

## Annexure-A

Assessment related to:

LOT	Task	Assessment	Improvement	Deliverables
1-A	Online complaint registering via portal access using web or/and mobile app to enable complainant know his complaint's status stage wise till the final decision of complaint.	Current infrastructure sufficient to host this task or any additional software, Hardware Server, Network Security, Storage, etc. require to complete the task.	---	Final Report should cater all future requirements and implementable road map to get idea about the timeline implementation requirement of this work task
1-B	Existing BMP website having features of lodgment and tracking of complaint status. The website should have ability to facilitate public for the complaint lodgment by interlink with the complaint lodgment portal.	Current infrastructure sufficient to host this task or any additional software, Hardware Server, Network Security, Storage, etc. require to complete the task.	Website should be developed on latest framework and should sync to the complaint lodgment portal.	Assessment shows how Website should be user friendly and easy to navigate with other necessary features there should be no limitation while modifying it in future.
1-C	How to Upgrade an in-house complaint processing software having interactive dashboard to enable higher management of BMP to have full view and control of each segment of complaint and action taken on it. Also, software should have capacity to update the complainant about lodgment of the complaint with BMP and subsequent status of the case via SMS and email.	Current infrastructure sufficient to host this task or any additional software, Hardware Server, Network Security, Storage space, etc. require to complete the task.	In-house complaint management portal should be sync in a way that complainant can track his complaints status and get updates on it. Privileged users in BMP can have access and view different MIS reports. Portal should be linked to any telco to provide an SMS service through which template and customized SMS could be sent to stakeholders of complaint.	Assessment have Convenient Dashboard to analyze performance on basis of KPIs, trend of increase/decrease in complaints with respect to its nature, region or bank, etc. Help the complainant to easily track his complaints and get updates through SMS and login portal.

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LOT	Task	Assessment	Improvement	Deliverables
1-D	Secured access and communication with third party (Banks) to measure effectiveness of complaint's status taken up with them for resolution.	Current infrastructure sufficient to host this task or any additional software, Hardware Server, Network Security, Storage, etc. require to complete the task.	Protected and limited rights should be provided to banks to insert the requisite details and provide data on concerned complaints.	A single platform to be created where BMP office, complainant and banks could provide the requisite information and supporting data with open rights to BMP and limited rights to Banks and complainants.
2-E	Virtual connectivity with BMP's regional offices located at Provincial headquarters, Rawalpindi and Multan.	Current infrastructure sufficient to host this task or any additional software, Hardware Server, Network Security, Storage, etc. require to complete the task.	Using the existing next generation firewall of Karachi office, connectivity should be made to bring the regional offices on the same network of Karachi office.	All offices should be on a same network where data and IT resources could be easily shared between the different offices of BMP in a secured way.
2-F	Establishment of online Video Conferencing facility, enable connection with its regional offices and to conduct hearing proceeding.	Current infrastructure sufficient to host this task or any additional software, Hardware Server, Network Security, Storage, etc. require to complete the task.	-----	Using the dedicated equipment, BMP offices should be able to conduct high quality online meetings and hearings with all regional offices. Video meeting facility should be made available at any time as per the requirement of the office and the project should be scalable.