



Who will be the Complainant?

All regular (i.e. in-service, retired, terminated, suspended, OSD) as well as daily wages employees of TEVTA and spouse / dependents of the deceased employees will be eligible to register their grievance through online system.

Prerequisite:

- Submit a written complaint to the relevant authority is mandatory.
- Submit only those complaints whose date of filing the written complaint is **on or after 1st January 2024.**
- The complaint is pending and 45 days have been passed.
- An appeal against the decision can be file within 45 days of decision date.
- Complaint under category titled "**Priority Matter**," only can be file without prerequisite.

Availability of System

The online complaint form is at <http://portal.tevta.gop.pk/complaint.aspx>

Step 1:

The system will ask the complainant to provide the Employee Code (assigned by HRM database), CNIC, and date of birth.



TEVTA About Find Admission Application Find Complaint

Complaint Form - TEVTA Punjab

STEP 1: Employee Verification

Employee Code *

Employee PIN

CNIC *

XXXXX-XXXXXX-X

Date of Birth: *

dd/mm/yyyy

> Next

Please provide aforesaid information and click on "**Next**" button. The system will verify these information from the database, and proceed further on successful verification otherwise, reject request.



Step 2:

Complaints have been classified into following categories and sub categories:

Sr.	Category	Sub-Category
1	Human Resource	Promotion
		Transfer / Posting
		Service Matters (Hiring, Pension, Allowances, Upgradation etc)
		Staff Training
		Disciplinary Matters (Inquiries, Prob. etc)
		Harassment
		Victimization
		Others
2	Operations	Admission
		Examinations
		College Administration (Fee, Pick & Drop etc)
		Facilities (Furniture, Mach. Equip., Training Material etc.)
3	Priority Matter	Health & Life Insurance
		Grievance against Management
		Malpractices Whistle blow
		Benefits of Deceased Employees
		Pensionary & Post Retirement Issues
		Others
4	Academics	Syllabus
		Academic Calendar
		Curriculum Revision
		Academic Audit
5	Finance	Pay Fixation
		Anomalies
		Budget
		Audit
		AR/SR
6	Procurement	Quality of Procured Items
		Warranty Claims
		Delay in Payments
		Others

Submitting a written complaint to the relevant authority is prerequisite and mandatory. However, for complaints categorized as "**Priority Matter**," system will accept directly without the prerequisite check of written complaint.

It is advised to select relevant Category and Subcategory of complaint for speedy disposal.



STEP 2

Complaint Category

Category * **Sub Category ***

Select

For complaints in all categories (except Priority Matter), the complainant will have to submit complaint in writing to the relevant authority for resolution. This will be a prerequisite and mandatory. Submit only those complaints whose date for submitting the written complaint is on or after 1st January 2024.

In case decision on the said written complaint is pending and 45 days have passed, the system will allow to proceed further to file a complaint through this system.

The appeal against decision of written complaint can also be files within 45 days of decision date.

The system will ask to provide details of the previous written complaint i.e. reference no, date for submission, status of previous written complaint either “Pending” or “Decided” and date of decision (if decided).

Previous Written Complaint

Reference No. * **Date: *** **Status ***

Reference No. dd/mm/yyyy Select

Please provide aforesaid information and click on “Next” Button.



Step 3:

In case the employee himself / herself is a complainant, the system will display information of employee and will allow to change only contact information.

Otherwise In case of deceased employee, the system will ask to provide complete details of the person (spouse / depending) filing complaint as mentioned in the form given below:

Complainant Information

STEP 3

Complainant Information

Full Name *	Mobile *
<input type="text" value="Full Name"/>	<input type="text" value="03xx-xxxxxxx"/>
CNIC *	Phone (landline/mobile)
<input type="text" value="xxxxx-xxxxxxxx-x"/>	<input type="text" value="0xxx-xxxxxxx"/>
Email *	Address *
<input type="text" value="Email"/>	<input type="text" value="Address"/>

The spouse/ dependent can sent request through District Director to change status of employee along with relevant documents to fdo.sec@tevta.gop.pk OR to director.mis@tevta.gop.pk. Requests sent by using only TEVTA official email address (@tevta.gop.pk) will be considered.



Detail of the complaint may be provided in “Complaint Description” box as given below:

Complaint Description/Detail

Complaint Details

Defendant *

Complaint Description (max. 5000 characters) *

Name of Office, Designation against whom the complaint is filed be provided in Defendant box

Uploading Documents

Upload documents related to the written complaint already filed including decision (if any) for consideration of management and this is mandatory (except Priority Matter).

Documents (select multiple) *

No file chosen

 A maximum of **four PDF files**, each with a size limit of **3MB**.

System will allow to upload maximum four (4) files (PDF, Gif, PNG, JPEG) selected in a single step.



Undertaking

Undertaking *

I hereby affirm the accuracy and truthfulness of the information provided in this complaint. I acknowledge that any deliberate misrepresentation may result in the rejection of this complaint and may lead to legal consequences. I grant TEVTA the authorization to share the submitted information with any pertinent TEVTA office for evaluation, resolution, and appropriate measures.

[← Back](#) [Submit Complaint](#)

Check the box for undertaking acknowledging that nothing has been concealed or misrepresented. And that if any information provided by proves false, fictitious or concocted at subsequent stage, the same may result into the rejection of complaint and may lead to legal as well as penal consequences.

Submit your complaint by clicking on “Submit Complaint” Button.

The system will generate a complaint number and prepare a document (in pdf) containing all information provided by the complainant for future reference. The document will also contain the contact information of the relevant person at the Chairperson's office, who will be contacted for follow-up of the complaint.