



Subject: COMPLAINTS OF CHRISTIAN COMMUNITY ON PAKISTAN CITIZEN'S PORTAL (PCP) AS OF 25/12/2021

REGISTRATION OVERALL	
Gender	Total
Male	9,355
Female	1,356
Other	31
Total	10,742

OVERALL COMPLAINTS/RESOLUTION/SATISFACTION				
Total Complaints	Resolved	Feedbacks	Satisfied	Satisfaction %
13,433	12,839	6,664	3,336	50%

GOVT. / PROVINCE WISE COMPLAINTS & SATISFACTION %					
Govt. / Province	Complaints	Resolved	Feedback	satisfied	%satisfaction
Federal Government	6,862	6,641	3,170	1,596	50%
Government of Punjab	5,004	4,843	2,605	1,312	50%
Government of Sindh	1,104	912	614	253	41%
Government of KP	343	333	211	143	68%
Government of Balochistan	113	104	62	31	50%



COMPLAINTS BY CATEGORY (1/2)

Category	Total Complaints	Resolved	Total Feedback	Satisfied	Satisfaction %
Energy & Power	2,366	2,350	1,162	622	54%
Municipal Services	2,031	1,982	1,163	635	55%
Law & Order	2,723	2,556	1,574	773	49%
Education	992	920	429	222	52%
Health	813	748	354	185	52%
Transport & Communications	680	667	329	190	58%
Kamyab Jawan / Youth Affairs	475	457	139	58	42%
Corruption / Malpractice	436	376	159	36	23%
Banking	365	359	124	64	52%
Land Revenue	324	308	156	65	42%
Development Projects	280	267	148	60	41%
FIA / Cyber Crime	262	246	86	38	44%
Overseas Pakistani / Call Sarzameen	196	195	113	17	15%
Licenses, Certificates & Registrations	168	161	94	50	53%
Land Grabbing / Encroachment	149	121	44	10	23%
Poverty Alleviation and Social Safety	140	140	44	9	20%
Media	133	130	57	27	47%
NADRA	102	100	43	31	72%
Excise & Taxation	101	99	57	34	60%
Farmer / Agriculture	101	100	80	72	90%
Immigration & Passport	85	81	41	11	27%
Environment & Forest	84	78	53	22	42%
Cantonment Boards Services	68	62	36	22	61%



COMPLAINTS BY CATEGORY (2/2)

Category	Total Complaints	Resolved	Total Feedback	Satisfied	Satisfaction %
FBR	59	52	27	12	44%
Disaster / Emergency	58	57	23	11	48%
Investments	47	46	30	16	53%
Capital Development Authority (CDA)	44	39	16	5	31%
Provincial Development Authorities	38	35	25	9	36%
State Life (SLICP)	24	23	12	9	75%
Auditor General of Pakistan (AGP)	24	21	14	11	79%
SECP	20	18	6	3	50%
Utility Stores (USC)	17	17	10	5	50%