



# Summary of Statistics Pakistan Citizen's Portal (PCP)

(As of 20-09-2023 02:47 PM)

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

TOTAL REGISTERED MEMBERS / CITIZENS		4,167,932
Inland	3,854,173	92.47%
Overseas	297,246	7.13%
Foreigners	16,513	0.40%
PROVINCE WISE REGISTERED MEMBERS / CITIZENS		
Punjab	2,372,201	56.92%
Khyber Pakhtunkhwa	692,043	16.60%
Sindh	561,058	13.46%
Federal Govt.	93,755	2.25%
Balochistan	59,743	1.43%
Azad Jammu and Kashmir	46,489	1.12%
Gilgit-Baltistan	17,677	0.42%

TOTAL COMPLAINTS		5,404,589
In Land	5,124,488	94.82%
Overseas	263,169	4.87%
Foreigners	16,932	0.31%
FEDERAL + PROVINCE WISE COMPLAINTS BREAKUP		
Federal Govt.	2,748,186	50.85%
Punjab	1,719,137	31.81%
Khyber Pakhtunkhwa	547,006	10.12%
Sindh	317,296	5.87%
Balochistan	46,033	0.85%
Azad Jammu and Kashmir	22,941	0.42%
Gilgit Baltistan	7,145	0.13%

OVERALL RESOLUTION	5,332,973	98.67%
Federal Govt.	2,731,516	99.39%
Punjab	1,703,155	99.07%
Khyber Pakhtunkhwa	541,617	99.01%
Sindh	282,157	88.93%
Balochistan	45,341	98.50%
Azad Jammu and Kashmir	22,404	97.66%
Gilgit Baltistan	6,783	94.93%

OVERALL FEEDBACK	3,084,122	
Satisfied	1,442,666	46.78%

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**PROFESSION WISE SUMMARY**

#	Profession	Registrations	Total Complaints	Resolved	Satisfaction %
1	Student	501,117	810,072	796,625	50.38%
2	Private Business	381,272	656,411	648,060	46.78%
3	Civil Service	188,983	482,061	475,195	47.62%
4	Engineer	183,012	505,476	498,524	46.55%
5	Teacher	159,797	384,711	379,796	48.00%
6	Social Worker	115,936	314,392	308,689	46.84%
7	Doctor / Medical Worker	88,843	188,300	183,973	46.20%
8	Corporate Sector	85,683	248,301	244,588	44.31%
9	Armed Forces	79,024	173,884	171,594	45.93%
10	Senior Citizen / Retired	38,471	93,100	91,496	37.36%
11	Lawyer	35,615	137,195	134,962	42.61%
12	Political Worker	20,970	64,749	63,986	48.10%
13	NGO Worker	18,755	44,475	43,630	46.41%
14	Journalism	15,258	67,855	66,831	43.10%

**GENDER WISE SUMMARY**

#	Gender ( % )	Registrations	Total Complaints	Resolved	Satisfaction %
1	Male (90.86)	3,769,963	5,021,149	4,960,712	46.75%
2	Female (8.98%)	377,947	371,264	368,851	47.30%
3	Other (0.16%)	6,542	12,176	12,675	49.24%

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TOTAL NO. OF DEPARTMENTS & OFFICER'S DASHBOARDS

#	Province / Govt.	Departments	Officers
1	Federal Govt.	1,488	2,555
2	Punjab	2,013	3,450
3	Khyber Pakhtunkhwa	1,986	2,718
4	Sindh	376	1,389
5	Balochistan	273	715
6	Gilgit-Baltistan	91	227
7	Azad Jammu and Kashmir	58	169
Grand Total		6,285	11,223

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
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**CATEGORY WISE COMPLAINTS STATUS**

#	Category	Total Complaints	Resolved	Satisfaction %
1	Energy & Power	841,115	838,230	47%
2	Municipal Services	782,302	766,978	48%
3	Education	474,776	468,862	47%
4	Transport & Communications	356,149	352,823	48%
5	Human Rights	305,010	299,554	42%
6	Law & Order	291,032	287,732	52%
7	Health	226,264	218,828	50%
8	Corruption / Malpractice	137,190	132,694	32%
9	Development Projects	136,637	134,283	37%
10	Prime Minister's Youth Program (PMYP)	123,040	121,400	44%
11	Poverty Alleviation and Social Safety	121,169	120,747	51%
12	Land Revenue	117,466	114,820	38%
13	Banking	113,025	112,103	44%
14	FIA / Cyber Crime	92,603	90,909	38%
15	Excise & Taxation	78,287	76,860	53%
16	Media	72,055	71,536	51%
17	Licenses, Certificates & Registrations	62,842	61,799	60%
18	NADRA	57,659	57,025	69%
19	Farmer / Agriculture	57,167	56,084	54%
20	Overseas Pakistani / Call Sarzameen	54,720	54,342	42%
21	Land Grabbing / Encroachment	52,601	49,324	25%
22	Environment & Forest	40,292	39,673	53%
23	Immigration & Passport	26,650	26,248	64%
24	Investments	22,109	21,978	45%
25	Cantonment Boards Services	20,684	20,251	47%
26	Capital Development Authority (CDA)	16,369	15,943	38%
27	Disaster / Emergency	16,038	15,393	43%
28	Provincial Development Authorities	15,369	14,858	31%
29	Utility Stores (USC)	14,554	14,424	50%
30	SECP	9,634	9,454	54%
31	FBR	7,774	7,573	54%
32	Sehat Insaf Card	6,956	6,891	61%
33	Auditor General of Pakistan (AGP)	6,537	6,259	37%
34	State Life (SLICP)	5,694	5,621	50%
35	Controller General of Accounts (CGA)	5,441	5,082	49%
36	Scholarships	4,790	4,630	43%
37	KP Citizen Portal	3,957	3,957	65%
38	Naya Pakistan Housing	3,263	3,214	41%
39	Public Service Commissions (PSC)	2,265	2,081	47%
40	Fisheries & Livestock	829	789	68%
41	Federal Employees Benevolent & Group Insurance Fund	464	337	39%
42	Special Technology Zones Authority	282	259	46%
43	Engineering / Manufacturing (EDB)	209	162	13%

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

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**MINISTRY / DIVISION WISE HIGHEST NO. OF COMPLAINTS**  
(top 10 min / div)

#	Min / Div	Total Complaints	Resolved	Satisfaction %
1	Power Division	636,171	634,622	42%
2	Interior Division	403,464	399,813	49%
3	Petroleum Division	323,039	322,169	55%
4	Federal Education & Professional Training Division	231,453	230,185	43%
5	Finance Division	173,464	172,235	40%
6	Poverty Alleviation & Social Safety Division	162,970	162,584	50%
7	Cabinet Division	136,641	135,809	52%
8	Communication Division	86,318	85,797	51%
9	Defence Division	75,905	75,430	50%
10	Railways Division	63,462	63,224	48%

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**FEDERAL ATTACHED DEPARTMENTS / ORGANIZATIONS WISE HIGHEST NO. OF COMPLAINTS**  
(top 20 deptt)

#	Federal Attached Deptt / Organization	Total Complaints	Resolved	Satisfaction %
1	Power Planning and Monitoring Company, PPMC	631,624	630,202	42%
2	Sui Northern Gas Pipeline Limited (SNGPL)	266,493	266,125	53%
3	Higher Education Commission (HEC)	211,183	210,048	43%
4	Federal Investigation Agency (FIA)	147,496	145,887	38%
5	Benazir Income Support Programme (BISP)	143,911	143,558	51%
6	Pakistan Telecommunication Authority (PTA)	108,920	108,229	55%
7	State Bank of Pakistan	107,796	107,113	36%
8	Capital Development Authority (CDA)	75,993	75,477	45%
9	NADRA HQ	64,726	64,412	69%
10	Pakistan Railways	63,462	63,224	48%
11	Military Lands and Cantonments Department	61,403	61,129	51%
12	Sui Southern Gas Company (SSGC)	50,032	49,585	70%
13	Banking Mohtasib Pakistan	47,928	47,283	46%
14	Federal Board of Revenue (FBR)	47,284	46,272	54%
15	Postal Services Directorate	41,245	41,018	53%
16	Chief Commissioner (ICT)	40,558	40,312	48%
17	Police Department, Islamabad	33,241	33,007	47%
18	National Highway Council & Authority (NHCA)	32,198	32,028	51%
19	National Bank of Pakistan (NBP)	27,670	27,568	46%
20	Immigration & Passports	26,529	26,197	68%

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**OFFICER WISE HIGHEST NO. OF COMPLAINTS**  
(top 20 officers)

#	Officer	Total Complaints	Resolved	Satisfied %
1	Managing Director, Sui Northern Gas Pipeline Limited (SNGPL)	191,665	191,662	56%
2	Chief Executive Officer, MEPCO	117,507	117,397	43%
3	Director General, Cash Transfer, BISP	106,256	106,248	50%
4	Complaint Manager IESCO	84,816	84,734	44%
5	General Manager, Customer Services (SNGPL)	74,651	74,285	47%
6	Chief Executive Officer, FESCO	73,255	73,205	51%
7	Governor State Bank, (SBP)	60,149	59,862	39%
8	Complaint Manager PESCO	57,488	57,443	42%
9	Chief Executive Officer, HESCO	50,972	50,822	37%
10	Banking Mohtasib Pakistan, BMP	47,899	47,254	47%
11	Chairman, Pakistan Telecommunication Authority (PTA)	46,338	45,760	65%
12	Complaint Manager LESCO	41,129	40,760	39%
13	CEO, Pakistan Telecommunication Company Limited (PTCL)	39,038	38,984	49%
14	Chief Executive Officer, SEPCO	35,187	35,089	34%
15	VC, Allama Iqbal Open University	28,286	28,031	57%
16	President, National Bank of Pakistan (NBP)	27,202	27,100	47%
17	Chief Executive Officer, PESCO	24,310	24,052	41%
18	Chief Executive Officer, GEPCO	24,041	24,037	47%
19	DIG, Operations Division, ICT	22,080	21,901	38%
20	Director Customer Complaints, K-Electric	21,485	21,457	35%



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**FOREIGN MISSIONS WISE HIGHEST NO. OF COMPLAINTS**  
(top 20 missions)

#	Foreign Missions	Total Complaints	Resolved	Satisfaction %
1	Embassy of Pakistan, Saudi Arabia	4,227	4,226	53%
2	Consul General, Dubai	1,725	1,720	47%
3	Embassy of Pakistan, Malaysia	939	939	61%
4	Embassy of Pakistan, Kuwait	772	772	48%
5	Embassy of Pakistan, Oman	725	724	52%
6	Embassy of Pakistan, Bahrain	719	719	62%
7	Embassy of Pakistan, China	644	641	56%
8	Consul General (Jeddah)	632	630	58%
9	Embassy of Pakistan, United Arab Emirates	551	550	71%
10	Embassy of Pakistan, Qatar	493	493	59%
11	Embassy of Pakistan, UK	415	415	71%
12	Embassy of Pakistan, Afghanistan	311	307	34%
13	Embassy of Pakistan, Kyrgyzstan	306	306	72%
14	Embassy of Pakistan, Turkey	306	301	48%
15	Embassy of Pakistan, Australia	276	276	54%
16	Consul General, Frankfurt	214	213	76%
17	Embassy of Pakistan, South Africa	213	213	57%
18	Embassy of Pakistan, Libyan Arab Jamahiriya	204	202	42%
19	Embassy of Pakistan, Greece	189	189	80%
20	Embassy of Pakistan, Italy	173	162	61%

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PROVINCE / GOVT. WISE HIGHEST NO. OF COMPLAINTS

#	Province / Govt.	Total Complaints	Resolved	Satisfaction %
1	Federal Govt.	2,748,186	2,731,516	47%
2	Punjab	1,719,137	1,703,155	46%
3	Khyber Pakhtunkhwa	547,006	541,617	55%
4	Sindh	317,296	282,157	35%
5	Balochistan	46,033	45,341	40%
6	Azad Jammu and Kashmir	22,941	22,404	36%
7	Gilgit Baltistan	7,145	6,783	45%

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**DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS**

#	District Administration	Total Complaints	Resolved	Satisfaction %
<b>Punjab</b>				
1	Lahore	36,888	35,330	46%
2	Rawalpindi	24,547	23,535	37%
3	Kasur	10,999	10,728	45%
4	Faisalabad	10,328	10,031	45%
5	Okara	9,674	9,606	52%
6	Sargodha	8,290	8,250	40%
7	Sialkot	8,104	8,048	37%
8	Multan	7,619	7,365	50%
9	Muzaffargarh	7,236	7,169	33%
10	Mianwali	6,978	6,955	41%
11	Rahim Yar Khan	6,845	6,773	39%
12	Attock	6,843	6,770	38%
13	Gujrat	6,783	6,724	41%
14	Gujranwala	6,610	6,504	39%
15	Vehari	6,314	6,267	35%
16	Bhakkar	5,525	5,479	49%
17	Bahawalpur	5,477	5,392	39%
18	Sheikhupura	5,201	5,178	29%
19	Dera Ghazi Khan	5,165	5,120	39%
20	Jhang	4,985	4,930	34%
21	Chakwal	4,866	4,831	45%
22	Bahawalnagar	4,688	4,661	47%
23	Sahiwal	4,660	4,618	37%
24	Khanewal	4,474	4,419	45%
25	Nankana Sahib	4,281	4,065	44%
26	Narowal	4,203	4,172	44%
27	Khushab	4,057	4,037	47%
28	Rajanpur	3,780	3,761	38%
29	Pakpattan	3,773	3,750	54%
30	Jhelum	3,739	3,690	56%
31	Toba Tek Singh	3,737	3,682	49%
32	Mandi Bahauddin	3,719	3,692	38%
33	Chiniot	3,573	3,552	47%
34	Lodhran	3,421	3,313	43%
35	Layyah	2,955	2,919	31%
36	Hafizabad	2,753	2,735	43%
37	Wazirabad	2,535	2,384	38%
38	Talagang	1,566	1,449	51%

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**PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS**

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
<b>Punjab</b>				
1	Local Government and Community Development (LGCD)	323,904	321,985	43%
2	Home Department	321,787	318,885	56%
3	Housing, Urban Development and Public Health Engineering (HUD & PHE)	129,589	128,578	50%
4	School Education	114,859	114,391	47%
5	Communications and Works	74,657	74,446	33%
6	Primary & Secondary Health Care Department (PSHD)	66,005	65,488	51%
7	Specialized Healthcare & Medical Education Department (SHMED)	63,701	63,511	45%
8	Higher Education Department	39,177	38,878	48%
9	Transport Department	33,682	33,504	50%
10	Excise and Taxation	29,732	29,406	50%
11	Additional Chief Secretary Office (South Punjab)	24,042	23,909	52%
12	Agriculture Department	22,456	22,301	68%
13	Labour and Human Resource	20,580	20,384	47%
14	Irrigation Department	19,287	19,086	37%
15	Environment Protection	13,866	13,680	49%

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**DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS**

#	District Administration	Total Complaints	Resolved	Satisfaction %
<b>Khyber Pakhtunkhwa</b>				
1	Peshawar	7,202	7,095	60%
2	Mardan	5,047	4,983	57%
3	Malakand	4,584	4,552	68%
4	Swat	3,813	3,753	62%
5	Nowshera	3,733	3,692	63%
6	Abbottabad	3,409	3,364	47%
7	Swabi	3,326	3,289	56%
8	Haripur	3,270	3,232	65%
9	Mansehra	3,257	3,204	61%
10	Charsadda	2,856	2,832	63%
11	Bannu	2,851	2,834	62%
12	Kohat	2,640	2,610	55%
13	Lakki Marwat	2,360	2,323	60%
14	Dera Ismail Khan	2,192	2,097	55%
15	Karak	1,979	1,960	52%
16	Dir Lower	1,806	1,787	73%
17	Hangu	1,497	1,493	71%
18	Shangla	1,479	1,471	76%
19	Buner	1,433	1,414	65%
20	Dir Upper	1,326	1,309	64%
21	North Waziristan	1,249	1,175	51%
22	Khyber	1,181	1,173	61%
23	Bajaur	1,051	1,042	55%
24	Kurram	990	976	50%
25	Battagram	764	752	65%
26	Mohmand	764	758	54%
27	Tank	692	670	60%
28	South Waziristan Upper	686	685	47%
29	Orakzai	553	548	58%
30	Chitral Lower	541	537	63%
31	Kohistan Upper	342	329	70%
32	Chitral Upper	319	316	45%
33	Tor Ghar	253	247	70%
34	South Waziristan Lower	233	221	40%
35	Kohistan Lower	202	199	62%
36	Kolai Pallas	106	97	61%

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**PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS**

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
<b>Khyber Pakhtunkhwa</b>				
1	Local Government, Elections & Rural Development	106,335	105,642	58%
2	Elementary & Secondary Education	84,778	84,008	56%
3	Police Department, KP	77,364	76,717	53%
4	Health Department	46,071	45,717	51%
5	Communication & Works	31,569	31,403	41%
6	Higher Education Archives & Library	17,420	17,169	54%
7	Public Health Engineering	14,974	14,896	55%
8	Forest, Environment & Wildlife	11,795	11,735	62%
9	Food Department	11,149	11,094	69%
10	Establishment Department	10,132	10,063	63%
11	Irrigation Department	7,998	7,946	43%
12	Transport & Mass Transit Department	6,424	6,371	62%
13	Agriculture, Department	5,286	5,258	57%
14	Industry, Commerce & Technical Education	4,599	4,572	54%
15	Labour Department	4,112	4,060	50%

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**DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS**

#	District Administration	Total Complaints	Resolved	Satisfaction %
<b>Sindh</b>				
1	Malir	4,417	2,974	18%
2	Karachi East	3,907	3,773	22%
3	Karachi Central	2,675	1,728	37%
4	Hyderabad	2,261	2,157	34%
5	Ghotki	1,922	1,824	29%
6	Khairpur	1,516	1,308	26%
7	Karachi West	1,439	1,374	30%
8	Korangi	1,384	633	34%
9	Karachi South	1,341	1,023	44%
10	Sukkur	1,145	931	32%
11	Jamshoro	1,079	346	32%
12	Shaheed Benazir Abad	1,062	949	32%
13	Keamari	1,050	317	30%
14	Naushahro Feroze	1,043	979	31%
15	Dadu	976	947	29%
16	Sanghar	963	946	31%
17	Mirpur Khas	895	714	34%
18	Qambar Shahdadkot	880	704	39%
19	Kashmore	824	820	29%
20	Thatta	706	559	37%
21	Tando Allahyar	692	659	39%
22	Tharparkar	669	616	42%
23	Larkana	636	582	37%
24	Shikarpur	608	579	36%
25	Badin	604	432	38%
26	Jacobabad	603	521	32%
27	Matiari	536	351	39%
28	Umerkot	500	497	31%
29	Tando Muhammad Khan	280	247	42%
30	Sujawal	269	199	41%

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**PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS**

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
<b>Sindh</b>				
1	Local Government & Housing Town Planning Department	126,749	115,091	30%
2	Police Department, Sindh	59,809	59,122	42%
3	School Education & Literacy Department (SELD)	21,231	20,286	39%
4	Health Department	17,296	10,389	43%
5	Universities and Boards Department	13,018	11,032	40%
6	Works & Services Department	5,531	4,624	28%
7	Public Health Engineering & Rural Development Department	3,958	2,926	36%
8	Agriculture, Supply & Prices Department	2,968	2,384	36%
9	Transport & Mass Transit Department	2,855	2,643	39%
10	Irrigation Department Sindh	2,685	2,680	35%
11	Excise, Taxation & Narcotics Department	2,507	2,273	39%
12	Labour & Human Resources Department	2,136	2,073	23%
13	Finance Department	2,100	2,084	41%
14	College Education Department (CED)	1,544	1,406	47%
15	Sindh Revenue Board (SRB), Sindh	1,355	1,316	83%



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**DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS**

#	District Administration	Total Complaints	Resolved	Satisfaction %
<b>Balochistan</b>				
1	Quetta	1,879	1,827	37%
2	Khuzdar	674	673	41%
3	Nasirabad	544	541	38%
4	Zhob	390	387	44%
5	Jafarabad	386	384	48%
6	Lasbela	373	369	38%
7	Pishin	359	353	37%
8	Dera Bugti	350	348	38%
9	Musakhel	316	314	34%
10	Kech	303	301	42%
11	Sohbatpur	295	294	44%
12	Sibi	286	283	42%
13	Barkhan	264	263	45%
14	Loralai	251	244	33%
15	Killa Abdullah	227	223	44%
16	Gwadar	218	218	31%
17	Harnai	172	172	48%
18	Kachhi	169	168	43%
19	Mastung	153	153	59%
20	Kohlu	140	140	49%
21	Killa Saifullah	135	133	42%
22	Jhal Magsi	133	133	39%
23	Chaghi	123	122	56%
24	Duki	122	119	48%
25	Panjgur	116	115	20%
26	Ziarat	112	112	51%
27	Sherani	80	80	29%
28	Kalat	78	78	30%
29	Kharan	76	76	46%
30	Chaman	72	72	37%
32	Nushki	46	45	39%
33	Sikandarabad	38	38	48%
34	Lehri	36	36	25%
35	Washuk	33	33	64%
36	Awaran	11	10	86%
37	Usta Muhammad	3	-	%

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

**PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS**

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
<b>Balochistan</b>				
1	Local Government & Rural Development Baluchistan	6,651	6,608	42%
2	Home & Tribal Affairs Department	5,384	5,305	53%
3	Secondary Education Department (SED)	5,003	4,959	37%
4	Public Health Engineering (PHE)	3,378	3,354	32%
5	Health Department	3,229	3,004	46%
6	Communication & Works	2,404	2,397	36%
7	Colleges Higher Education & Technical Education	1,208	1,185	39%
8	Irrigation Department	772	768	30%
9	Services & General Administration	737	719	32%
10	Finance Department	686	683	39%
11	Agriculture & Cooperative Department	626	626	39%
12	Forest Department Baluchistan	626	615	50%
13	Planning & Development	561	547	29%
14	Balochistan Public Service Commission (BPSC)	519	515	39%
15	Board of Revenue	457	449	36%

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

**DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS**

#	District Administration	Total Complaints	Resolved	Satisfaction %
<b>Azad Jammu &amp; Kashmir</b>				
1	Mirpur	1,841	1,727	32%
2	Kotli	864	863	36%
3	Muzaffarabad	707	607	32%
4	Bhimber	430	424	39%
5	Sudhnoti	419	414	38%
6	Poonch	336	333	35%
7	Bagh	314	311	36%
8	Jhelum Valley	300	292	37%
9	Neelum	116	101	58%
10	Haveli	40	38	27%

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

**PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS**

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
<b>Azad Jammu and Kashmir</b>				
1	Police Department, AJK	4,048	3,983	40%
2	Electricity Department, Azad Jammu and Kashmir	2,673	2,665	38%
3	Elementary & Secondary Education Department	2,647	2,625	32%
4	Health Department, Azad Jammu and Kashmir	1,413	1,380	36%
5	Communication and Works Department, Azad Jammu and Kashmir	1,167	1,162	31%
6	Forests, AKLASC, Wildlife & Fisheries, Azad Jammu and Kashmir	760	743	34%
7	Local Government & Rural Development Department, Azad Jammu and Kashmir	752	736	22%
8	Public Service Commission, Azad Jammu and Kashmir	744	743	46%
9	Higher Education Department (AJK)	682	661	37%
10	Physical Planning & Housing, Azad Jammu and Kashmir	641	627	37%
11	Finance Department, Azad Jammu and Kashmir	319	319	42%
12	Agriculture, Animal Husbandry, Irrigation & ESMA, Azad Jammu and Kashmir	224	224	37%
13	Food Department (AJK)	154	149	51%
14	Information & Information Technology, Azad Jammu and Kashmir	153	153	41%
15	Services and General Administration, Azad Jammu and Kashmir	153	150	41%

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

**DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS**

#	District Administration	Total Complaints	Resolved	Satisfaction %
<b>Gilgit Baltistan</b>				
1	Gilgit	460	411	44%
2	Skardu	280	255	46%
3	Ghanche	178	174	35%
4	Hunza	148	139	30%
5	Diamer	146	142	47%
6	Ghizer	123	117	43%
7	Shigar	49	46	50%
8	Astore	46	43	37%
9	Kharmang	40	40	43%
10	Nagar	38	37	50%

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

**PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS**

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
<b>Gilgit Baltistan</b>				
1	Home & Prisons Department, GB	2,264	2,131	48%
2	Works Department, GB	990	950	39%
3	Water & Power Department, GB	748	726	40%
4	Education & Special Education Department	717	628	37%
5	Health Department, GB	666	651	49%
6	Forest, Wildlife, Parks & Environment Department, GB	312	310	65%
7	Services & General Administration Department, GB	169	168	43%
8	Planning & Development Department, GB	135	112	54%
9	Revenue, Zakat & Usher, Excise & Taxation and Cooperative Department, GB	134	131	55%
10	Local Government & Rural Development, GB	118	116	46%
11	Agriculture, Livestock & Fisheries, Department	100	99	44%
12	Food Department, GB	97	90	47%
13	Finance Department, GB	72	71	60%
14	Northern Areas Transport Corporation (NATCO)	67	67	53%
15	Tourism, Sports & Culture Department, GB	57	57	59%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

POLICE DEPARTMENT / IG WISE HIGHEST NO. OF COMPLAINTS

#	Police Deptt / IG	Total Complaints	Resolved	Satisfaction %
1	Punjab	310,623	307,814	56%
2	Khyber Pakhtunkhwa	77,364	76,717	54%
3	Sindh	59,809	59,122	42%
4	Islamabad	33,241	33,007	47%
5	Motorway Police (NHMP)	7,065	7,033	62%
6	Balochistan	5,072	5,003	52%
7	Azad Jammu and Kashmir	4,048	3,983	40%
8	Gilgit-Baltistan	505	485	59%

**STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)**  
(from 28-10-2018 till 20-09-2023)

MR - PCP / R-50  
Date : 20-09-2023

**UNIVERSITIES WISE HIGHEST NO. OF COMPLAINTS**  
(top 20 Universities)

#	Public / Private University	Total Complaints	Resolved	Satisfaction %
1	Allama Iqbal Open University	28,312	28,057	57%
2	University of the Punjab	8,971	8,942	42%
3	Government College University Faisalabad	8,661	8,627	40%
4	Baha-ud-Din Zakaryia University Multan	8,377	8,338	39%
5	Islamia University Bahawalpur	8,152	8,112	44%
6	University of Sargodha	6,949	6,922	50%
7	University of Health Sciences (UHS)	5,677	5,642	50%
8	COMSATS University	5,115	5,112	33%
9	University of Agriculture Faisalabad	3,855	3,849	46%
10	University of Peshawar	3,124	3,111	38%
11	National Technology Council (NTC)	3,082	3,079	26%
12	The University of Lahore, Lahore	3,049	3,041	50%
13	Khyber Medical University	2,731	2,730	36%
14	University of Engineering & Technology Lahore	2,603	2,594	41%
15	University of Gujrat	2,309	2,299	39%
16	Khawaja Fareed University of Engineering & Information Technology, Rahim Yar Khan	2,064	2,050	37%
17	Pir Mehr Ali Shah University of Arid Agriculture Rawalpindi	1,938	1,936	49%
18	University of Central Punjab, Lahore	1,867	1,866	31%
19	Federal Urdu University	1,857	1,842	37%
20	Gomal University, DIK	1,816	1,796	36%





PRIME MINISTER'S PERFORMANCE  
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