



PAKISTAN MEDICAL COMMISSION

STEP BY STEP GUIDE OF DIGITAL CMS

Step by Step guide of Digital Complaint Management System for the Doctors/ Students/ Institutions/ Citizens who have Complaints/Queries/Suggestions related to a specific Department of Pakistan Medical Commission

Please lodge your ticket as follows:

- 1 Go to PMC CMS Portal by clicking the link below
<https://cmspmc.com/registercomplaint.aspx>

Complainant Information

- 2 Fill all the details carefully in the section "Complainant Information" on the left side

Complainant Information

Full Name *	<input type="text" value="Sara Khan"/>
Email *	<input type="text" value="sarakhan@gmail.com"/>
Contact No. *	<input type="text" value="03331234567"/>
Identification Type *	<input checked="" type="radio"/> CNIC <input type="radio"/> Passport
CNIC *	<input type="text" value="35202-1234567-1"/>

Ticket Details

- 3 Select Type of Ticket in the section "Ticket Details" on the right side

Type *	<div><input checked="" type="checkbox"/> Select Type <input type="checkbox"/> Query <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Suggestion</div>
Department *	
Department Wise Issues *	

4 Select the Department relevant to your ticket from the Dropdown

Department *
Department Wise Issues *
Status Category*
Registration No.
Description

Select Department

- Education and Evaluation
- Examinations
- Finance
- Information Technology
- Legal**
- Licensing
- Verification

5 Select the Department wise issue relevant to your ticket from the Dropdown. For further information regarding Department wise issues, please visit the link: <https://pmc.gov.pk/CMS>

Or click this button [Search Issue Category](#)

Department *
Department Wise Issues *
Status Category*
Registration No.(MDCAT Roll No)*
Description

Legal

Select Department Wise Issue

- Select Department Wise Issue
- Charging of Fee from College
- Refusal of Admission on Merit

- 6** **For Medical/Dental Students:**
Enter your Students Registration Number or CNIC
For Doctors: Enter your License Number
For MDCAT/NLE/NEB Applicants:
Enter your Exam Roll Number or CNIC
For Universities/Colleges/Hospitals/Authorities:
Enter CNIC Number of Focal Person

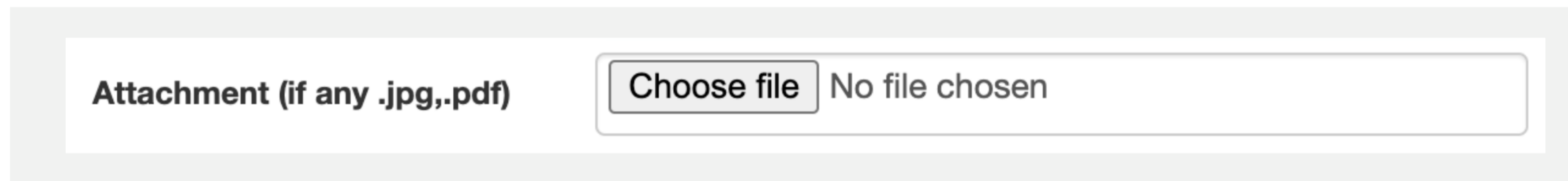
Registration No. 1234567

7 Enter a detailed summary of your complaint including all the relevant information

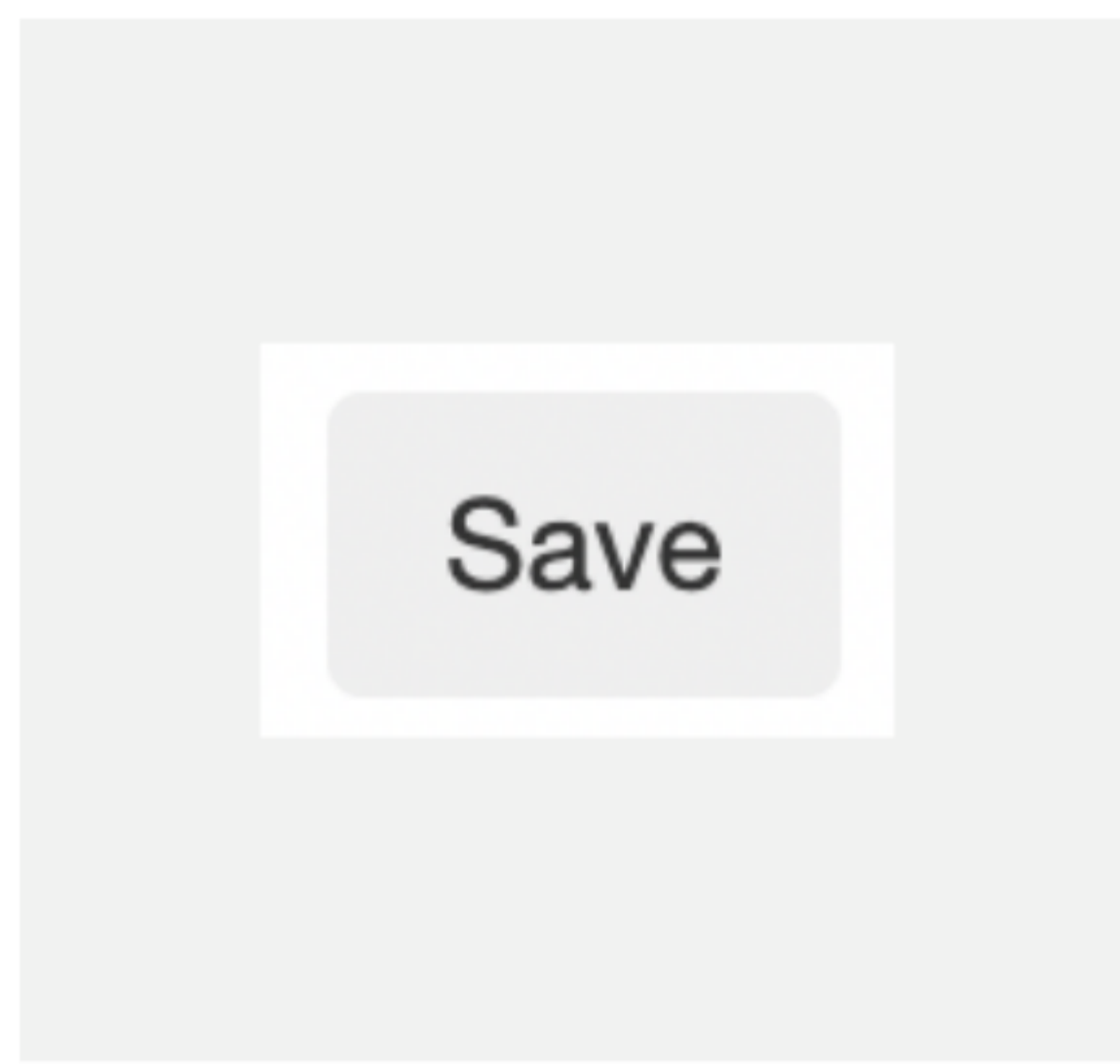
Description

Please enter your complaint details here

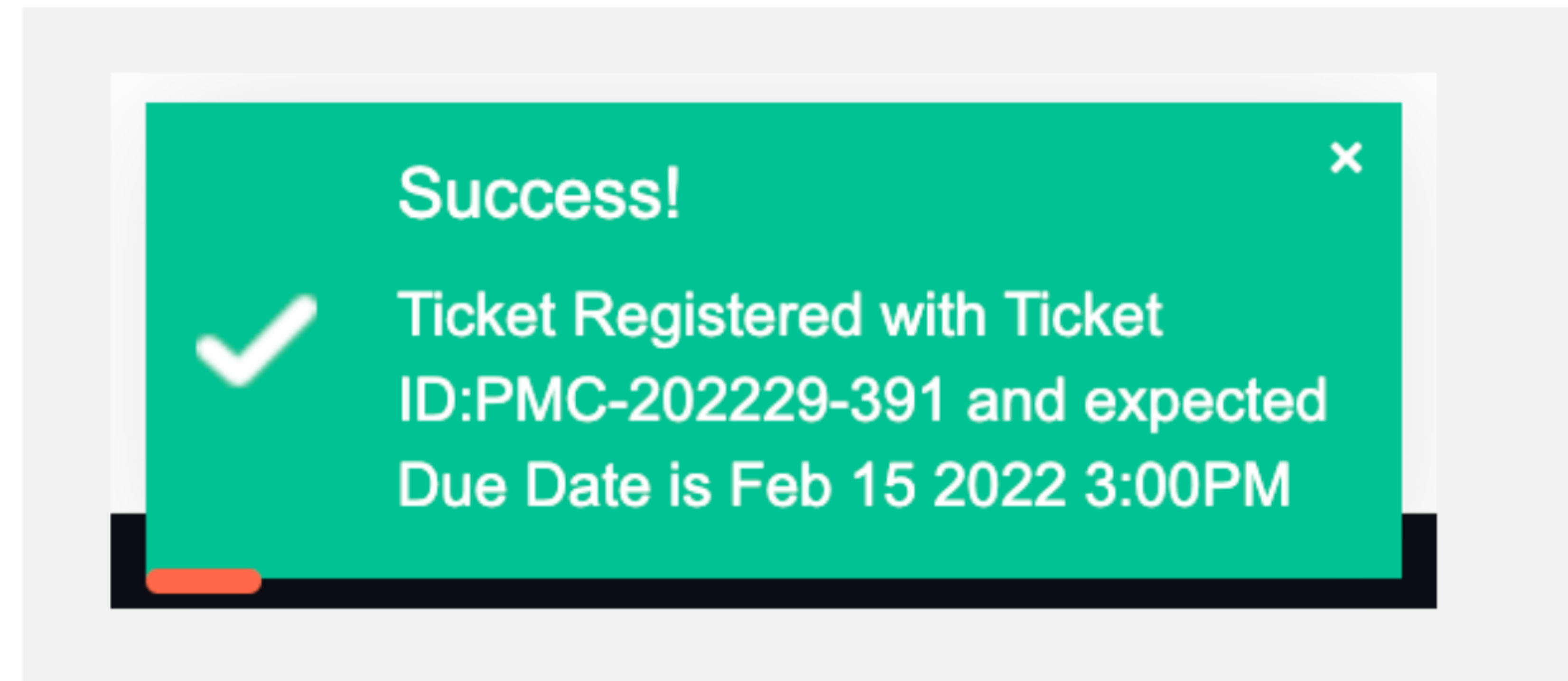
8 Please attach your relevant documents / all proofs in a combined file



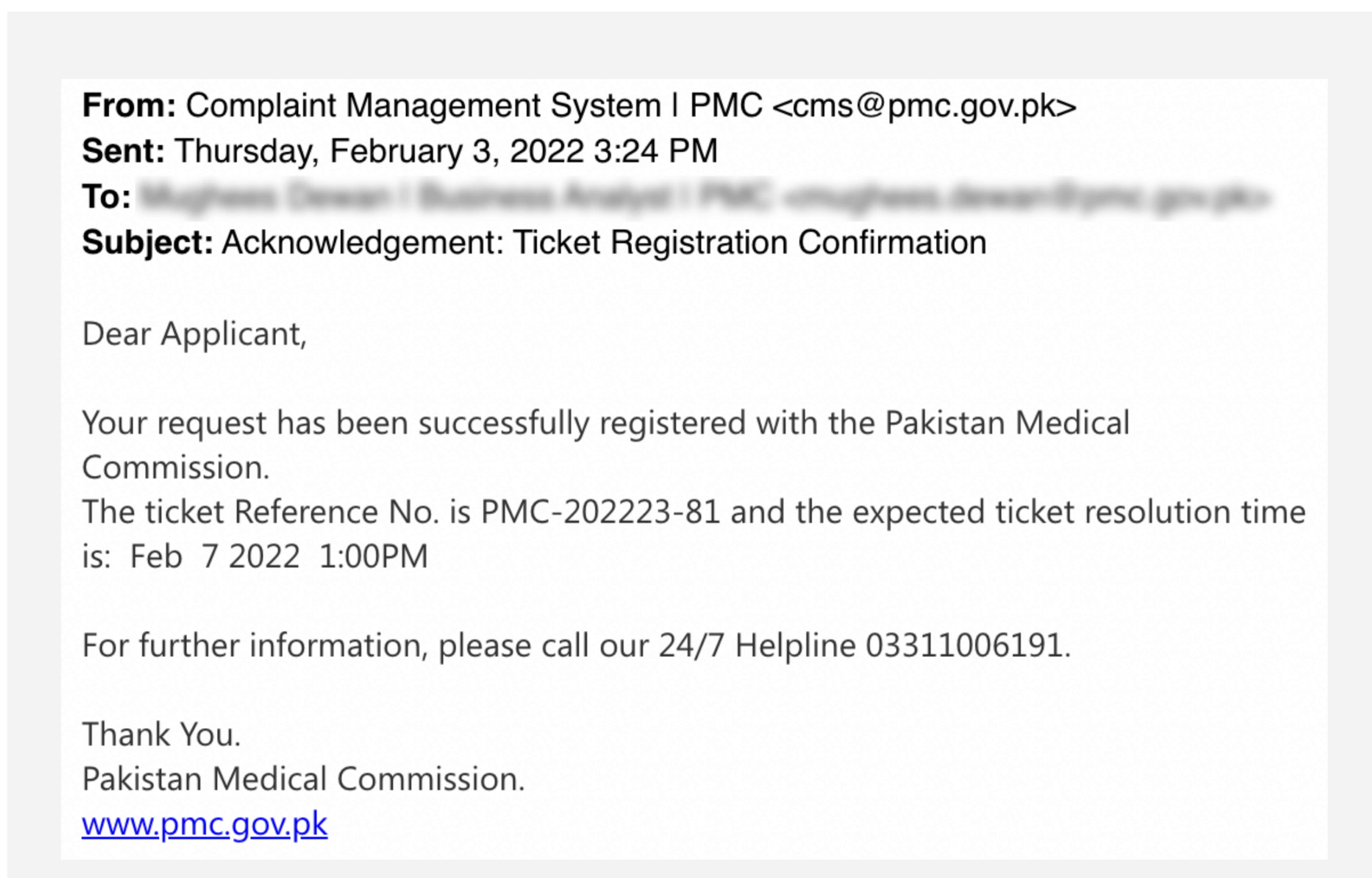
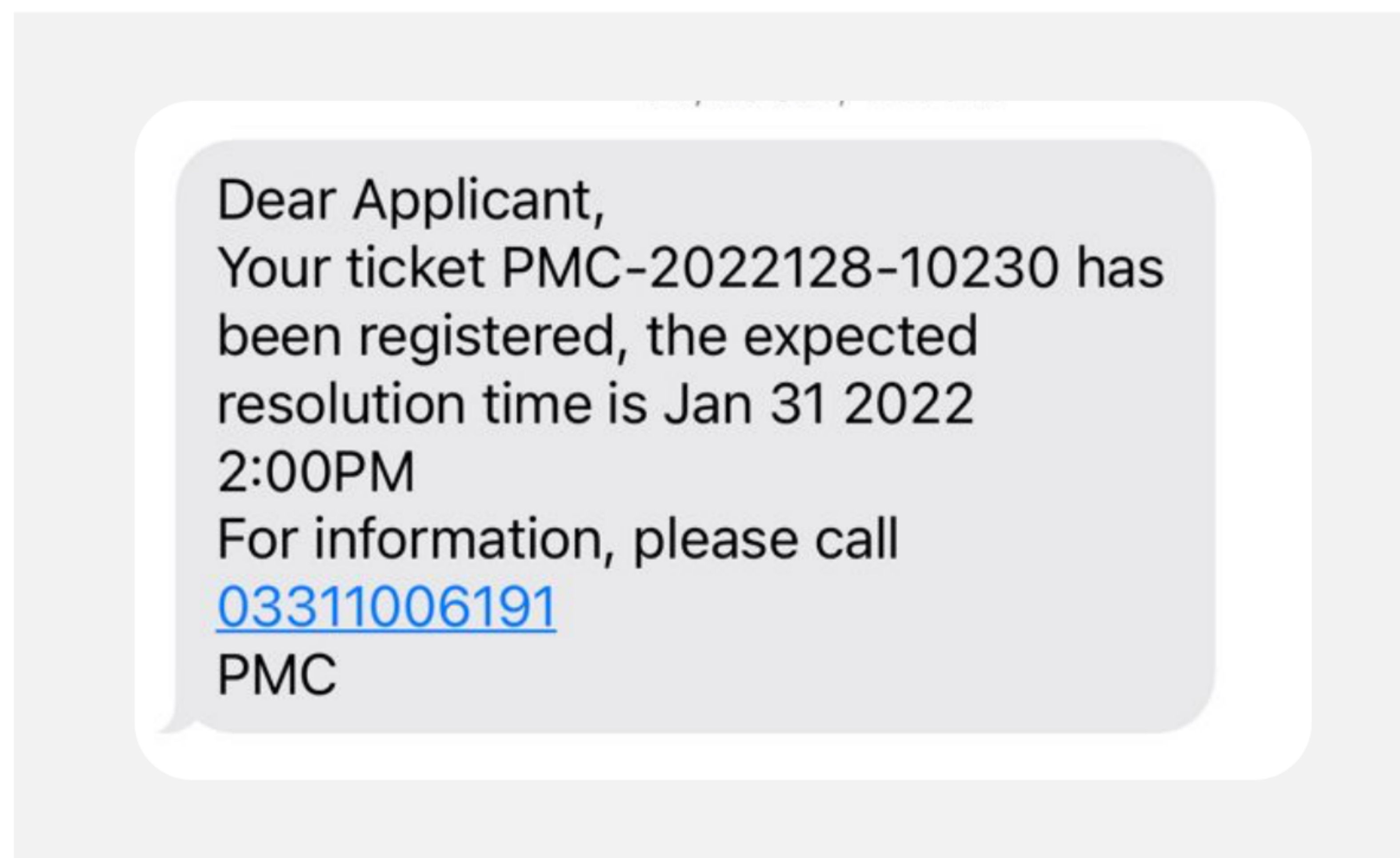
9 Click Save Button



10 A popup will be appeared on left corner



11 You will receive an SMS and an email regarding your complaint and it's resolution time



12 You can check the Status of your Ticket by entering Ticket reference number from "Search Ticket Status" option available. Click the button at the top of the form.

