



**PRIME MINISTER OFFICE
ISLAMABAD**



MOST IMMEDIATE

**RESOLUTION OF SUPER ESCALATED COMPLAINTS ON PAKISTAN
CITIZEN PORTAL (PCP)**

Please refer to the subject cited above.

C.S Khyber Pakhtunkhwa

4196 (w/c)

05-12-2022

Copy No. 2290
Date of Receipt 5/12/22
PMSU, Chief Secretary Office

2. It has been observed from the statistics available at the Pakistan Citizen Portal (PCP) that a number of subordinate departments/offices of the Provincial Governments are not effectively resolving the complaints of the citizens which has resulted in a massive load of super escalated complaints. In this regard, this office has identified the dashboards of the officers having the major shares of super escalated complaints on the PCP.

3. It is, therefore, requested to sensitize the officers/ dashboard handlers under your jurisdiction mentioned in the enclosed list to effectively and efficiently resolve the super escalated complaints on the PCP as per rules/ laws/ regulations and a report to this effect may be furnished to this office at the earliest.

Encl: As Above

(Bilal Hyat)

Deputy Secretary (PMDU-4)

Ph: 051-9261637

✓ Chief Secretary, Government of the Punjab, Lahore

Chief Secretary, Government of Sindh, Karachi

✓ Chief Secretary, Government of Khyber Pakhtunkhwa, Peshawar

Chief Secretary, Government of Balochistan, Quetta

Chief Secretary, Government of Gilgit-Baltistan, Gilgit

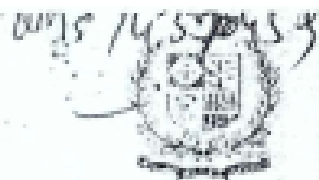
Chief Secretary, Government of Azad Jammu and Kashmir, Muzaffarabad

Prime Minister Office U.O. No. 2(1)/DS(PMDU-4)/2022 dated 01.12.2022

Director PMRU

5/12/22
Chief Secretary

Govt. of Khyber Pakhtunkhwa



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 - Chief Secretary, Government of Azad Jammu and Kashmir, Muzaffarabad
- Prime Minister Office U.O. No. 2(T)/DS(PMDU-I)/2022 dated 01.12.2022

Director PMRU

5/12/22
Chief Secretary
Govt. of Khyber Pakhtunkhwa