



# **PUNJAB PUBLIC SERVICE COMMISSION**

## **JOB DESCRIPTION FOR THE POST OF DEPUTY DIRECTOR (CITIZEN FEEDBACK & COMPLAINT REDRESSAL) (LUMP SUM) CASE NO 52RH2021.**

### **MAIN RESPONSIBILITIES AND TASKS**

1. To get citizen feedback in order to register complaint or as Hint (hidden complaint).
2. To procure customers act of communication for discomfort and damage.
3. To interact through different potentials modes of operation, connection, oral, online, written,
4. To device and implement policy for complaint management, registering, accalation, disposal, resolution.
5. To publicize modes of interaction with people providing them an opportunity to communicate.

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