



**CNS**  
**Grievance & Complaint**  
**Redressal System**

# Intorduction

For three decades, Computer Network Systems Limited (CNS) has been the proud pioneer of innovative software products, services, and solutions across Bangladesh. Starting as a small software developer in 1992, with a vision to redefine IT, CNS has grown into the Nation's leading software provider.

At CNS we understand what it takes to build a successful organization and our products are built with your success in mind. CNS' Grievance and Complaint Redressal System is built to the highest international standards, designed with user experience in mind and kept up to date with the latest technologies.

With CNS you can be sure that you will receive a high quality, user friendly and cost-effective software that is built for Bangladeshi organisations by Bangladeshi software developers. That is why at CNS we are proud to be 'The National Choice' for Bangladesh.

# Certifications and Affiliations



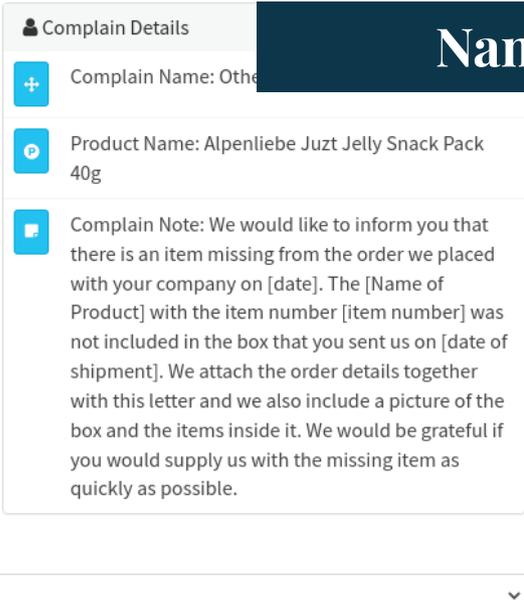
# Our Valuable Clients



# Grievance and Complaint Redressal System

CNS' Grievance and Complaint Redressal System is an industry leading software designed for medium to large organisations looking to implement a modern automated solution for managing complaints, grievances, customer feedback and more. The System is designed with the needs of your organisation in mind and comes with a number of core modules and features.

## Name of Core Modules



The screenshot shows a 'Complain Details' form with the following fields:

- Complain Name: Other
- Product Name: Alpenliebe Just Jelly Snack Pack 40g
- Complain Note: We would like to inform you that there is an item missing from the order we placed with your company on [date]. The [Name of Product] with the item number [item number] was not included in the box that you sent us on [date of shipment]. We attach the order details together with this letter and we also include a picture of the box and the items inside it. We would be grateful if you would supply us with the missing item as quickly as possible.



### Administration Module

The Administration Module allows for the setup and configuration of the system by authorised administrators.



### Complaint Module

The Complaint Module is designed to provide your organisation with clear feedback.



### Grievance Module

The Grievance incorporates many similar features of the Complaint Module but is oriented for grievance related actions.



### Arbitration Module

The Arbitration Module allows for the management and billing of the arbitration process



### Prosecution Module

For specific complaints and grievances Prosecutors may be required to resolve outstanding .

## Administration Module

The Administration Module allows for the setup and configuration of the system by authorised administrators. This includes everything from basic setup, such as actions setup, priority setup and complaint type setup, through to more complex actions like user type setup. Additionally, administrators can configure common services and reviewer inquiry time as well as setting the form of complaint receive method, for example by email, chat, SMS or phone call.

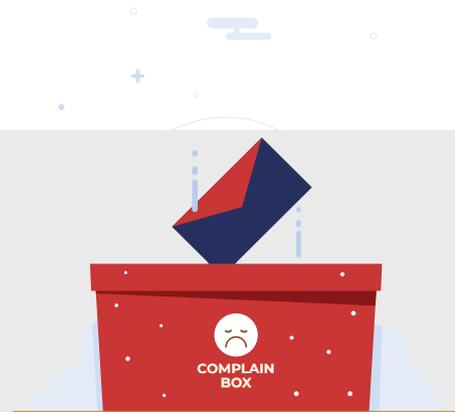
## Complaint Module

The Complaint Module is designed to provide your organisation with clear feedback and incorporates key features for the submission, inspection, monitoring as well as resolution of complaints. Complaints, queries, and feedback can be submitted to the system with notification provided by SMS or Email. The status of both resolved and unresolved complaints can be tracked, with users able to provide a service rating.

The Inspection submodule allows for the management of the primary inspection, complaint as well as committee reviews (including queries) and final inspection. A complaint statement is created during the process and another statement is created when the resolution decision is approved.

### Key Components:

- Complaint Submission
- Complaint Monitoring
- Complaint Inspection
- Complaint Resolution



## Grievance Module

The Grievance incorporates many similar features of the Complaint Module but is oriented for grievance related actions. The system provides the ability to track grievance submission, status (of both resolved or unresolved grievances), queries and feedback with notifications provided via SMS and email.

Using the same technology as the Complaint Module the inspection submodule allows for the management of the primary inspection, complaint as well as committee reviews (including queries) and final inspection. A grievance statement is created during the process and another statement is generated when the resolution decision is approved. Additionally, there is a service review rating available for users.

### Key Components:

- Grievance Submission
- Grievance Monitoring
- Grievance Inspection
- Grievance Resolution

## Arbitration Module



The Arbitration Module allows for the management and billing of the arbitration process. As arbitrators may be required to resolve complaints or grievances CNS has developed a comprehensive tool for both the management of arbitrators and the management of billing related to arbitration.



### Arbitrator Management

The Arbitrator Management portal allows for the assigning of an Arbitrator and the automatic generation of an Arbitrator assign letter. The Case Management Dashboard provides an overview of the case profile, and the case status can be updated by the arbitrator. This Dashboard also allows the uploading, importing, and exporting of documents, PDF's, images, and other attachments.



### Billing Management

CNS' Billing Management Tools are in operation at a large number of organisations across Bangladesh and have been developed in line with the latest technologies. In the Context of Arbitration for the Grievance and Complaint Redressal System it allows for Arbitrator bills to be created, submitted, reviewed, and then approved by the designated authorities.

## Prosecution Module



For specific complaints and grievances Prosecutors may be required to resolve outstanding cases and as such CNS has developed a comprehensive tool for both the management and billing of Prosecutor related activities.



### Prosecutor Management

The Prosecutor Management portal allows for the assigning of a Prosecutor and the automatic generation of a Prosecutor assign letter. The Case Management Dashboard provides an overview of the case profile, and the case status can be updated by the Prosecutor. This Dashboard also allows the uploading, importing, and exporting of documents, PDF's, images, and other attachments.



### Billing Management

CNS' Billing Management Tools are in operation at a large number of organisations across Bangladesh and have been developed in line with the latest technologies. In the Context of Prosecutor management for the Grievance and Complaint Redressal System it allows for Prosecutor bills to be created, submitted, reviewed, and then approved by the designated authorities.

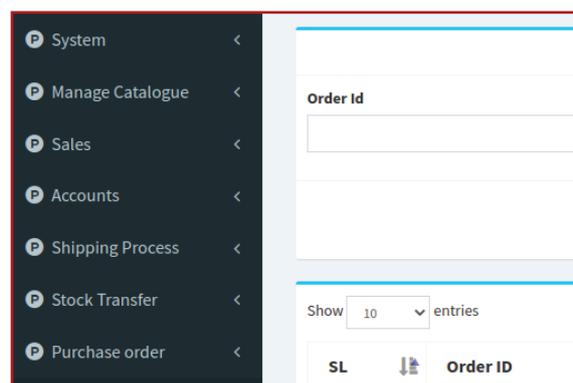
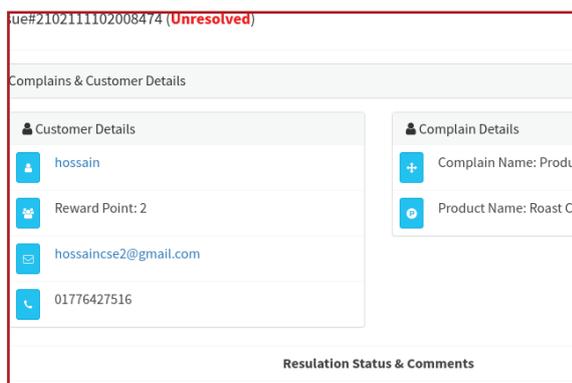


# Reporting Tools



CNS has developed a series of powerful reporting and monitoring tools based on our three decades of experience in delivering for Government clients. In addition to providing the ability to check Life and Non-life Complaint and Grievance Status' users can also check Category Wise Case and Arbitration/Mediation Detail. Furthermore, these tools allow designated system administrators and users to generate a range of reports including but not limited to:

● Complaint and Grievance Statistical Report	● Complaint and Grievance Status Report	● Complaint and Grievance Detail Report
● Complaint and Grievance Monitoring Report	● Reviewer Wise Complaint Report	● Primary Complaint Inspection Report
● Complaint and Grievance Statement	● Prosecutor Wise Attendance Register	● Final Complaint and Grievance Report
● Prosecutor Bill Summary Report	● Daily Court Activity Report	● Statistical Case Report



## CONTACT US

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### COMPUTER NETWORK SYSTEMS

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