

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

## Information Technology Division

Ministry of Health

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މި ނިންމުމަކީ ރާއްޖޭގެ ސަރުކާރުގެ ގެޒެޓް ގައި ބަޔާންކޮށްފައިވާ ގޮތުގައި

### Abstract

Ministry of Health invites interested bidders to assist in developing an application for National Health Complaint System. Primary purpose of the system is to register and investigate the complaints sent from the public regarding a health facility of Maldives, to improve the quality of the service provided from the health system, thus, building public confidence in the system and establishing a patient centric care system.

Below is a summary of the system.

Complaints are sent from the public via SMS, email, phone or by letter.

Complaint is logged into the system.

Quality Manager accepts the complaint, categorize it, set the severity of the complaint and assign it to a quality staff to resolve or investigate the complaint.

Quality staff investigate and resolve the complaint.

### Technical Detail and Requirement

**\*Technical detail specified here is only for key features, Application Development Team is required to do a detail System Requirement Study before development of the application.**

**Application Type:** Web-based (public domain)

**Development Language:** c#, ASP.net, MVC/ ReactJS (NodeJS), AngularJS (Laravel) or equivalent

**Backend database:** MS SQL Server 2014 or Higher



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دائرة تكنولوجيا المعلومات  
وزارة الصحة  
الكويت

### 1. Complain can be created by either Email, by SMS or by Manually.

#### Email:

- email would be in a predefined format
- when complaint is sent by email, complaint should be created automatically
- severity level will not be set

#### SMS:

- SMS would be in a predefined format
- when complaint is sent by SMS, complaint should be created automatically
- severity level will not be set

#### Manually:

- Complaint will be submitted by form
- user should be able to set the severity level
- high severity complaints should notify Quality manager
- system should log all the details such as created user, date and time
- only call center & quality assurance staff can create complaints manually

### 2. Quality manager should be able to process complaints further

#### Accept or reject complaints

- When accepted automated mail or SMS will be sent to complainer
- If rejected reason should be noted
- When rejected automated mail should be sent with reason why it was rejected
- Automated mail and SMS content should be customizable by quality manager

#### Set severity:

- Complaints created by email and SMS severity level would be set by Manager
- Manually created complaints severity level will be approved by manager
- Manually created complaints severity level can be changed if manager wishes

#### Categorize:

- complaints will be categorized by quality manager
- Quality manager should be able to create new categories

#### Route complains

- Complaints should be routable to correct focal points (health facilities)
- All the health facilities should be searchable by their name and code which will be assigned to health facility

#### Assign and reassign jobs

- can assign complaints which has been categorized and its severity level set
- Should be able to assign and reassign complaints to quality assurance staffs
- Allow to get complain status and notification for complaints when required



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دِ مَسْرُوحِي عِ دِ وِ مَنَسْرَ

### Reopen complaints

- Quality manager should have access to all the complaints
- Should be able reopen any closed complaints
- Complaints should have easy to read Unique ID (eg: cpl/year/complain number)
- Should be able Search complains by ID, category and severity

### Publish statistics

- Complaints should be publishable
- complaints should be categorizable by category and severity and viewable as a bar chart and pie chart

### Generate reports

- staff performance report – number of resolved issues, closed, etc.
- report on different health facilities – commonly reported issues etc.

### 3. when complains are routed to focal point, the focal point manager can process the complains further.

### assign or reassign complaints

- Should be able to assign and reassign complaints to focal point staffs
- Allow to get complain status and notification for complaints when required

### Reopen closed complaints

- Focal points managers can only reopen complaints related to that specific health facility
- Complaints should be Searchable by its ID, category, and severity

### Generate report

- performance report for staffs working on the specific health facility – number of resolved issues, closed, etc.
- report on the focal point that manager is located at - most common issue, issues solved, etc.

### 4. when a complaint is assigned to quality assurance staff, they should be able to

### View list of assigned jobs

- list should be categorized
- severe cases should be visibly distinguishable from other complaints
- search assigned jobs

### Add remarks

- add notes and remarks about work progress
- attach pictures and documents

### update status

- able to update status, along with the reason



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الجمهورية العربية السورية  
الوزارة السورية للصحة  
قسم تكنولوجيا المعلومات

### Search resolved complaints

- previously resolved complaints should be searchable
- notes and remarks how complain was resolved should be viewable

### Comment

- can add comments to complaints from different level of users

### Send mail or SMS to complainer

- send email or SMS to complainer when issue is resolved or closed
- SMS and Email content should be customizable

**5. when a complaint is assigned to focal point staff, they should be able to**

### View list of assigned jobs

- list should be categorized
- severe cases should be visibly distinguishable from other complaints
- search assigned jobs

### Add remarks

- add notes and remarks about work progress
- attach pictures and documents

### update status

- able to update status, along with the reason

### Search resolved complaints

- previously resolved complaints which is related to the health facility should be searchable
- notes and remarks how complain was resolved should be viewable

### Comment

- can add comments to complaints from different level of users

### Send mail or SMS to complainer

- send email or SMS to complainer when issue is resolved or closed
- SMS and Email content should be customizable

**6. Call center staffs should be able to create new complaints**

**7. Quality assurance staffs should be able to create new complaints**

**8. System admin should be able to create users with role-based access and the admin should be able to update or assign roles**

### Create users with role-based access

- Quality assurance managers can have access to all the complaints and individual focal points data
- Focal point managers have access to only that specific focal point data and complaints



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وزارة الصحة  
الكويت

### Create role-based users such as

- focal points managers
- focal point staff
- quality assurance manager
- quality assurance staffs
- other system administrators
- call center staffs

### update and assign user roles

- ability to comment of all complaints
- ability to comment on specific health facilities complaints
- ability to customize SMS and Email
- ability to assign jobs on quality assurance staff
- ability to assign jobs on specific health facility
- ability to generate reports on all health facilities
- ability to generate reports on specific health facilities
- ability to reassign complaints
- ability to assign complaints
- ability to open closed complaints on all health facility
- ability to open closed complaints on all health facility
- ability to route complaints to specific health facility
- ability to publish complaints
- ability to publish statistics
- ability to update status
- ability to search complaints



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**• سوچون پر سہولتوں کی رقموں کی تفصیلی فہرست**

نمبر	تفصیل	رقم	تفصیل	رقم
100	5	35	10	50

**۱۔ سوچوں کی تفصیلی فہرست**

۱۔ سوچوں کی تفصیلی فہرست (۵۰ سوچوں کی رقموں کی تفصیلی فہرست)۔ (۵۰ سوچوں کی رقموں کی تفصیلی فہرست)۔ (۵۰ سوچوں کی رقموں کی تفصیلی فہرست)۔

**۲۔ سوچوں کی تفصیلی فہرست**

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**۳۔ سوچوں کی تفصیلی فہرست**

۳۔ سوچوں کی تفصیلی فہرست (۵۰,۰۰۰-۰۰ سے)۔ (۵۰,۰۰۰-۰۰ سے)۔ (۵۰,۰۰۰-۰۰ سے)۔

نمبر	تفصیل	رقم
1.5	50,000.00 سے 99,999.00 تک کی رقموں کی تفصیلی فہرست	35
2.5	100,000.00 سے 199,999.00 تک کی رقموں کی تفصیلی فہرست	10
5	200,000.00 سے زیادہ کی رقموں کی تفصیلی فہرست	50



حکومت پنجاب، پاکستان کے سرکاری نوٹوں کی تفصیلی فہرست

قراردادها و سایر قراردادها

ردیف	شرح قراردادها و سایر قراردادها
2.5	<p>شرح قراردادها و سایر قراردادها:</p> <ol style="list-style-type: none"> <li>1. قراردادها و سایر قراردادها 3 درصد از کل بودجه است. قراردادها و سایر قراردادها 1/2 درصد از کل بودجه است.</li> <li>2. قراردادها و سایر قراردادها 3 درصد از کل بودجه است. قراردادها و سایر قراردادها 1/2 درصد از کل بودجه است.</li> <li>3. قراردادها و سایر قراردادها 3 درصد از کل بودجه است. قراردادها و سایر قراردادها 1/2 درصد از کل بودجه است.</li> </ol>
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تاریخ: 5 شهریور 1395



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1. 2004
2. 2004
3. 2004



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2004