ACTIVITY 3.2.6 - DEVELOPMENT OF AN ONLINE COMPLAINT FILING SYSTEM

CONCEPT NOTE FOR THE CONSULTANT'S MISSION

Trade and Private Sector Development Project

A programme funded by EU

8 – 12 June 2015, CTC, Harare, Zimbabwe

Draft Work Programme for Compliant Filling System Consultant and UNCTAD Mission

Monday 8th June

9.00 - 10.00: Introductory Meeting with CTC Staff: Knowing who is who

10.00 - 12.30: Understanding the Computer Systems Used at CTC: Knowing the Capacities

12.30 - 14.00: Lunch Break

14.00 - 17.00: Discussions on the needs of CTC for compliant filling

Tuesday 9th June

9.00 - 10.00: Identifying the scope of complaints (coverage as provided by the Law)

10.00 - 12.30: Design for the various complaint forms

12.30 - 14.00: Lunch Break

14.00 - 17.00: Layout of the System: System requirements and disk space specifications

Wednesday 10th June

9.00 - 10.00: Definition of system areas: Private vs public access

10.00 - 12.30: Format of the forms: Word or PDF advantages and challenges

12.30 - 14.00: Lunch Break

14.00 - 17.00: Usefulness of the online System: How does it save time for the staff and clients

Thursday 11th June

9.00 - 10.00: Definition of the form layout: optional and mandatory parts

10.00 - 12.30: Elements of system display, including ease of navigation and simplicity

12.30 - 14.00: Lunch Break

14.00 - 17.00: Other inputs into the system: Important Links etc

Friday 12th June

9.00 - 10.00: Recap of the information collected and filling in the gaps

10.00 - 12.30: Developing the outline of the Inception Report

12.30 - 14.00: Lunch Break

14.00 - 17.00: Debriefing with CTC and the way forward.

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