

Make Complaints

You can make complaints regarding any organization or service provided by organizations. In order to make any type of complaints click on the sub menu item "Make a Complaint" in "COMPLAINTS" in the main menu as shown in Fig. 14.1.

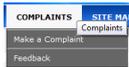


Fig. 14.1: Make a Complaint sub menu in "COMPLAINTS" main menu item.

Once you click on "Make a Complaint" the following list of organization types will be displayed to the citizen. (Fig. 14.2)



Fig. 14.2: List of organization types for making a complaint.

When you select an organization you will be prompted to confirm the selection by a message box as shown in Fig. 14.3.



Fig. 14.3: Message box for confirming organization in make a complaint.

Once you confirm the selection of organization you will be directed to the make complaint form as shown in Fig. 14.4.

The screenshot shows a web form for submitting a complaint. The 'Department' is set to 'Central Environmental Authority'. The 'Service Name' is a dropdown menu currently showing '- General -'. There are input fields for 'Your e-mail', 'Telephone No.', and 'Your Birthday' (with a date picker set to 2002-07-23). The 'Gender' section has radio buttons for 'Male' and 'Female'. There are also fields for 'Your NIC No.' and 'Subject:'. A large text area for the 'Message:' is present, with a blue 'SEND' button to its right. Below the message area is a yellow box containing the handwritten verification code '2177FB'. At the bottom, there is a 'Verification Code:' input field.

Fig. 14.4: Make a complaint form.

The selected organization name will be listed in the top of the form and a selection box provided to select a service of that organization. If you do not select any service, by default a general complaint will be made to the organization. You have to fill all the required fields and enter the verification code before submitting the complaint.

Upon successful submission of the complaint you will receive a token number that is also emailed to the email address provided. (Fig. 14.5) You can use the token number to view the reply to your complaint afterwards from the [Feedback](#) sub menu in [Complaints](#) main menu. However you will have to wait at least a day to receive a reply. This will be discussed in detail in [View Feedback for Complaint](#) page in help.

ThankYou for sending us a complaint.Your reference number of the complaint will be e-mail to your account.Your Complaint token is 9125957692

Fig. 14.5: Reply after sending a complaint.