

Redressing people's complaints, Citizen Portal has become the most effective tool

ISLAMABAD: The Prime Minister Office received highest number of complaints, as many as 340,339, related to municipal services, followed by 299,701 about energy and power issues, 179,004 belonged to education and 132,161 complaints were with regard to human rights at Pakistan Citizen Portal.

The Prime Minister office claimed that with a complaint resolution rate of 91.32 percent, Pakistan Citizen Portal has become the most effective tool in redressing people's complaints; thus becoming voice of the people of Pakistan.

The latest data, out of 1,397,537 registered members of Pakistan Citizen Portal (PCP), 48,349 are students, 34,995 are businessmen, 33,277 are engineers, 20,025 are civil servants, 16,437 are teachers, 14,579 are from corporate sector, 9,542 belong to the armed forces, 8,816 are doctors, 6,841 are social workers, 4,616 are lawyers, 2,990 are senior citizens/retired, 2,615 are political workers, 2,309 are journalists and 1,695 persons belong to the NGO sector.

A total of 1,653,045 complaints have been received so far from over 1.3 million registered members. Out of these 1,552,529 (93.92pc) have originated from in-land, 94,880 (5.74pc) from overseas Pakistani and 5,636 (0.34pc) from foreigners. Province-wise breakup shows that 726,133 (43.93pc) complaints originated from Punjab with 686,283 successfully resolved.

Out of 564,207 complaints related to the federal government, 527,779 have been resolved, 189,425 out of 201,177 complaints from Khyber Pakhtunkhwa and 12,931 out of 15,316 from Balochistan have been resolved while 86,404 (62.6pc) complaints out of 137,946 from Sindh have been resolved till date.

The data shows that so far 11,151 complaints have been received from over twenty-three hundred journalists who are registered members of the Citizen Portal. Out of 11,151 complaints, 10,203 have been resolved with 91pc resolution rate. Out of 11,151 complaints, 5,363 complaints were related to Punjab, 4,071 were related to the federal government, 1,002 were related to Khyber Pakhtunkhwa, 543 were related to Sindh, 83 were related to Balochistan, 82 were related to Islamabad Capital Territory, 05 were related to Gilgit-Baltistan and 02 complaints were related to government of Azad Jammu & Kashmir.

Category-wise complaints status data states that out of total 1,653,045 complaints,, 340,339 were related to municipal services, 299,701 were related to energy and power, 179,004 were related to education, 132,161 were related to human rights, 101,153 were related to law & order, 97,764 were related to health, 60,858 were related to

communication, 60,605 were related to transport, 60,496 were related to development projects, 60,207 were related to land & revenue, 52,427 were related to overseas Pakistanis, 47,293 were related to media cyber crimes, 28,450 were related to excise and taxation, 18,400 were related to environment and forests, 18,063 were related to investment, 16,639 were related to Nadra, 14,435 were related to licenses and certificates, 13,867 were related to agriculture, 11,784 were related to immigration and passports, 11,168 were related to youth affairs, 4,624 were related to FBR, 3,194 were related to disaster emergency, 573 were related to poverty alleviation and social safety, 414 were related to banking and 277 were related to Securities and Exchange Commission of Pakistan (SECP).

Top ten officers with successful resolution of the complaints remained MD SNGPL with 93,836 resolutions, CEO MEPCO (38,434), Complaint Manager IESCO (27,616), CEO PESCO (22,406), CEO FESCO (21,331), Chairman PTA (14,250), CEO GEPCO (13,311), CEO HESCO (12,976), Governor State Bank of Pakistan (11,804) and CEO SEPCO resolved 10,255 complaints.

The officers with highest number of super-escalated complaints have been Municipal Commissioner District Municipal Corporation Karachi East with 4,942 complaints, Superintendent Engineer, East, Karachi Water & Sewerage Board (3,775), Municipal Commissioner DMC Korangi (3,018), Ombudsman, Provincial Ombudsman (Mohtasib) (2,849), Kamyab Jawan Department, National Bank of Pakistan (2,279), Municipal Commissioner DMC Karachi West (2,007), Superintendent Engineer South, Karachi Water & Sewerage Board (1,665).