PRA-Iris
Complaint Management System
User Manual

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Contents

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Introduction

The Complaint Management System (CMS) within the Punjab Revenue Authority (PRA) IRIS Portal is designed to provide taxpayers with an efficient and accessible platform for filing, tracking, and resolving complaints related to tax issues. This document serves as a comprehensive guide for taxpayers on how to utilize the CMS, from logging in to submitting feedback on resolved complaints. By following these steps, taxpayers can ensure their issues are promptly communicated and addressed by the PRA.

Scope of the Document

This user manual is intended to assist taxpayers in navigating the CMS on the PRA-IRIS portal. It covers the following areas:

1. Accessing the CMS portal through PRA-IRIS.
2. Viewing existing complaints and their statuses.
3. Submitting new complaints, including instructions for filling out required fields and attaching supporting documents.
4. Tracking complaint statuses and understanding system notifications.
5. Providing feedback on resolved complaints.

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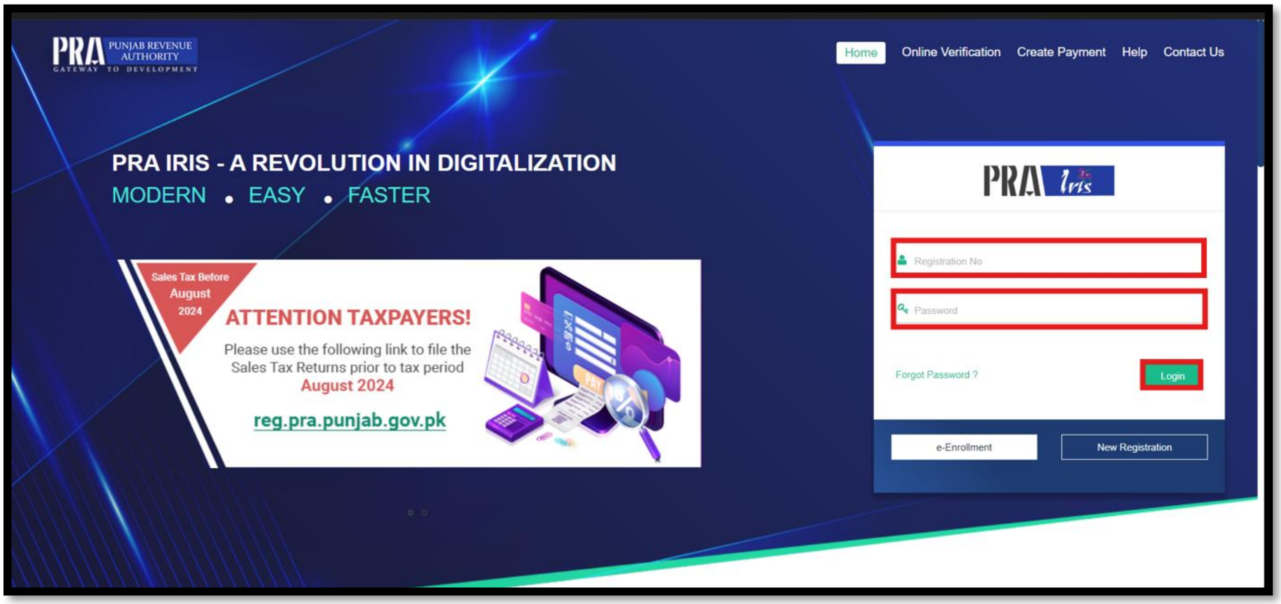
2. Complaint Management System – PRA IRIS Manual

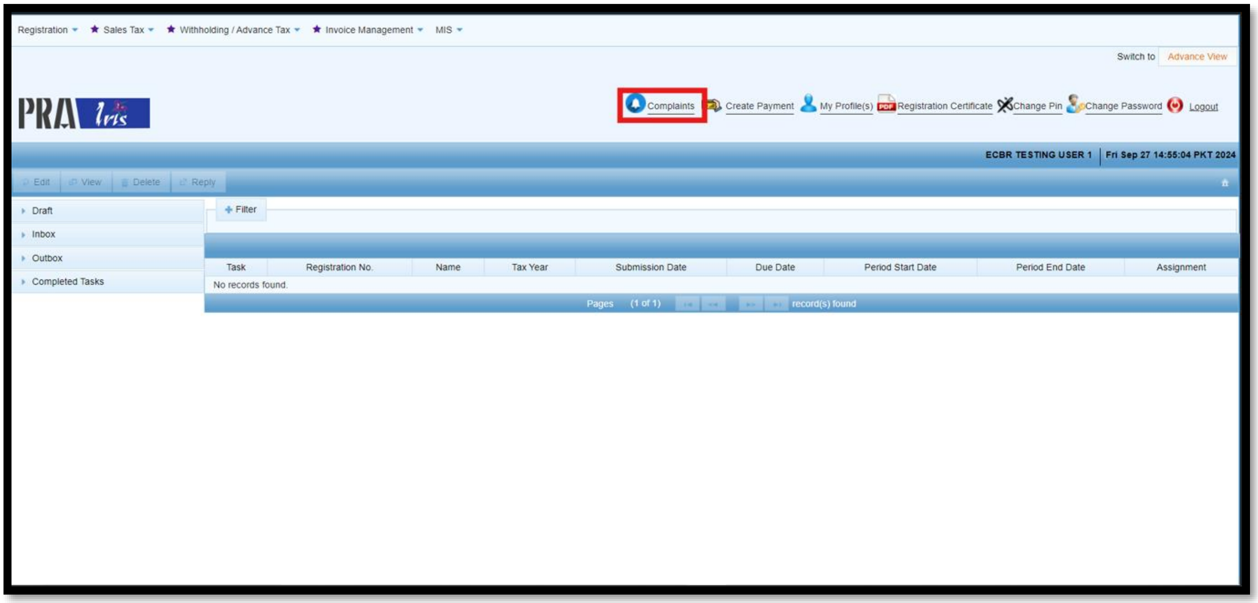
2.1 Log in to the PRA-Iris Portal

1. Open the PRA-Iris portal through the link https://e.pra.punjab.gov.pk/public/txplogin.xhtml.
2. Enter the “Username” and “Password
3. Click the “**Login**” button.
4. After successful login, the user will be redirected to PRA-Iris main dashboard.



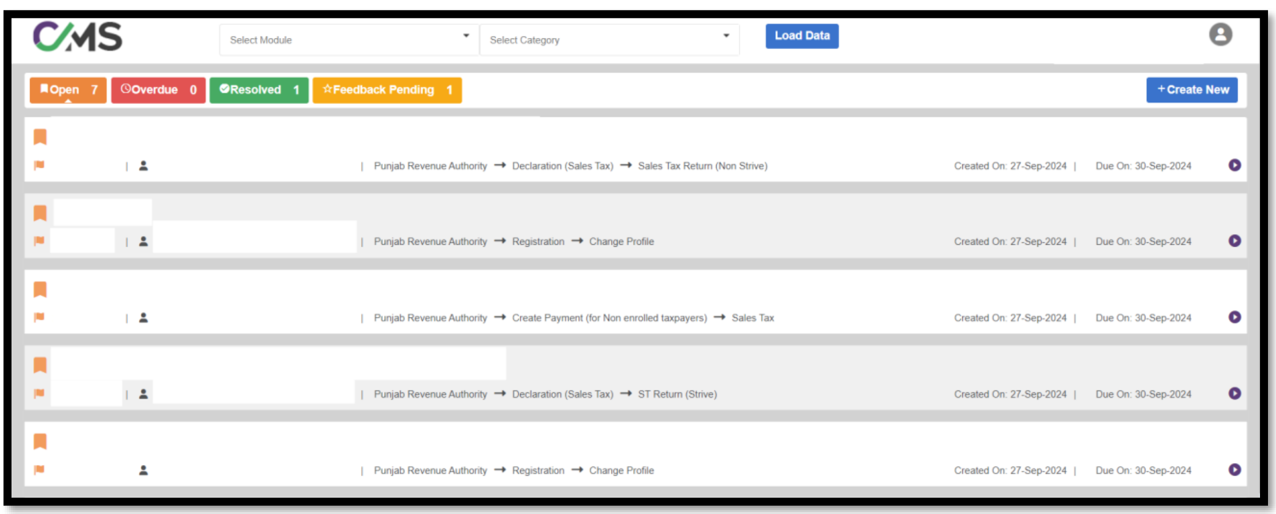
2.2 Access the CMS portal

Click on the "Complaints" tab to be directed to the CMS page.

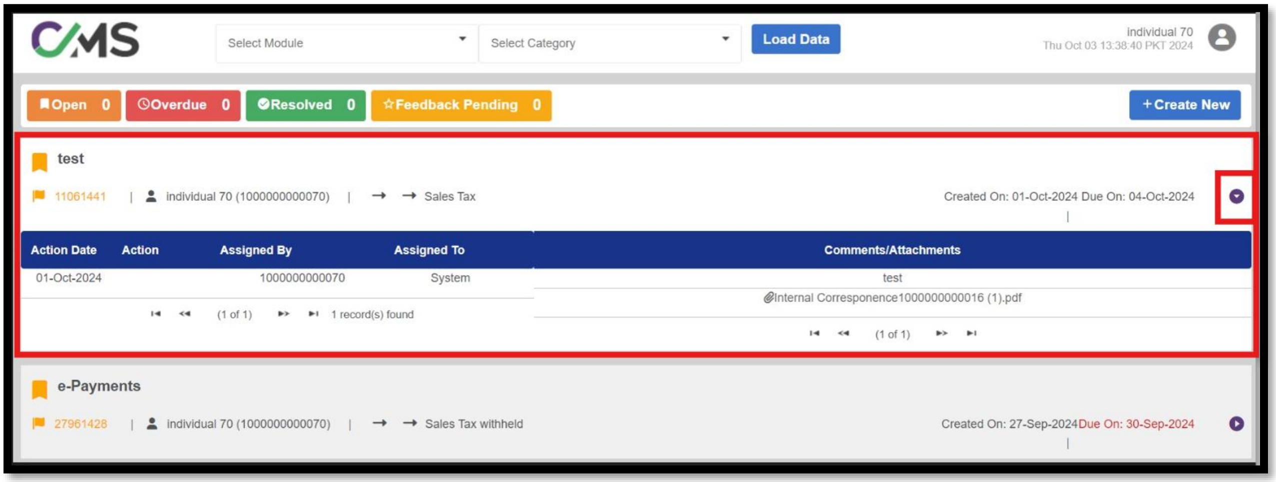


2.3 Accessing the Existing Complaints by the taxpayer:

1. The taxpayer's existing complaints that are not yet resolved will appear on the CMS dashboard screen.

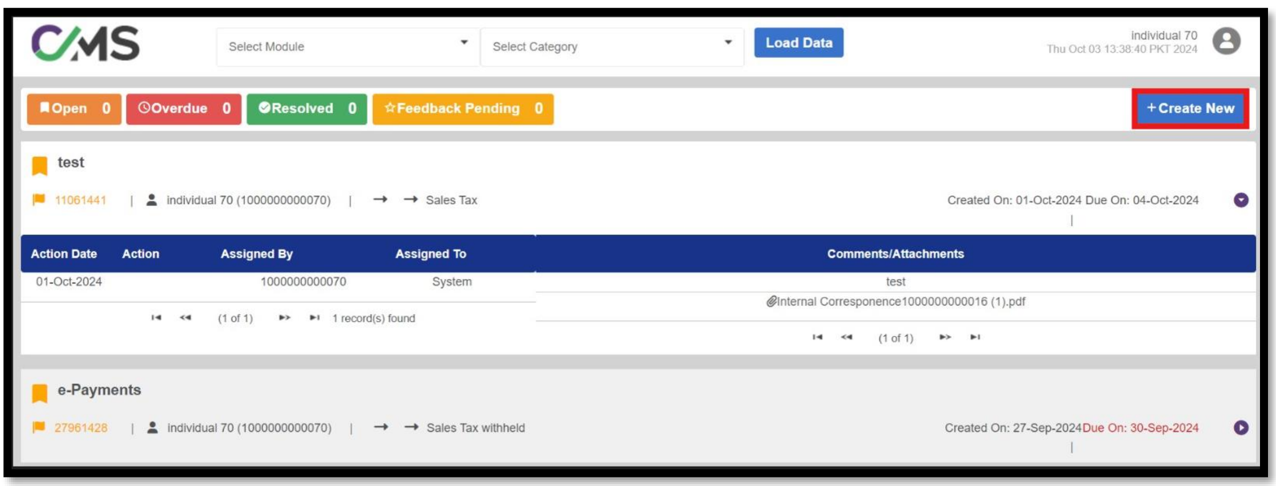


2. The taxpayer can view the status of his/her open complaints by clicking on the arrow that is displayed at the right side of the complaint's row.



2.4 Filing a New Complaint on the CMS

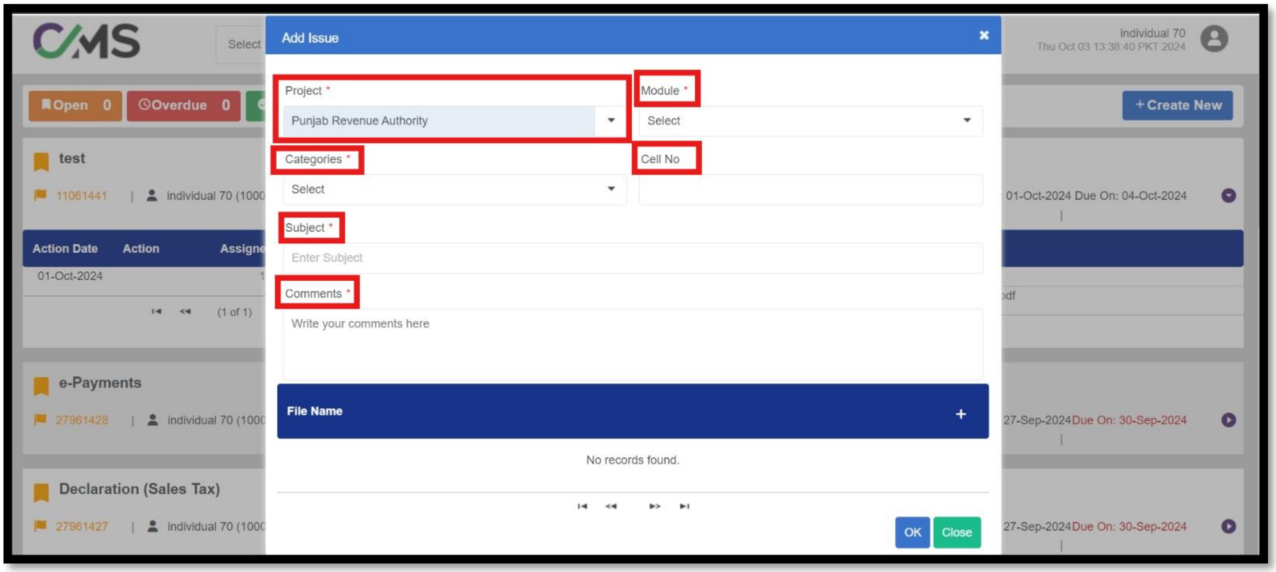
On the CMS Dashboard, click the "Create New" to file a new complaint.

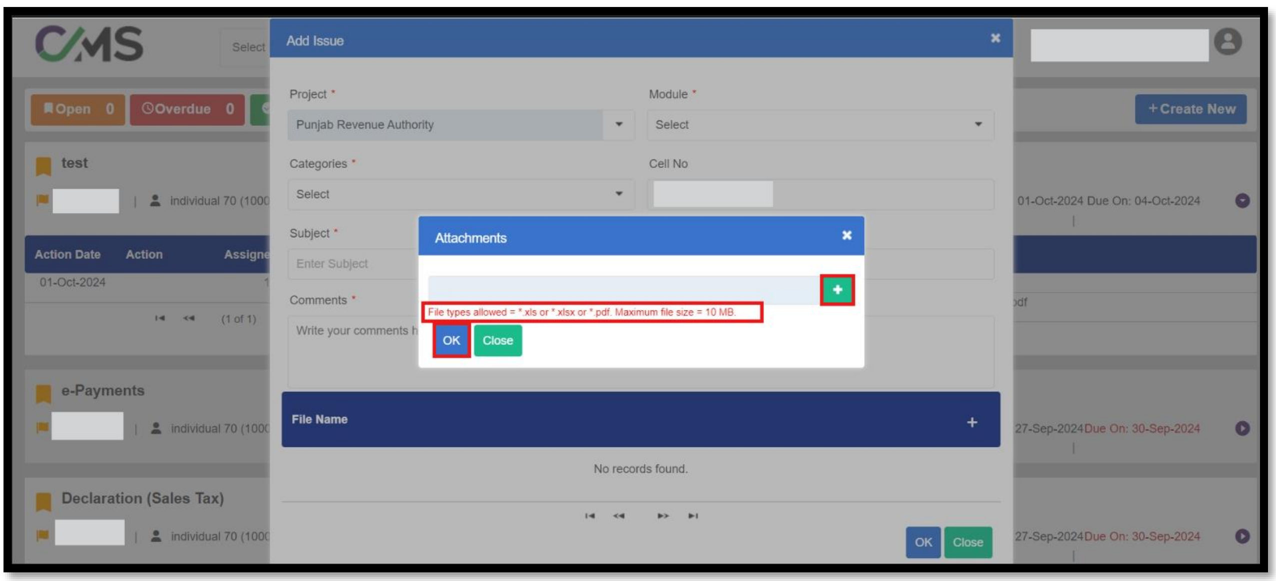


A pop-up titled Add Issue will appear. The taxpayer must fill in all mandatory fields (marked with a " * "):

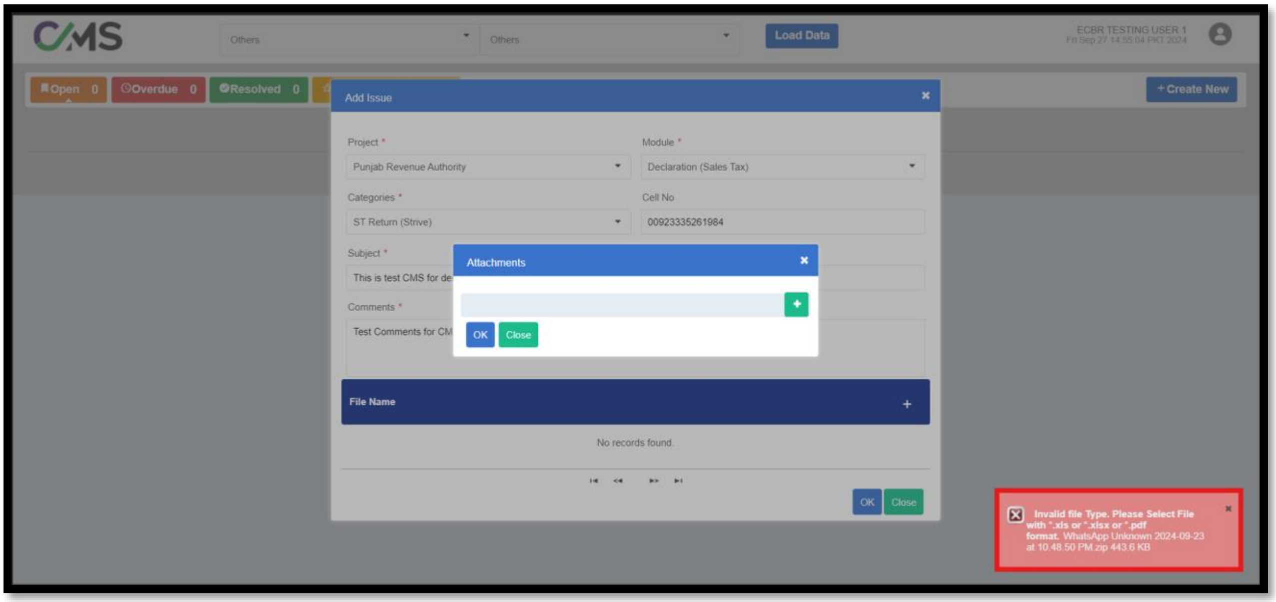
- **Project**: The project field will automatically display 'PRA' as the default project name.
- **Module**: Choose the module relevant to the complaint within the selected project.
- **Category**: Select the appropriate category for the complaint.
- **Subject**: Enter a clear subject for the complaint.
- **Comments**: Provide a detailed description of the issue.
- **Cell No:** The contact number of the taxpayer will be auto fetched by the system.

- **File Attachment:** The taxpayer can attach supporting files (optional). Click the + button to upload. (The file size must be under 5MB and in .xls, .xlsx, or .pdf format, as indicated in the pop-up)

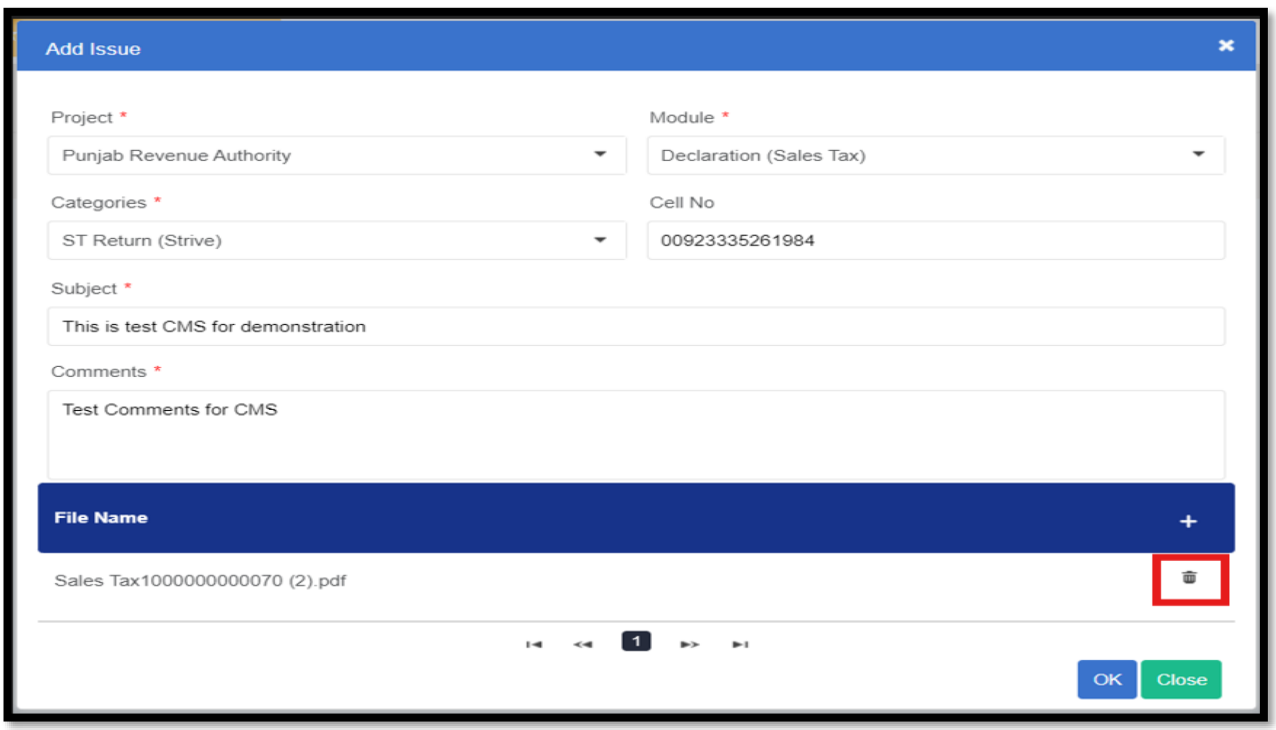




- If the format or size is incorrect, a notification will appear at the bottom right of the screen, rejecting the file.



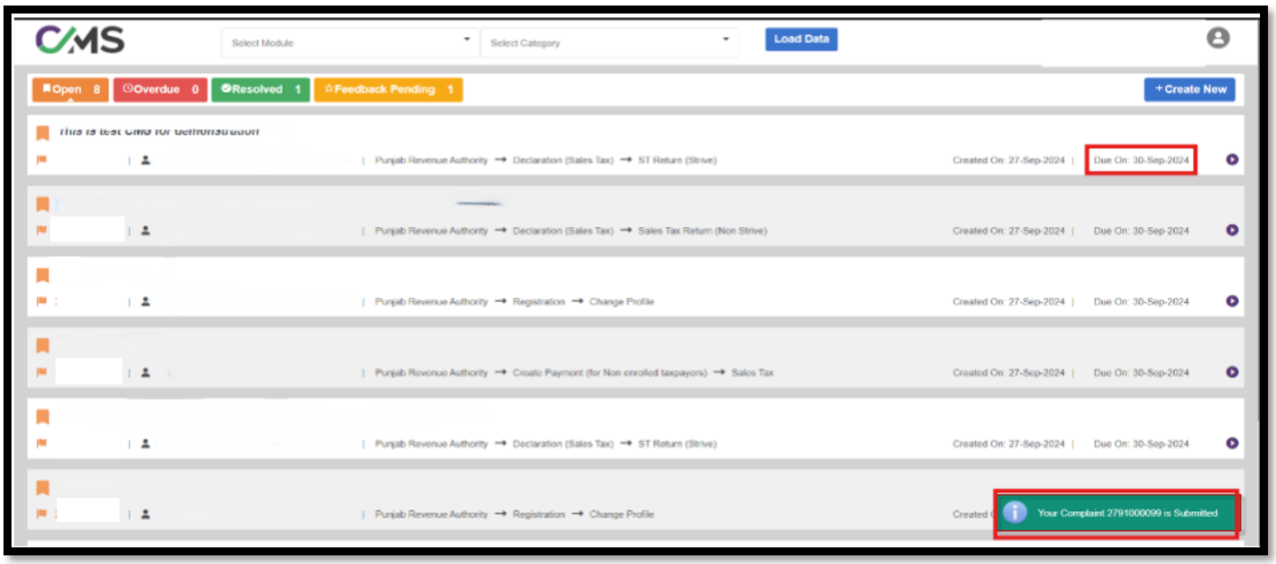
- Taxpayers can also delete any attached files before submission if necessary.



2.5 Submitting the Complaint:

1. Once all required fields are filled, the taxpayer can submit the complaint. A notification will appear at the bottom right of the screen confirming successful submission.

2. The taxpayer will be able to view the expected resolution's due date for the complaint.

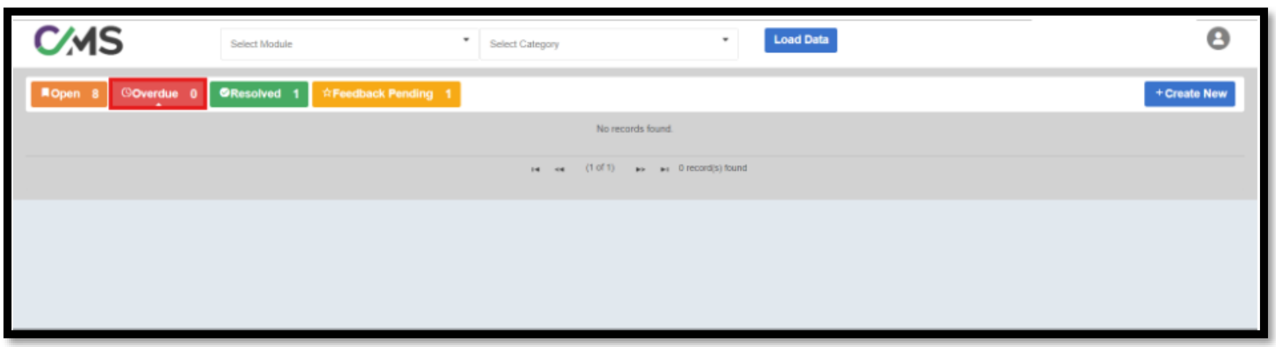


3. After submission, the complaint will be forwarded to the concerned officer in the CRM system. Once resolved, it will appear in the "Resolved" tab.

2.6 Tracking Complaint Status:

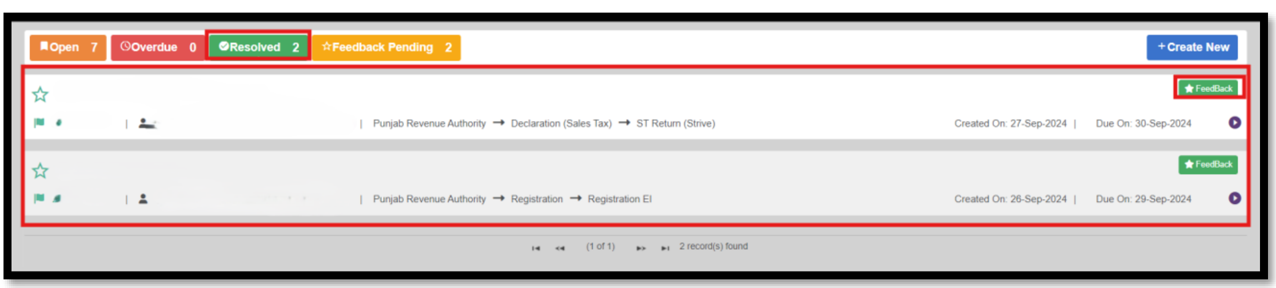
1. To track the status of a complaint, the taxpayer can click the Action Details - arrow on the right side of the complaint row. The status will be displayed under the “Action” column.

2. If no action is taken against the taxpayer’s complaint within 72 hours, the complaint will be marked as overdue in the “Overdue” tab.



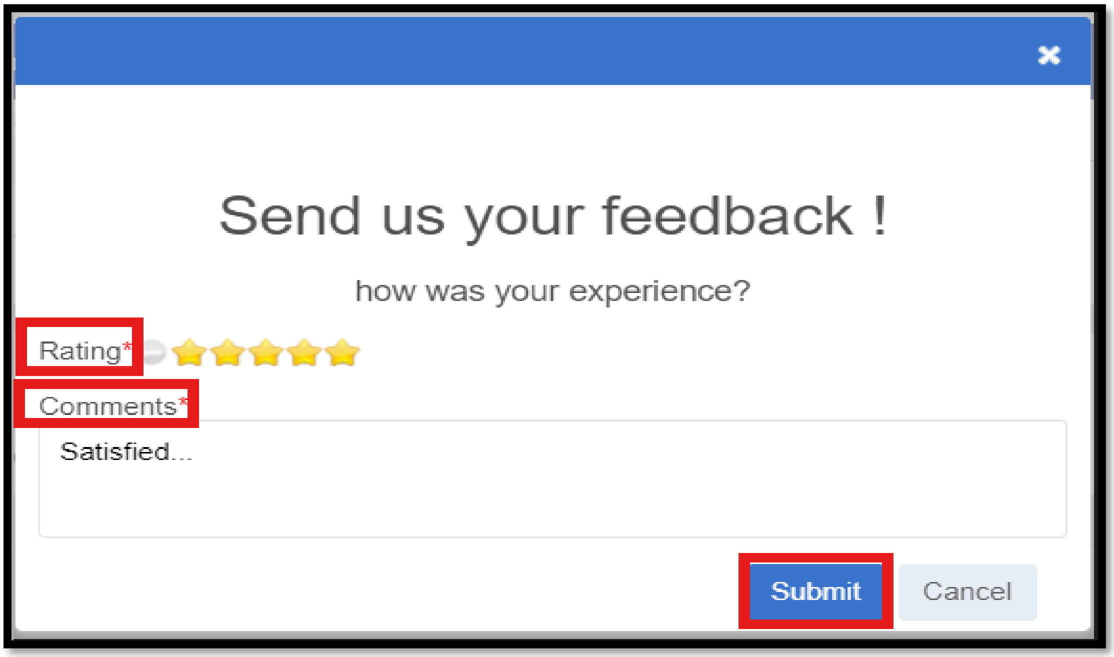
2.7 Complaint Resolution:

Once the complaint is resolved, it will move to the “Resolved” tab. A “Feedback” button will also appear on the right side of the complaint row.

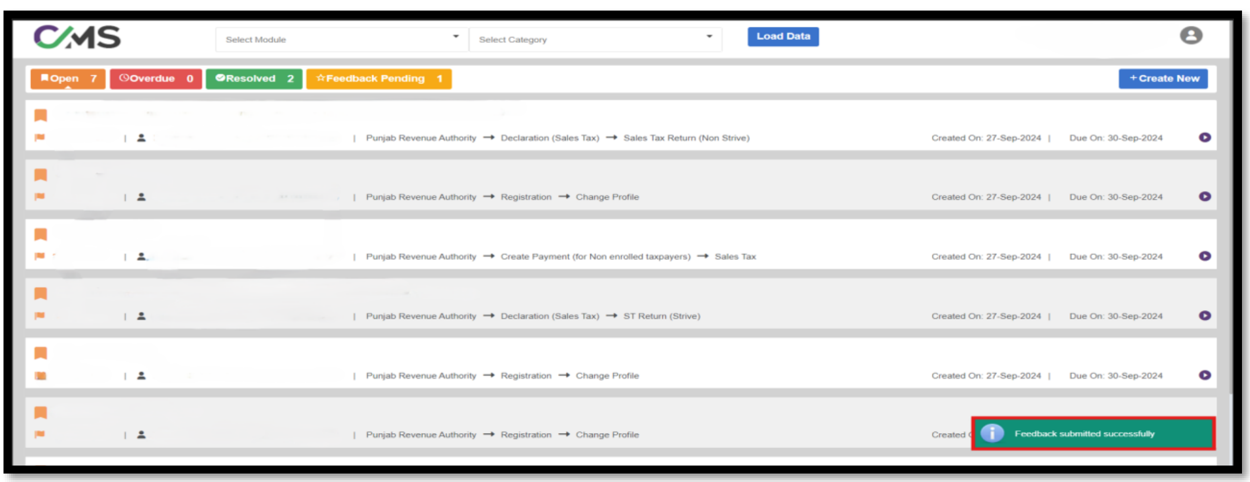


2.8 Feedback by the Taxpayer:

1. If the taxpayer wishes to provide feedback after their complaint is resolved, they can do so by clicking on the "Feedback" tab. A pop-up will appear, displaying mandatory fields;" Rating" and "Comments"—that must be filled out to submit the feedback. After completing these fields, the taxpayer must click "Submit" to finalize their feedback.



2. A confirmation notification will appear at the bottom right of the screen once the feedback is submitted successfully.



3. After submission, the feedback will be visible on the CMS dashboard, and the Feedback button will disappear as feedback can no longer be edited or deleted.

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