

Election Commission of Pakistan
(Public Relations Wing)

Islamabad, the 17th August, 2020

Complaint Management System (CMS)

Keeping in view the digital requirements of modern era, the Hon'ble Chief Election Commissioner of Pakistan has directed to launch an online Complaint Management System (CMS) for general public and all other stake holders so that they may submit their complaints/grievances. Regarding this, a demonstration of the Complaint Management System (CMS) was given today to the Hon'ble Chief Election Commissioner. It was informed that this system will reduce the gap between ECP and its stake holder by providing them the easy opportunity to submission as well as redressal of their complaints electronically. This will speed up the complaint resolution process and increase the overall efficiency of complaint resolution process. Using this system, a complainant can keep track of his/her complaint till its resolution.

The Hon'ble chief Election Commissioner after taking the demonstration has given some directions to make the said system more efficient and robust.
