Summary of Statistics
Pakistan Citizen's Portal
(PCP)

(As of 23-09-2024)

INDEX

S. No.	Description	Page
1	Overall Statistics	2
2	Profession Wise Summary	3
3	Category Wise Complaints Status	4
4	Federal Ministry / Division Wise Highest No. of Complaints	5
5	Federal Departments Wise Highest No. of Complaints	6
6	Officer Wise Highest No. of Complaints	7
7	Foreign Missions Wise Highest No. of Complaints	8
8	Universities Wise Highest No. of Complaints	9
9	Police Department Wise Highest No. of Complaints	10
10	Province / Govt. Wise Highest No. of Complaints	11
11	Provincial Department Wise Highest No. of Complaints (Punjab)	12
12	District Administrations Wise Highest No. of Complaints (Punjab)	13
13	Provincial Department Wise Highest No. of Complaints (KP)	14
14	District Administration Wise Highest No. of Complaints (KP)	15
15	Provincial Department Wise Highest No. of Complaints (Sindh)	16
16	District Administration Wise Highest No. of Complaints (Sindh)	17
17	Provincial Department Wise Highest No. of Complaints (Balochistan)	18
18	District Administration Wise Highest No. of Complaints (Balochistan)	19
19	Provincial Department Wise Highest No. of Complaints (AJK)	20
20	District Administration Wise Highest No. of Complaints (AJK)	21
21	Provincial Department Wise Highest No. of Complaints (GB)	22
22	District Administration Wise Highest No. of Complaints (GB)	23

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 23-09-2024)

MR - PCP / R-51
Date : 23-09-2024

TOTAL REGISTERED MEMBERS / CITIZENS		4,348,210
Inland	4,014,191	92.32%
Overseas	316,501	7.28%
Foreigners	17,518	0.40%
PROVINCE WISE REGISTERED MEMBERS / CITIZENS		
Punjab	2,467,138	56.74%
Khyber Pakhtunkhwa	735,200	16.91%
Sindh	584,660	13.45%
Federal Govt.	97,141	2.23%
Balochistan	62,926	1.45%
Azad Jammu and Kashmir	48,312	1.11%
Gilgit-Baltistan	18,814	0.43%

TOTAL COMPLAINTS		5,842,568
In Land	5,536,049	94.75%
Overseas	288,343	4.94%
Foreigners	18,176	0.31%
FEDERAL + PROVINCE WISE COMPLAINTS BREAKUP		
Federal Govt.	3,020,352	51.70%
Punjab	1,819,605	31.14%
Khyber Pakhtunkhwa	597,460	10.23%
Sindh	340,281	5.82%
Balochistan	51,189	0.88%
Azad Jammu and Kashmir	24,259	0.42%
Gilgit Baltistan	7,422	0.13%

OVERALL RESOLUTION	5,799,436	99.26%
Federal Govt.	3,011,097	99.69%
Punjab	1,811,526	99.56%
Khyber Pakhtunkhwa	590,358	98.81%
Sindh	305,238	89.70%
Balochistan	50,483	98.62%
Azad Jammu and Kashmir	23,681	97.62%
Gilgit Baltistan	7,053	95.03%

OVERALL FEEDBACK		3,512,076
Satisfied	1,642,782	46.78%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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Date : 23-09-2024

PROFESSION WISE SUMMARY

#	Profession	Registrations	Total Complaints	Resolved	Satisfaction %
1	Student	533,084	895,545	880,965	50.38%
2	Private Business	410,415	716,672	706,913	46.78%
3	Engineer	192,475	544,072	536,808	45.82%
4	Civil Service	203,311	529,612	522,182	46.55%
5	Teacher	170,994	421,044	415,816	48.00%
6	Social Worker	124,008	348,379	342,626	47.34%
7	Corporate Sector	90,883	267,393	263,123	44.20%
8	Doctor / Medical Worker	95,781	206,123	201,746	46.31%
9	Armed Forces	85,166	190,999	188,489	45.93%
10	Lawyer	38,433	150,332	147,890	42.36%
11	Senior Citizen / Retired	41,483	102,000	100,307	38.61%
12	Journalisim	18,798	75,113	74,038	43.10%
13	Political Worker	21,992	68,498	67,777	48.41%

GENDER WISE SUMMARY

#	Gender (%)	Registrations	Total Complaints	Resolved	Satisfaction %
1	Male (90.16)	3,920,710	5,395,003	5,358,661	46.70%
2	Female (9.36%)	406,447	416,217	409,828	47.98%
3	Other (0.48%)	21,053	31,348	30,947	39.01%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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MR - PCP / R-51
Date : 23-09-2024

CATEGORY WISE COMPLAINTS STATUS
Top 30 Categories

#	Category	Total Complaints	Resolved	Satisfaction %
1	Energy & Power	1,017,379	1,015,024	46%
2	Municipal Services	936,560	917,962	47%
3	Education	586,198	581,166	47%
4	Transport & Communications	420,280	416,406	48%
5	Law & Order	374,637	369,631	51%
6	Human Rights	367,208	364,400	42%
7	Health	276,277	268,077	49%
8	Poverty Alleviation and Social Safety	175,682	175,000	60%
9	Corruption / Malpractice	164,254	159,135	31%
10	Development Projects	161,662	158,670	38%
11	Land Revenue	145,534	142,659	38%
12	Prime Minister's Youth Program (PMYP)	142,521	141,659	47%
13	Banking	135,071	133,807	44%
14	FIA / Cyber Crime	117,081	115,271	37%
15	Overseas Pakistani / Call Sarzameen	85,873	85,152	43%
16	Licenses, Certificates & Registrations	79,312	78,093	59%
17	NADRA	74,021	73,322	69%
18	Farmer / Agriculture	64,069	63,208	53%
19	Media	64,061	63,818	53%
20	Land Grabbing / Encroachment	63,483	59,507	25%
21	Excise & Taxation	63,109	62,395	52%
22	Immigration & Passport	61,526	58,203	63%
23	Environment & Forest	48,394	47,646	53%
24	FBR	42,471	41,460	51%
25	Investments	28,537	28,414	45%
26	Cantonment Boards Services & POF	26,065	25,523	47%
27	Disaster / Emergency	20,129	19,498	44%
28	Capital Development Authority (CDA)	20,001	19,527	37%
29	Provincial Development Authorities	18,345	17,634	31%
30	Utility Stores (USC)	15,845	15,752	50%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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MR - PCP / R-51
Date : 23-09-2024

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

#	Min / Div	Total Complaints	Resolved	Satisfaction %
1	Power Division	683,992	682,532	42%
2	Ministry of Interior	458,058	451,187	50%
3	Petroleum Division	345,447	344,764	56%
4	Federal Education & Professional Training Division	251,133	250,256	44%
5	Poverty Alleviation & Social Safety Division	206,022	205,420	58%
6	Finance Division	189,802	188,407	41%
7	Cabinet Division	151,399	150,458	53%
8	Ministry of Communication	94,099	93,584	51%
9	Ministry of Defence	83,374	82,795	50%
10	Ministry of Railways	67,424	67,168	48%

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MR - PCP / R-51
Date : 23-09-2024

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

#	Federal Attached Deptt / Organization	Total Complaints	Resolved	Satisfaction %
1	Power Planning and Monitoring Company, PPMC	682,692	681,689	42%
2	Sui Northern Gas Pipleline Limited (SNGPL)	281,125	280,758	53%
3	Higher Education Commission (HEC)	231,519	230,828	43%
4	Federal Investigation Agency (FIA)	165,259	163,425	38%
5	Benazir Income Support Programme (BISP)	187,122	186,636	61%
6	Pakistan Telecommunication Authority (PTA)	121,621	120,972	57%
7	State Bank of Pakistan	118,638	117,694	37%
8	Capital Development Authority (CDA)	82,003	81,450	45%
9	NADRA HQ	71,978	71,417	69%
10	Pakistan Railways	67,015	66,635	48%
11	Military Lands and Cantonments Department	68,336	67,964	51%
12	Sui Southern Gas Company (SSGC)	59,315	59,040	71%
13	Banking Mohtasib Pakistan	54,772	54,302	47%
14	Immigration & Passports	57,966	54,870	64%
15	Federal Board of Revenue (FBR)	51,520	50,518	54%
16	Postal Services Directorate	46,566	46,335	54%
17	Chief Commissioner (ICT)	43,102	42,821	47%
18	Police Department, Islamabad	36,065	35,824	46%
19	National Highway Council & Authority (NHCA)	33,882	33,742	51%
20	National Bank of Pakistan (NBP)	30,760	30,657	47%

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MR - PCP / R-51
Date : 23-09-2024

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

#	Officer	Total Complaints	Resolved	Satisfied %
1	Managing Director, Sui Northern Gas Pipeline Limited (SNGPL)	191,670	191,662	56%
2	Director General, Cash Transfer (BISP)	127,817	127,603	60%
3	Chief Executive Officer, MEPCO	127,273	127,135	42%
4	Complaint Manager IESCO	89,787	89,709	44%
5	General Manager, Customer Services (SNGPL)	89,052	88,681	47%
6	Chief Executive Officer, FESCO	79,395	79,345	49%
7	Governor State Bank, (SBP)	68,211	67,534	39%
8	Complaint Manager PESCO	62,802	62,757	43%
9	SAPM, Prime Minister's Youth Programme (PMYP)	62,315	62,313	54%
10	Chief Executive Officer, HESCO	55,230	55,124	37%
11	Banking Mohtasib Pakistan, BMP	54,689	54,049	47%
12	Chairman, Pakistan Telecommunciation Authority (PTA)	51,959	51,356	67%
13	Complaint Manager LESCO	44,363	44,354	39%
14	CEO, Pakistan Telecommunication Company Limited (PTCL)	44,333	44,278	49%
15	Chief Executive Officer, SEPCO	37,861	37,804	33%
16	VC, Allama Iqbal Open University	32,503	32,395	57%
17	President, National Bank of Pakistan (NBP)	30,234	30,137	47%
18	PMYP Department, National Bank of Pakistan (PMYB & ALS)	24,483	24,467	31%
19	Director Customer Complaints, K-Electric	24,331	24,293	34%
20	DIG, Operations Division	24,220	24,005	38%

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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	4,272	4,261	53%
2	Consul General, Dubai	1,738	1,732	47%
3	Embassy of Pakistan, Malaysia	955	953	61%
4	Embassy of Pakistan, Kuwait	777	777	48%
5	Embassy of Pakistan, Oman	750	747	51%
6	Embassy of Pakistan, Bahrain	721	721	62%
7	Consul General (Jeddah)	680	670	56%
8	Embassy of Pakistan, China	671	668	56%
9	Embassy of Pakistan, United Arab Emirates	579	578	71%
10	Embassy of Pakistan, Qatar	511	509	57%
11	Embassy of Pakistan, UK	440	420	69%
12	Embassy of Pakistan, Afghanistan	362	360	33%
13	Embassy of Pakistan, Turkey	342	324	50%
14	Embassy of Pakistan, Kyrgyzstan	327	327	71%
15	Embassy of Pakistan, Australia	283	281	54%
16	Embassy of Pakistan, Libyan Arab Jamahiriya	251	249	41%
17	Embassy of Pakistan, South Africa	225	223	58%
18	Consul General, Frankfurt	225	225	75%
19	Embassy of Pakistan, Greece	193	193	77%
20	Embassy of Pakistan, Italy	187	178	57%

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

#	Public / Private University	Total Complaints	Resolved	Satisfaction %
1	Allama Iqbal Open University	32,580	32,457	57%
2	University of the Punjab	9,665	9,647	42%
3	Government College University Faisalabad	9,464	9,450	39%
4	Islamia University Bahawalpur	9,188	9,160	43%
5	Baha-ud-Din Zakaryia University Multan	9,044	9,032	39%
6	University of Sargodha	7,318	7,296	51%
7	University of Health Sciences (UHS)	6,065	6,061	50%
8	COMSATS University	5,206	5,202	33%
9	University of Agriculture Faisalabad	4,003	3,991	46%
10	University of Peshawar	3,473	3,463	39%
11	National Technology Council (NTC)	3,132	3,128	26%
12	The University of Lahore, Lahore	3,122	3,120	50%
13	Khyber Medical University	2,944	2,937	37%
14	University of Engineering & Technology Lahore	2,732	2,726	41%
15	University of Gujrat	2,399	2,398	40%
16	Khawaja Fareed University of Engineering & Information Technology, Rahim Yar Khan	2,386	2,371	36%
17	Gomal University, DIK	1,984	1,976	36%
18	Pir Mehr Ali Shah University of Arid Agriculture Rawalpindi	1,976	1,976	49%
19	Federal Urdu University	1,959	1,949	36%
20	University of Balochistan, Quetta	1,956	1,954	35%

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POLICE DEPARTMENT / IG WISE HIGHEST NO. OF COMPLAINTS

#	Police Deptt / IG	Total Complaints	Resolved	Satisfaction %
1	Punjab	340,912	337,241	54%
2	Khyber Pakhtunkhwa	88,917	88,183	52%
3	Sindh	67,636	66,793	42%
4	Islamabad	36,065	35,824	46%
5	Motorway Police (NHMP)	7,798	7,753	61%
6	Balochistan	5,803	5,728	51%
7	Azad Jammu and Kashmir	4,512	4,466	40%
8	Gilgit-Baltistan	568	553	58%

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(as of 23-09-2024)

MR - PCP / R-51
Date : 23-09-2024

PROVINCE / GOVT. WISE HIGHEST NO. OF COMPLAINTS

#	Province / Govt.	Total Complaints	Resolved	Satisfaction %
1	Federal Govt.	3,020,352	3,011,097	48%
2	Punjab	1,819,605	1,811,526	46%
3	Khyber Pakhtunkhwa	597,460	590,358	55%
4	Sindh	340,281	305,238	36%
5	Balochistan	51,189	50,483	40%
6	Azad Jammu and Kashmir	24,259	23,681	37%
7	Gilgit Baltistan	7,422	7,053	45%

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PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Punjab

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Home Department	353,345	349,534	54%
2	Local Government and Community Development (LGCD)	346,242	344,470	42%
3	Housing, Urban Development and Public Health Engineering (HUD & PHE)	138,756	137,927	50%
4	School Education	120,273	119,859	47%
5	Communications and Works	77,402	77,085	33%
6	Primary & Secondary Health Care Department (PSHD)	69,343	68,777	50%
7	Specialized Healthcare & Medical Education Department (SHMED)	68,214	67,950	44%
8	Higher Education Department	41,989	41,561	47%
9	Transport Department	35,668	35,547	49%
10	Excise and Taxation	33,043	32,750	48%
11	Additional Chief Secretary Office (South Punjab)	25,232	25,096	52%
12	Agriculture Department	24,220	24,150	65%
13	Labour and Human Resource	22,926	22,787	45%
14	Irrigation Department	20,401	20,278	37%
15	Finance Department	14,758	14,732	45%

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DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Punjab

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Lahore	38,822	37,468	46%
2	Rawalpindi	26,378	25,045	36%
3	Kasur	11,571	11,286	44%
4	Faisalabad	11,148	10,710	44%
5	Okara	10,323	10,178	50%
6	Sialkot	8,876	8,353	36%
7	Sargodha	8,618	8,510	40%
8	Multan	7,796	7,564	49%
9	Muzaffargarh	7,555	7,432	33%
10	Rahim Yar Khan	7,415	7,293	38%
11	Mianwali	7,352	7,239	40%
12	Attock	7,126	7,039	37%
13	Gujrat	7,099	7,018	41%
14	Gujranwala	6,977	6,837	38%
15	Vehari	6,687	6,614	35%
16	Bhakkar	5,839	5,809	49%
17	Bahawalpur	5,781	5,587	39%
18	Sheikhupura	5,520	5,501	29%
19	Dera Ghazi Khan	5,413	5,337	38%
20	Jhang	5,315	5,219	33%
21	Chakwal	5,137	5,091	45%
22	Bahawalnagar	5,055	5,029	46%
23	Sahiwal	5,013	4,937	35%
24	Khanewal	4,754	4,695	44%
25	Narowal	4,446	4,417	42%
26	Nankana Sahib	4,322	4,283	43%
27	Khushab	4,268	4,221	46%
28	Jhelum	4,029	3,968	54%
29	Rajanpur	3,978	3,939	38%
30	Toba Tek Singh	3,948	3,886	48%
31	Pakpattan	3,937	3,915	52%
32	Mandi Bahauddin	3,881	3,773	38%
33	Chiniot	3,843	3,820	46%
34	Lodhran	3,499	3,466	42%
35	Layyah	3,176	3,067	31%
36	Hafizabad	2,896	2,860	43%
37	Wazirabad	2,672	2,486	38%
38	Talagang	1,574	1,477	51%

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PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Khyber Pakhtunkhwa

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Local Government, Elections & Rural Development	114,942	114,154	57%
2	Elementary & Secondary Education	92,358	91,746	55%
3	Police Department, KP	88,917	88,183	52%
4	Health Department	50,250	49,919	50%
5	Communication & Works	33,549	33,308	44%
6	Higher Education Archives & Library	19,078	18,814	52%
7	Public Health Engineering	16,031	15,979	54%
8	Forest, Environment & Wildlife	12,855	12,799	62%
9	Food Department	12,467	12,430	67%
10	Establishment Department	11,681	11,650	61%
11	Irrigation Department	8,712	8,660	42%
12	Transport & Mass Transit Department	7,258	7,179	61%
13	Industry, Commerce & Technical Education	5,076	5,059	54%
14	Labour Deparment	4,586	4,563	50%
15	Agriculture, Department	3,996	3,979	53%

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MR - PCP / R-51

Date : 23-09-2024

DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Khyber Pakhtunkhwa

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Peshawar	7,973	7,764	59%
2	Mardan	5,510	5,468	55%
3	Malakand	5,008	4,950	68%
4	Swat	4,160	4,139	63%
5	Nowshera	3,964	3,914	62%
6	Abbottabad	3,805	3,751	46%
7	Swabi	3,687	3,601	56%
8	Mansehra	3,610	3,591	61%
9	Haripur	3,519	3,482	64%
10	Charsadda	3,131	3,087	61%
11	Bannu	3,092	3,077	61%
12	Kohat	2,798	2,769	56%
13	Lakki Marwat	2,579	2,555	58%
14	Dera Ismail Khan	2,266	2,175	55%
15	Karak	2,181	2,143	50%
16	Dir Lower	2,004	1,932	72%
17	Buner	1,705	1,689	66%
18	Hangu	1,692	1,669	70%
19	Shangla	1,554	1,536	74%
20	Dir Upper	1,513	1,494	61%
21	North Waziristan	1,342	1,230	50%
22	Khyber	1,280	1,269	59%
23	Bajaur	1,184	1,165	53%
24	Kurram	1,077	1,044	49%
25	Battagram	874	859	66%
26	Mohmand	822	818	53%
27	South Waziristan Upper	735	731	47%
28	Tank	714	704	60%
29	Orakzai	602	598	58%
30	Chitral Lower	590	586	63%
31	Kohistan Upper	350	340	70%
32	Chitral Upper	350	348	48%
33	South Waziristan Lower	288	233	39%
34	Tor Ghar	277	265	70%
35	Kohistan Lower	217	215	61%
36	Kolai Pallas	113	107	60%

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PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Sindh

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Local Government & Housing Town Planning Department	135,985	120,343	30%
2	Police Department, Sindh	67,636	66,793	42%
3	School Education & Literacy Department (SELD)	23,702	22,942	39%
4	Health Department	18,481	11,382	42%
5	Universities and Boards Department	13,570	12,484	41%
6	Works & Services Department	6,140	4,821	29%
7	Public Health Engineering & Rural Development Department	3,770	3,361	36%
8	Transport & Mass Transit Department	3,107	2,810	39%
9	Irrigation Department Sindh	2,943	2,920	35%
10	Agriculture, Supply & Prices Department	2,890	2,631	36%
11	Excise, Taxation & Narcotics Department	2,762	2,436	39%
12	Finance Department	2,673	2,635	40%
13	Labour & Human Resources Department	2,425	2,155	24%
14	Sindh Revenue Board (SRB), Sindh	2,015	1,998	75%
15	Sindh Public Service Commission (SPSC)	1,979	1,934	39%

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DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Sindh

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Malir	4,597	3,566	19%
2	Karachi East	3,962	3,905	22%
3	Hyderabad	2,317	2,249	34%
4	Ghotki	2,057	1,938	30%
5	Karachi Central	2,045	1,754	37%
6	Khairpur	1,590	1,406	27%
7	Karachi West	1,490	1,473	31%
8	Karachi South	1,286	1,113	41%
9	Sukkur	1,230	967	32%
10	Korangi	1,185	734	33%
11	Sanghar	1,092	1,025	32%
12	Shaheed Benazir Abad	1,080	1,005	34%
13	Naushahro Feroze	1,067	1,034	32%
14	Jamshoro	1,066	351	33%
15	Dadu	1,045	1,009	28%
16	Mirpur Khas	1,014	777	34%
17	Qambar Shahdadkot	916	842	39%
18	Kashmore	899	861	29%
19	Tando Allahyar	752	701	40%
20	Tharparkar	739	699	42%
21	Larkana	723	652	36%
22	Thatta	708	671	36%
23	Shikarpur	687	640	35%
24	Badin	642	538	33%
25	Jacobabad	633	551	32%
26	Umerkot	525	520	30%
27	Keamari	523	354	35%
28	Matiari	511	356	39%
29	Sujawal	295	203	40%
30	Tando Muhammad Khan	291	271	39%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 23-09-2024)

MR - PCP / R-51
Date : 23-09-2024

PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Balochistan

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Local Government & Rural Development Baluchistan	7,801	7,782	41%
2	Home & Tribal Affairs Department	6,266	6,189	52%
3	Secondary Education Department (SED)	5,628	5,585	35%
4	Public Health Engineering (PHE)	3,653	3,649	33%
5	Health Department	3,619	3,265	45%
6	Communication & Works	2,586	2,570	35%
7	Colleges Higher Education & Technical Education	1,338	1,319	38%
8	Irrigation Department	845	837	30%
9	Services & General Administration	792	786	32%
10	Finance Department, Balochistan	767	763	39%
11	Agriculture & Cooperative Department	673	671	38%
12	Forest Department Baluchistan	671	667	49%
13	Balochistan Public Service Commission (BPSC)	649	641	36%
14	Planning & Development	593	588	28%
15	Transport Department	469	469	49%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 23-09-2024)

MR - PCP / R-51
Date : 23-09-2024

DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Balochistan

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Quetta	2,133	2,125	36%
2	Khuzdar	749	749	39%
3	Nasirabad	554	552	39%
4	Pishin	461	460	44%
5	Zhob	425	425	40%
6	Jafarabad	398	396	49%
7	Dera Bugti	385	381	37%
8	Kech	366	362	39%
9	Musakhel	337	336	34%
10	Sohbatpur	335	332	45%
11	Sibi	305	296	42%
12	Barkhan	269	268	44%
13	Loralai	267	262	34%
14	Killa Abdullah	249	249	41%
15	Gwadar	223	222	33%
16	Hub	216	214	38%
17	Harnai	201	199	44%
18	Lasbela	192	192	38%
19	Kachhi	179	179	47%
20	Mastung	170	170	62%
21	Killa Saifullah	154	153	34%
22	Jhal Magsi	152	151	37%
23	Kohlu	147	147	47%
24	Duki	135	135	51%
25	Chaghi	133	133	58%
26	Panjgur	122	121	20%
27	Ziarat	114	114	52%
28	Chaman	96	95	4300%
29	Kalat	88	88	36%
30	Sherani	88	84	28%
31	Kharan	79	78	46%
32	Nushki	51	51	41%
33	Sikandarabad	38	38	48%
34	Lehri	36	36	32%
35	Washuk	35	35	63%
36	Awaran	10	10	86%
37	Usta Muhammad	2	1	%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 23-09-2024)

MR - PCP / R-51
Date : 23-09-2024

PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Azad Jammu and Kashmir

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Police Department, AJK	4,512	4,466	40%
2	Elementary & Secondary Education Department	2,831	2,800	32%
3	Electricity Department, Azad Jammu and Kashmir	2,829	2,810	38%
4	Health Department, Azad Jammu and Kashmir	1,475	1,444	37%
5	Communication and Works Department, Azad Jammu and Kashmir	1,236	1,231	31%
6	Public Service Commission, Azad Jammu and Kashmir	879	873	50%
7	Local Government & Rural Development Department, Azad Jammu and Kashmir	840	832	25%
8	Forests, AKLASC, Wildlife & Fisheries, Azad Jammu and Kashmir	797	783	34%
9	Higher Education Department (AJK)	730	708	37%
10	Physical Planning & Housing, Azad Jammu and Kashmir	690	662	36%
11	Finance Department, Azad Jammu and Kashmir	341	336	41%
12	Agriculture, Animal Husbandry, Irrigation & ESMA, Azad Jammu and Kashmir	232	231	38%
13	Services and General Administration, Azad Jammu and Kashmir	179	167	45%
14	Food Department (AJK)	175	174	47%
15	Information & Information Technology, Azad Jammu and Kashmir	157	154	41%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 23-09-2024)

MR - PCP / R-51

Date : 23-09-2024

DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Azad Jammu & Kashmir

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Mirpur	1,906	1,879	32%
2	Kotli	869	868	37%
3	Muzaffarabad	858	612	33%
4	Bhimber	458	436	38%
5	Sudhnoti	435	429	42%
6	Poonch	360	356	34%
7	Bagh	330	328	36%
8	Jhelum Valley	311	302	38%
9	Neelum	119	101	60%
10	Haveli	42	40	30%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 23-09-2024)

MR - PCP / R-51
Date : 23-09-2024

PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Gilgit Baltistan

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Home & Prisons Department, GB	2,391	2,280	48%
2	Works Department, GB	1,008	950	40%
3	Water & Power Department, GB	777	734	41%
4	School Education Department	725	649	37%
5	Health Department, GB	701	681	49%
6	Forest, Wildlife, Parks & Environment Department, GB	321	320	65%
7	Services & General Administration Department, GB	172	170	44%
8	Planning & Development Department, GB	153	121	56%
9	Revenue, Zakat & Usher, Excise & Taxation and Cooperative Department, GB	143	138	55%
10	Local Government & Rural Development, GB	126	126	47%
11	Agriculture, Livestock & Fisheries, Department	106	103	44%
12	Food Department, GB	100	100	45%
13	Finance Department, GB	75	72	59%
14	Northern Areas Transport Corporation (NATCO)	70	67	53%
15	Tourism, Sports & Culture Department, GB	60	60	59%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 23-09-2024)

MR - PCP / R-51

Date : 23-09-2024

DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Gilgit Baltistan

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Gilgit	477	442	44%
2	Skardu	282	276	45%
3	Ghanche	181	175	35%
4	Diamer	156	147	46%
5	Hunza	149	143	29%
6	Ghizer	129	121	45%
7	Astore	52	47	40%
8	Shigar	51	48	54%
9	Kharmang	43	40	46%
10	Nagar	37	37	50%

PRIME MINISTER'S PERFORMANCE DELIVERY UNIT | CONSIDER IT DELIVERED