



Summary of Statistics Pakistan Citizen's Portal (PCP)

(As of 14-07-2025)



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STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 14-07-2025)

MR - PCP / R-55
Date : 14-07-2025

TOTAL REGISTERED MEMBERS / CITIZENS		4,520,311
Inland	4,172,244	92.30%
Overseas	329,792	7.30%
Foreigners	18,275	0.40%
PROVINCE WISE REGISTERED MEMBERS / CITIZENS		
Punjab	2,553,616	56.49%
Khyber Pakhtunkhwa	740,163	16.37%
Sindh	601,127	13.30%
Federal Govt.	101,140	2.24%
Balochistan	65,263	1.44%
Azad Jammu and Kashmir	49,646	1.10%
Gilgit-Baltistan	19,274	0.43%

TOTAL COMPLAINTS		6,265,773
In Land/ Overseas/ Foreigners	6,265,773	100.00%
FEDERAL + PROVINCE WISE COMPLAINTS BREAKUP		
Federal Govt.	3,250,897	51.88%
Punjab	1,926,767	30.75%
Khyber Pakhtunkhwa	640,294	10.22%
Sindh	359,545	5.74%
Balochistan	55,148	0.88%
Azad Jammu and Kashmir	25,524	0.41%
Gilgit Baltistan	7,598	0.12%

OVERALL RESOLUTION	6,170,217	98.47%
Federal Govt.	3,226,455	99.25%
Punjab	1,903,037	98.77%
Khyber Pakhtunkhwa	633,358	98.92%
Sindh	320,888	89.25%
Balochistan	54,436	98.71%
Azad Jammu and Kashmir	24,864	97.41%
Gilgit Baltistan	7,179	94.49%

OVERALL FEEDBACK		3,761,110
Satisfied	1,759,264	46.78%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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PROFESSION WISE SUMMARY

#	Profession	Registrations	Total Complaints	Resolved	Satisfaction %
1	Student	563,836	969,113	951,485	49.99%
2	Private Business	441,367	770,642	758,682	46.79%
3	Engineer	200,749	575,222	567,009	46.21%
4	Civil Service	216,674	568,364	559,901	47.16%
5	Teacher	181,150	451,144	445,234	47.55%
6	Social Worker	131,847	376,490	370,069	47.84%
7	Corporate Sector	95,936	282,330	277,634	44.05%
8	Doctor / Medical Worker	101,977	218,920	214,274	45.81%
9	Armed Forces	91,413	205,257	202,259	46.56%
10	Senior Citizen / Retired	44,509	162,427	159,842	41.71%
11	Lawyer	40,976	109,423	107,518	37.62%
12	Political Worker	22,964	80,791	79,405	42.80%
13	Journalisim	17,165	72,321	71,462	47.30%

GENDER WISE SUMMARY

#	Gender (%)	Registrations	Total Complaints	Resolved	Satisfaction %
1	Male (89.99)	4,068,137	5,785,815	5,699,519	46.70%
2	Female (9.50%)	429,441	446,123	437,201	47.98%
3	Other (0.51%)	6,929	33,835	33,497	39.01%

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CATEGORY WISE COMPLAINTS STATUS
Top 30 Categories

#	Category	Total Complaints	Resolved	Satisfaction %
1	Energy & Power	1,053,310	1,049,194	46%
2	Municipal Services	991,518	969,311	47%
3	Education	617,699	612,619	47%
4	Transport & Communications	445,869	441,714	49%
5	Law & Order	403,510	399,493	49%
6	Human Rights	367,261	365,393	42%
7	Health	288,186	279,118	48%
8	Corruption / Malpractice	222,069	216,442	33%
9	Poverty Alleviation and Social Safety	208,173	207,343	63%
10	Development Projects	168,509	164,891	37%
11	Prime Minister's Youth Program (PMYP)	155,507	148,705	47%
12	Banking	152,703	150,899	44%
13	FIA / Cyber Crime	130,660	128,454	36%
14	Land Revenue	105,716	102,376	36%
15	Overseas Pakistani / Call Sarzameen	88,834	88,149	42%
16	Licenses, Certificates & Registrations	87,202	85,823	58%
17	Immigration & Passport	84,940	84,406	62%
18	NADRA	82,815	81,327	67%
19	Land Grabbing / Encroachment	71,449	66,126	25%
20	Media	66,013	65,610	53%
21	FBR	63,799	63,088	54%
22	Farmer / Agriculture	59,068	58,501	51%
23	Environment & Forest	50,661	49,986	52%
24	Excise & Taxation	49,384	48,419	48%
25	Cantonment Boards Services & POF	30,513	29,954	47%
26	Investments	29,565	29,392	45%
27	Capital Development Authority (CDA)	22,739	22,125	37%
28	Disaster / Emergency	20,926	20,332	43%
29	Provincial Development Authorities	20,559	19,684	30%
30	Human Rights Violations	19,343	17,073	34%
31	Utility Stores (USC)	16,092	16,013	50%
32	SECP	13,017	12,828	54%
33	Fisheries & Livestock	12,522	12,134	57%
34	Controller General of Accounts (CGA)	11,723	11,330	51%
35	Auditor General of Pakistan (AGP)	10,639	10,121	39%
36	Public Service Commissions (PSC)	9,028	8,829	46%
37	Scholarships	8,540	8,317	51%
38	Sehat Insaf Card	7,843	7,800	59%
39	State Life (SLICP)	7,711	7,666	49%
40	Pakistan Telecommunication Authority (PTA)	3,960	3,219	70%
41	Naya Pakistan Housing	3,508	3,469	41%
42	Federal Employees Benevolent & Group Insurance Fund	1,636	1,567	47%
43	Engineering / Manufacturing (EDB)	556	502	22%
44	Special Technology Zones Authority	498	475	42%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 14-07-2025)

MR - PCP / R-55

Date : 14-07-2025

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

#	Min / Div	Total Complaints	Resolved	Satisfaction %
1	Power Division	715,784	713,933	42%
2	Ministry of Interior	519,896	514,812	49%
3	Petroleum Division	361,562	360,965	56%
4	Federal Education & Professional Training Division	264,026	263,082	44%
5	Poverty Alleviation & Social Safety Division	235,765	235,093	60%
6	Finance Division	257,107	255,457	44%
7	Cabinet Division	165,648	164,694	53%
8	Ministry of Communication	100,743	100,030	51%
9	Ministry of Defence	90,993	90,440	50%
10	Prime Minister's Youth Programme	83,316	75,695	58%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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FEDERAL ATTACHED DEPARTMENTS / ORGANIZATIONS WISE HIGHEST NO. OF COMPLAINTS
(top 20 depts)

#	Federal Attached Deptt / Organization	Total Complaints	Resolved	Satisfaction %
1	Power Planning and Monitoring Company, PPMC	710,341	708,579	42%
2	Sui Northern Gas Pipeline Limited (SNGPL)	288,368	288,108	53%
3	Higher Education Commission (HEC)	241,342	240,506	44%
4	Benazir Income Support Programme (BISP)	212,133	211,544	64%
5	Federal Investigation Agency (FIA)	177,141	175,267	37%
6	Directorate General National Cyber Crime Investigation Agency (NCCIA)	146,600	145,216	38%
7	Pakistan Telecommunication Authority (PTA)	130,498	129,809	58%
8	State Bank of Pakistan	125,879	125,380	37%
9	Capital Development Authority (CDA)	86,073	85,476	45%
10	NADRA HQ	78,593	78,239	68%
11	Immigration & Passports	77,270	76,905	63%
12	Military Lands and Cantonments Department	72,942	72,561	50%
13	Pakistan Railways	71,234	70,747	48%
14	Sui Southern Gas Company (SSGC)	66,209	65,929	71%
15	Banking Mohtasib Pakistan	60,379	59,465	47%
16	Federal Board of Revenue (FBR)	52,182	51,642	53%
17	Postal Services Directorate	49,984	49,593	54%
18	Chief Commissioner (ICT)	44,725	44,281	47%
19	Police Department, Islamabad	37,940	37,741	46%
20	National Highway Council & Authority (NHCA)	35,141	35,016	50%

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OFFICER WISE HIGHEST NO. OF COMPLAINTS (FEDERAL)
(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)	139,234	139,231	62%
3	Chief Executive Officer, MEPCO	132,968	132,723	42%
4	General Manager, Customer Services (SNGPL)	96,505	96,245	48%
5	Complaint Manager IESCO	92,943	92,769	44%
6	Chief Executive Officer, FESCO	82,233	82,199	49%
7	Governor State Bank, (SBP)	74,528	74,102	39%
8	Complaint Manager PESCO	65,220	65,165	43%
9	Prime Minister's Youth Programme (PMYP)	62,315	62,313	54%
10	Banking Mohtasib Pakistan, BMP	60,342	59,428	47%
11	Chief Executive Officer, HESCO	57,399	57,246	36%
12	Chairman, Pakistan Telecommunication Authority (PTA)	54,830	54,237	67%
13	CEO, Pakistan Telecommunication Company Limited (PTCL)	47,960	47,894	49%
14	Complaint Manager LESCO	44,556	44,546	39%
15	Chief Executive Officer, SEPCO	39,719	39,588	33%
16	VC, Allama Iqbal Open University	34,616	34,482	57%
17	President, National Bank of Pakistan (NBP)	32,725	32,583	47%
18	Director General , BISP (Punjab)	28,810	28,769	70%
19	Director Customer Complaints, K-Electric	26,663	26,641	35%
20	DIG, Operations Division, Islamabad	25,758	25,617	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	4,292	4,291	53%
2	Consul General, Dubai	1,750	1,747	47%
3	Embassy of Pakistan, Malaysia	966	966	61%
4	Embassy of Pakistan, Oman	780	768	50%
5	Embassy of Pakistan, Kuwait	779	779	48%
6	Embassy of Pakistan, Bahrain	727	725	63%
7	Consul General (Jeddah)	723	711	55%
8	Embassy of Pakistan, China	689	683	57%
9	Embassy of Pakistan, United Arab Emirates	586	586	70%
10	Embassy of Pakistan, Qatar	520	520	54%
11	Embassy of Pakistan, UK	447	431	69%
12	Embassy of Pakistan, Afghanistan	378	377	34%
13	Embassy of Pakistan, Turkey	339	329	50%
14	Embassy of Pakistan, Kyrgyzstan	332	332	70%
15	Embassy of Pakistan, Australia	287	285	55%
16	Embassy of Pakistan, Libyan Arab Jamahiriya	260	260	40%
17	Embassy of Pakistan, South Africa	247	224	58%
18	Consul General, Frankfurt	228	228	76%
19	Embassy of Pakistan, Greece	194	194	76%
20	Embassy of Pakistan, Iran, Islamic Republic of	187	184	60%

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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	34,644	34,511	57%
2	University of the Punjab	10,044	10,020	42%
3	Islamia University Bahawalpur	9,926	9,870	42%
4	Government College University Faisalabad	9,757	9,736	39%
5	Baha-ud-Din Zakaryia University Multan	9,287	9,252	39%
6	University of Sargodha	7,485	7,472	50%
7	University of Health Sciences (UHS)	6,333	6,299	49%
8	COMSATS University	5,252	5,243	34%
9	University of Agriculture Faisalabad	4,115	4,108	46%
10	University of Peshawar	3,673	3,673	38%
11	National Technology Council (NTC)	3,187	3,181	26%
12	The University of Lahore, Lahore	3,162	3,160	51%
13	Khyber Medical University	3,059	3,059	37%
14	University of Engineering & Technology Lahore	2,823	2,819	42%
15	Khawaja Fareed University of Engineering & Information Technology, Rahim Yar Khan	2,469	2,460	36%
16	University of Gujrat	2,447	2,438	41%
17	Gomal University, DIK	2,064	2,056	36%
18	Federal Urdu University	2,047	2,027	35%
19	University of Balochistan, Quetta	2,033	2,031	35%
20	Pir Mehr Ali Shah University of Arid Agriculture Rawalpindi	1,998	1,992	50%

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POLICE DEPARTMENT / IG WISE HIGHEST NO. OF COMPLAINTS

#	Police Deptt / IG	Total Complaints	Resolved	Satisfaction %
1	Police Department, Punjab	360,005	356,650	53%
2	Police Department, KP	96,112	95,319	51%
3	Police Department, Sindh	72,676	71,828	41%
4	Police Department, Islamabad	37,940	37,741	46%
5	National Highway & Motorway Police (NH & MP)	8,281	8,222	60%
6	Police Department, Balochistan	6,185	6,117	50%
7	Police Department, AJK	4,794	4,762	40%
8	Police Department, GB	602	586	58%

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PROVINCE / GOVT. WISE HIGHEST NO. OF COMPLAINTS

#	Province / Govt.	Total Complaints	Resolved	Satisfaction %
1	Federal Govt.	3,250,897	3,226,455	48%
2	Punjab	1,926,767	1,903,037	46%
3	Khyber Pakhtunkhwa	640,294	633,358	54%
4	Sindh	359,545	320,888	36%
5	Balochistan	55,148	54,436	40%
6	Azad Jammu and Kashmir	25,524	24,864	37%
7	Gilgit Baltistan	7,598	7,179	45%

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PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS (Top 15)

Punjab

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Home Department	373,187	369,712	53%
2	Local Government and Community Development (LGCD)	362,825	360,188	42%
3	Housing, Urban Development and Public Health Engineering (HUD & PHE)	144,663	143,383	49%
4	School Education	124,307	123,905	46%
5	Communications and Works	79,579	79,145	33%
6	Primary & Secondary Health Care Department (PSHD)	71,503	70,247	50%
7	Specialized Healthcare & Medical Education Department (SHMED)	70,900	70,504	44%
8	Higher Education Department	43,107	42,457	47%
9	Transport Department	36,799	36,609	49%
10	Excise and Taxation	23,835	23,543	48%
11	Additional Chief Secretary Office (South Punjab)	25,776	25,697	52%
12	Agriculture Department	24,750	24,674	64%
13	Labour and Human Resource	24,690	24,457	44%
14	Irrigation Department	21,208	21,045	36%
15	Finance Department	16,277	16,185	45%

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DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Punjab

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Lahore	40,394	38,714	46%
2	Rawalpindi	27,247	25,995	36%
3	Kasur	12,168	11,575	44%
4	Faisalabad	11,761	11,175	43%
5	Okara	11,042	10,979	48%
6	Sialkot	8,994	8,908	36%
7	Sargodha	8,821	8,741	40%
8	Muzaffargarh	7,916	7,637	33%
9	Multan	7,834	7,657	49%
10	Rahim Yar Khan	7,743	7,672	37%
11	Mianwali	7,527	7,452	40%
12	Gujrat	7,376	7,277	40%
13	Attock	7,328	7,269	37%
14	Gujranwala	7,227	7,050	38%
15	Vehari	7,061	6,950	34%
16	Bhakkar	6,131	6,058	48%
17	Bahawalpur	5,988	5,776	38%
18	Sheikhupura	5,797	5,758	29%
19	Dera Ghazi Khan	5,714	5,496	38%
20	Jhang	5,529	5,219	33%
21	Chakwal	5,415	5,321	44%
22	Sahiwal	5,371	5,188	35%
23	Bahawalnagar	5,347	5,258	45%
24	Khanewal	5,073	4,916	43%
25	Narowal	4,652	4,586	41%
26	Nankana Sahib	4,543	4,424	42%
27	Khushab	4,437	4,387	46%
28	Jhelum	4,276	4,140	52%
29	Toba Tek Singh	4,233	4,050	46%
30	Rajanpur	4,121	4,095	37%
31	Pakpattan	4,110	4,088	52%
32	Chiniot	4,073	4,026	46%
33	Mandi Bahauddin	3,982	3,933	37%
34	Lodhran	3,663	3,603	41%
35	Layyah	3,281	3,215	31%
36	Hafizabad	3,031	3,015	43%
37	Wazirabad	2,823	2,524	38%
38	Talagang	1,620	1,508	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	120,996	119,929	56%
2	Elementary & Secondary Education	97,692	97,219	55%
3	Police Department, KP	96,112	95,319	51%
4	Health Department	52,858	52,413	49%
5	Communication & Works	35,282	35,000	44%
6	Higher Education Archives & Library	20,800	20,489	51%
7	Public Health Engineering	16,852	16,679	54%
8	Forest, Environment & Wildlife	13,568	13,468	61%
9	Food Department	13,126	13,070	66%
10	Establishment Department	12,646	12,633	61%
11	Irrigation Department	9,189	9,108	42%
12	Transport & Mass Transit Department	7,922	7,849	59%
13	Industry, Commerce & Technical Education	5,332	5,275	53%
14	Labour Department	4,900	4,869	50%
15	Home & Tribal Affairs	4,275	4,199	58%

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DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Khyber Pakhtunkhwa

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Peshawar	8,350	8,191	58%
2	Mardan	5,979	5,952	56%
3	Malakand	5,307	5,273	68%
4	Swat	4,464	4,404	63%
5	Abbottabad	4,139	4,076	47%
6	Nowshera	4,099	4,072	61%
7	Swabi	3,865	3,796	55%
8	Mansehra	3,797	3,765	61%
9	Haripur	3,744	3,663	63%
10	Bannu	3,263	3,243	60%
11	Charsadda	3,257	3,228	61%
12	Kohat	2,939	2,885	56%
13	Lakki Marwat	2,705	2,688	57%
14	Dera Ismail Khan	2,468	2,290	53%
15	Karak	2,293	2,235	50%
16	Dir Lower	2,080	2,029	72%
17	Buner	1,905	1,898	67%
18	Hangu	1,804	1,786	69%
19	Dir Upper	1,631	1,608	59%
20	Shangla	1,625	1,616	73%
21	North Waziristan	1,416	1,231	51%
22	Khyber	1,371	1,353	57%
23	Bajaur	1,248	1,234	53%
24	Kurram	1,113	1,084	49%
25	Battagram	928	908	65%
26	Mohmand	860	849	56%
27	South Waziristan Upper	835	831	46%
28	Tank	753	738	58%
29	Orakzai	622	618	58%
30	Chitral Lower	616	613	63%
31	Chitral Upper	369	369	50%
32	Kohistan Upper	363	353	69%
33	South Waziristan Lower	321	315	37%
34	Tor Ghar	284	278	70%
35	Kohistan Lower	226	225	59%
36	Kolai Pallas	117	110	63%

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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	137,370	121,387	31%
2	Police Department, Sindh	72,676	71,828	41%
3	School Education & Literacy Department (SELD)	25,820	24,964	38%
4	Health Department	18,784	11,672	41%
5	Universities and Boards Department	14,082	13,014	40%
6	Works & Services Department	6,375	4,917	30%
7	Public Health Engineering & Rural Development Department	3,696	3,461	36%
8	Transport & Mass Transit Department	3,262	2,869	39%
9	Irrigation Department Sindh	3,082	3,063	34%
10	Excise, Taxation & Narcotics Department	3,022	2,473	39%
11	Agriculture, Supply & Prices Department	3,015	2,949	36%
12	Finance Department	2,892	2,884	39%
13	Labour & Human Resources Department	2,564	2,175	24%
14	Sindh Public Service Commission (SPSC)	2,447	2,414	38%
15	Sindh Revenue Board (SRB), Sindh	2,142	2,135	69%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 14-07-2025)

MR - PCP / R-55
Date : 14-07-2025

DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Sindh

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Malir	4,823	3,565	19%
2	Karachi East	4,093	3,940	22%
3	Karachi Central	2,428	1,760	37%
4	Hyderabad	2,364	2,310	34%
5	Ghotki	2,119	1,981	30%
6	Khairpur	1,662	1,489	27%
7	Karachi West	1,599	1,516	31%
8	Karachi South	1,450	1,263	38%
9	Korangi	1,176	762	32%
10	Dadu	1,149	1,021	28%
11	Naushahro Feroze	1,149	1,066	31%
12	Sukkur	1,137	995	32%
13	Shaheed Benazir Abad	1,105	1,060	34%
14	Sanghar	1,103	1,058	32%
15	Mirpur Khas	1,045	780	34%
16	Qambar Shahdadkot	947	874	40%
17	Kashmore	944	910	30%
18	Tando Allahyar	808	714	40%
19	Tharparkar	779	748	41%
20	Jamshoro	753	375	33%
21	Larkana	732	698	36%
22	Thatta	731	687	36%
23	Jacobabad	700	611	32%
24	Shikarpur	695	668	37%
25	Badin	656	588	32%
26	Keamari	630	359	36%
27	Umerkot	548	532	31%
28	Matiari	513	382	39%
29	Sujawal	317	205	41%
30	Tando Muhammad Khan	311	300	39%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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MR - PCP / R-55
Date : 14-07-2025

PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Balochistan

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Local Government & Rural Development Baluchistan	8,292	8,259	40%
2	Home & Tribal Affairs Department	6,679	6,610	51%
3	Secondary Education Department (SED)	6,299	6,206	35%
4	Public Health Engineering (PHE)	3,819	3,794	33%
5	Health Department	3,792	3,622	44%
6	Communication & Works	2,694	2,671	35%
7	Colleges Higher Education & Technical Education	1,404	1,401	37%
8	Irrigation Department	882	879	30%
9	Balochistan Public Service Commission (BPSC)	851	848	37%
10	Finance Department, Balochistan	849	847	39%
11	Services & General Administration	823	818	32%
12	Forest Department Baluchistan	704	697	48%
13	Agriculture & Cooperative Department	701	700	38%
14	Planning & Development	635	620	29%
15	Livestock & Dairy Development	499	498	32%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 14-07-2024)

MR - PCP / R-55
Date : 14-07-2025

DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Balochistan

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Quetta	2,269	2,199	36%
2	Khuzdar	777	775	38%
3	Nasirabad	560	555	38%
4	Pishin	502	496	43%
5	Zhob	445	441	40%
6	Jafarabad	427	427	47%
7	Dera Bugti	402	400	36%
8	Kech	397	390	37%
9	Musakhel	356	354	35%
10	Sohbatpur	355	353	44%
11	Usta Muhammad	320	320	39%
12	Sibi	316	311	43%
13	Loralai	281	276	34%
14	Barkhan	274	271	44%
15	Killa Abdullah	271	261	44%
16	Hub	234	231	36%
17	Gwadar	234	232	32%
18	Harnai	215	213	43%
19	Lasbela	195	194	39%
20	Mastung	186	183	61%
21	Kachhi	186	186	50%
22	Killa Saifullah	172	169	31%
23	Jhal Magsi	168	167	35%
24	Kohlu	161	161	50%
25	Panjgur	145	145	22%
26	Duki	142	141	53%
27	Chaghi	138	138	59%
28	Chaman	129	117	44%
29	Ziarat	117	115	52%
30	Kalat	97	95	35%
31	Sherani	92	91	28%
32	Kharan	80	79	46%
33	Nushki	56	54	43%
34	Washuk	45	45	64%
35	Balochistan	42	41	55%
36	Lehri	36	36	32%
37	Awaran	10	10	86%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
(as of 14-07-2025)

MR - PCP / R-55
Date : 14-07-2025

PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Azad Jammu and Kashmir

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Police Department, AJK	4,794	4,762	40%
2	Elementary & Secondary Education Department	3,008	2,874	33%
3	Electricity Department, Azad Jammu and Kashmir	2,930	2,886	38%
4	Health Department, Azad Jammu and Kashmir	1,546	1,503	37%
5	Communication and Works Department, Azad Jammu and Kashmir	1,274	1,268	31%
6	Public Service Commission, Azad Jammu and Kashmir	976	964	54%
7	Local Government & Rural Development Department, Azad Jammu and Kashmir	893	876	26%
8	Forests, AKLASC, Wildlife & Fisheries, Azad Jammu and Kashmir	846	832	33%
9	Higher Education Department (AJK)	737	717	37%
10	Physical Planning & Housing, Azad Jammu and Kashmir	729	688	35%
11	Finance Department, Azad Jammu and Kashmir	345	342	42%
12	Agriculture, Animal Husbandry, Irrigation & ESMA, Azad Jammu and Kashmir	235	235	38%
13	Services and General Administration, Azad Jammu and Kashmir	193	184	46%
14	Food Department (AJK)	182	181	47%
15	Information & Information Technology, Azad Jammu and Kashmir	160	158	41%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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MR - PCP / R-55
Date : 14-07-2025

DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Azad Jammu & Kashmir

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Mirpur	1,966	1,953	32%
2	Kotli	938	932	35%
3	Muzaffarabad	732	613	33%
4	Sudhnoti	450	437	42%
5	Bhimber	447	441	39%
6	Poonch	374	369	35%
7	Bagh	341	336	36%
8	Jhelum Valley	322	303	39%
9	Neelum	147	101	61%
10	Haveli	43	42	30%

STATISTICS OF PAKISTAN CITIZEN'S PORTAL (PCP)
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PROVINCIAL ATTACHED DEPARTMENT WISE HIGHEST NO. OF COMPLAINTS

Gilgit Baltistan

#	Provincial Attached Department	Total Complaints	Resolved	Satisfaction %
1	Home & Prisons Department, GB	2,440	2,335	48%
2	Works Department, GB	1,022	952	39%
3	Water & Power Department, GB	798	734	41%
4	Health Department, GB	726	682	48%
5	School Education Department	701	676	37%
6	Forest, Wildlife, Parks & Environment Department, GB	331	323	65%
7	Services & General Administration Department, GB	172	172	43%
8	Revenue, Zakat & Usher, Excise & Taxation and Cooperative Department, GB	147	138	54%
9	Planning & Development Department, GB	140	121	56%
10	Local Government & Rural Development, GB	137	133	46%
11	Agriculture, Livestock & Fisheries, Department	107	106	43%
12	Food Department, GB	103	100	46%
13	Finance Department, GB	75	75	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 14-07-2025)

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DISTRICT ADMINISTRATION WISE HIGHEST NO. OF COMPLAINTS

Gilgit Baltistan

#	District Administration	Total Complaints	Resolved	Satisfaction %
1	Gilgit	476	447	44%
2	Skardu	288	276	46%
3	Ghanche	183	178	35%
4	Diamer	159	152	46%
5	Hunza	150	146	29%
6	Ghizer	130	122	43%
7	Shigar	51	49	54%
8	Astore	49	48	40%
9	Kharmang	43	40	46%
10	Nagar	38	37	56%



PRIME MINISTER'S PERFORMANCE
DELIVERY UNIT

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