



PUNJAB MUNICIPAL DEVELOPMENT FUND COMPANY

LICENSED UNDER SECTION 42 OF THE COMPANIES ORDINANCE 1984

No. PMDFC/MD/5023/0822

August 15, 2022

The Chief Officer,
Municipal Committee,
Bahawalnagar, Burewala, Khanewal, Kot Addu, & Vehari

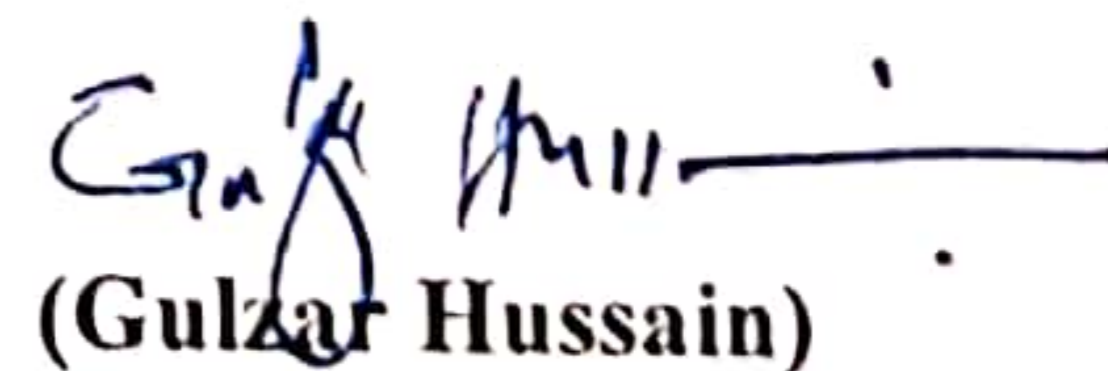
Subject: TRAINING/ ORIENTATION SESSION ON UPGRADATION OF PMS, CTS & WEBSITE UNDER PUNJAB CITIES PROGRAM (PCP)

Kindly refer to the subject mentioned above.

This is to inform that certain e-governance initiatives have been introduced for MCs under the subject program. These systems are going to be upgraded. For the purpose, PMDFC hired the services of M/S Cyber Vision, Consulting firm for upgradation of these systems i.e., Performance Management System (PMS), Transforming Complaint Tracking System (CTS) into Grievance Redress Management and transforming MCs static website into dynamic ones. These systems have been upgraded and are at launching stage in MCs.

In this context, one day training/ orientation session has been planned for MCs management and staff to ensure functionality of the above-mentioned systems. The training session has been scheduled on **Thursday, August 18, 2022** at **09:30 AM** at **Avalon Hotel, 79-A Behind Pizza Hut, Gulgasht Colony, Multan**. In view of above, it is requested to ensure the participation of MC management and staff as per list attached on aforementioned date, time & Venue. **The agenda of training is attached.**

In case of any query please contact Abdul Hannan, Program Officer (IS) (0300-8577848).


(Gulzar Hussain)

Senior Program Officer – IS

CC:

- The Administrator, Concerned Municipal Committees
- The PSO to Secretary, LG&CD Department
- The All Municipal Officers, Concerned Municipal Committee
- The Regional Program Coordinator, Multan Region
- The Executive Secretary to MD - PMDFC/ PD - PCP, Lahore

**LIST OF PARTICIPANTS FOR THE TRAINING SESSION ON UPGRADATION OF
PMS, CTS & WEBSITE UNDER PUNJAB CITIES PROGRAM (PCP)**

Sr. No.	MC Participants
1.	Chief Officer, Municipal Committee
2.	Municipal Officer, Finance
3.	Municipal Officer, Infrastructure & Services
4.	Municipal Officer, Planning
5.	Municipal Officer, Regulation
6.	IT Officer, Municipal Committee
7.	GIS Officer, Municipal Committee
8.	Sub Engineer, Solid Waste
9.	Sub Engineer, Water Supply
10.	Computer Operator
11.	Complaint Cell Incharge
12.	Sanitary Supervisor
13.	Water Supply Incharge
14.	Streetlight Incharge

TRAINING PLAN				
Sr No.	Time	Demonstrated by	Topics	Description
Opening Remarks				
	10:00 am - 10:05am	Recitation from Holy Quran		-
	10:05 am - 10:10am	Welcome Address by MD PMDFC		-
Session 1: GRM				
1	10:10 am - 10:15am	Shahwar	Event Agenda	This section will convey the objectives of the system and the potential positive impacts that initiated this project
2	10:15am - 10:30am	Ali wazir/Shahwar	Platform Introduction	A brief intro of the system to develop an understanding of its functions and usages
3	10:30am - 11:30am	Ali wazir/Shahwar	System Walkthrough/Demo of GRM	Once the intro is done, the users will be taken through the different modules of the system
3.1		Ali wazir/Shahwar	Admin user/GRM	This section will cover the functionalities of the admin level user
3.2		Ali wazir/Shahwar	MOI/MOP/GRM	This section will cover the functionalities of the MOI/MOP level user
3.3		Usman Gulzar	CCI/SI/GRM	This section will cover the functionalities of the CCI/SI/GRM
3.4		Usman Gulzar	Coo/GRM	This section will cover the functionalities of the Coo Level User
4	11:30am - 11:45am	TEA BREAK		
5	11:45am - 12:00am		Feedback Session/ Comments	Attendees will provide their feedback regarding the system functionalities and a consultative session will take place after this, that will entertain all the questions that arise during the feedback
Session 2: Website				
9	12:00am - 12:15am	Ali wazir/Shahwar	Platform Introduction	A brief intro of the system to develop an understanding of its functions and usages
10	12:15am - 1:00pm	Ali wazir/Shahwar	System Walkthrough/Demo of Websites	Once the intro is done, the users will be taken through the different modules of the system
10.1		Ali wazir/Shahwar	Admin Portal	This section will cover the functionalities of the admin level user
11	1:00pm - 2:00pm	LUNCH/ ZOHAR PRAYER		
12	2:00pm - 2:15pm		Feedback Session/ Comments	Attendees will provide their feedback regarding the system functionalities and a consultative session will take place after this, that will entertain all the questions that arise during the feedback
Session 3: PMS				
8	2:15pm - 2:30pm	Shahwar	Platform Introduction	A brief intro of the system to develop an understanding of its functions and usages
9	2:30pm - 3:30pm	Ali wazir/Shahwar	System Walkthrough/Demo of PMS	This section will include the System functionality training

TRAINING PLAN

Sr No.	Time	Demonstrated by	Topics	Description
10.1		Ali wazir/Shahwar	Admin user	This section will cover the functionalities of the admin level user
11	3:30pm - 3:45pm			TEA BREAK
12	3:45pm - 4:00pm		Feedback Session/ Comments	Attendees will provide their feedback regarding the system functionalities and a consultative session will take place after this, that will entertain all the questions that arise during the feedback
12	4:00pm - 4:00pm			THANK YOU NOTE