaints are divided in the following manner:

1. Complaint against Audit Activity
2. Complaint against Auditor
3. Complaint against Auditing Office

Step-by-Step Procedure for registering complaints in portal:-

- 1) Click on “Complaints” tab on AGP website
- 2) It will take you to PM Portal
- 3) Enter your login details
- 4) Select “Complaints” (image below)



- 5) Click on “Auditor General of Pakistan” (image below)



6) Following screen will appear, click on “Citizen Participatory Audit” (image below)



7) Now click on the desired complaint category. For example, click on “Complaint against Audit Activity”. Following fields will appear. Now, enter the relevant information. Note that “Aggrieved Person” is the complainant as he has a grievance against Audit. So wherever, “Aggrieved Person” appears, Citizen/Government servant will enter his own details. As name suggests, it is compulsory that Office name of Audit Team will have to be specified. Then the complaint details can be added along with attachments.

8) Then the complaint details can be added. Also location is to be specified at this stage.

The screenshot shows the 'New Complaint' form with the following fields:

- Name Of Aggrieved Person**: A text input field with a red asterisk and a back arrow icon.
- Designation Of Aggrieved Person**: A text input field with a red asterisk and a back arrow icon.
- COMPLAINT DETAILS**: A text input field with a red asterisk, a back arrow icon, and the Urdu label 'شکایت کی تفصیل'. Below the field, it says 'Minimum 30 characters' and '0/1000'.
- COMPLAINT LOCATION**: A text input field with a red asterisk, a back arrow icon, and the Urdu label 'شکایت کا پتہ'. Below the field, it says 'Minimum 5 characters' and '0/500'.
- PROVINCE**: A dropdown menu with a red asterisk, a back arrow icon, and the Urdu label 'صوبہ'. The text 'Select your province' is visible.

- 9) Now, attachments have to be added which can be in the form of audio, video or documents. Note that complaint without attachments/proof will not be taken seriously. If you want your complaint to be properly investigated then providing evidence is a necessary condition. Additionally, at the bottom, Citizen can choose to hide their identity. This ensures that Complaints Portal can be utilized for whistleblowing without any fear of harassment.

The screenshot shows the 'New Complaint' form with the following sections:

- Select your tehsil**: A dropdown menu with a back arrow icon.
- GPS LOCATION**: A map showing the location of the Prime Minister's Secretariat, Red Zone, Islamabad. The **LATITUDE** is 33.7260599 and the **LONGITUDE** is 73.0997924.
- ATTACHMENTS**: A section with a green 'CHOOSE FILE' button. Below it, the **ATTACHMENT SIZE LIMIT** is listed:
 - Image 3 MB
 - Video 20 MB
 - Audio 2 MB
 - File 5 MB
- HIDE MY IDENTITY?**: A checkbox with the Urdu text 'میری شناخت مخفی کریں' and a checked mark.
- NOTE**: A warning message in red text: 'NOTE: Uploading any illegal material can lead to legal proceedings. غیر قانونی یا غیر اخلاقی مواد کو اپ لوڈ کرنے پر قانونی چارہ جوئی کا سامنا کرنا پڑ سکتا ہے۔'
- SUBMIT**: A large green button at the bottom.

- 10) The other complaints tab pertaining to complaint against individual Auditor and Auditing Office have more or less similar tabs and therefore the same guidance as provided above also applies to them. These complaints once collected will be handled by Auditor-General of Pakistan HQ Islamabad. Citizens will be informed of the progress undertaken on their complaints.