

ABSTRACT

Construction projects are well known for their complexity. Their dynamic nature and multiple parties using one platform for the completion of one task make conflicts and claims unescapable. Throughout the project, project participants face several claims and conflicts. These claims are an additional burden for the parties involved, require additional resources and often cause delay in the project completion. These claims usually require documents to resolve conflicts between the parties. This study looked into the claims that usually occur and conventionally maintained documents in the construction industry of Karachi. To accomplish this, an E-questionnaire was developed to access claim and document management processes. This study focused on the relation of document management practices with claims. In addition to this, the problems faced by the project participants during the documentation and examination of claims were also observed. After analysing the collected data, a model document set was produced. To assist every project participant individually, three different document sets were created through this project. The prepared document set can be used by the construction industry to identify frequently occurring claims and the documents needed to resolve those claims.