



SUCCESS STORY

IFMS Complaints Management System Improves Transparency and Makes Municipal Officials Accountable

The Complaints Management System (CMS) fosters citizens' engagement, improves municipal services, and restores trust and legitimacy of local government.



On April 23, local resident of Qala-I-Naw registering his complaint at Qala-I-Naw Municipality.

Said Qadir Kamran, Mayor of Qala-I-Naw City: *“By responding to citizens’ queries and concerns in a timely manner, the government will be able to regain citizens’ loyalty and trust. I strongly believe that the Complaints Management System (CMS) implemented as part of IFMS module will play a vital role in improving municipal services, and communication with citizens.”*

Public participation, access to information, accountability, and effective complaint management are the key elements of good governance, which have been largely overlooked in Afghanistan. As per Article 31 of the Municipalities Law, municipalities have the responsibilities to resolve public complaints properly and on a timely basis. According to the Integrity Watch Afghanistan’s Annual report for 2018, due to the absence of standardized systems and procedures as well as lack of technical capacity, only 2,600 complaints were registered last year. Afghan Municipalities were only able to handle 8% of these 2,600. It is fair to say that neglecting to follow through on tracking and resolving a complaint not only results in unhappy citizens, but could also damage municipality’s reputation.

In 2018, the Deputy Ministry of Municipalities decided to employ sound mechanisms for managing citizens’ concerns by computerizing the Complaints Management System (CMS) under the Integrated Financial Management System (IFMS) developed by SHAHAR. The system, created in close collaboration with DMM and partner municipalities, aimed at handling complaints as quickly as possible through a transparent mechanism. It involves tools for collecting and tracking complaints and informing residents of the progress toward resolution. CMS was successfully installed in all 33 municipalities and is accessible online. Now, citizens can express their concerns and comments on issues ranging from potholes on the main roads and dirty street conditions to incorrect tax assessments on person property or business. It’s worth mentioning that, the performance of the municipalities in responding to the complaints and its final resolution are being closely monitored by DMM.

With implementation of CMS, the municipalities are able to address citizens’ complaints more systematically and in a timely manner. Above all, communication with the person that made the complaint is critical in preventing further complaints and monitoring municipal service levels. Since the launch of the system, the municipalities have received approximately 207 complaints on unethical behavior of municipal officials, lack of basic municipal services, etc. Over a hundred cases have already been handled by respective municipalities.

Telling Our Story

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