

Naya Pakistan Housing & Development Authority (NAPHDA)
Review of Performance of Complaints Directorate (MMB)
March 2020 to March 2025

Updated on 7th April 2025

Month	PMDU		E-Complaint	Email	Mail	Tel	Walk in Complainants	Total
	Raised	Resolved						
Mar 2020	47	47	-	-	-	-	-	47
Apr 2020	22	22	-	-	-	-	-	22
May 2020	14	14	-	-	-	-	-	14
Jun 2020	16	16	-	-	-	-	-	16
Jul 2020	45	45	-	-	-	-	-	45
Aug 2020	82	82	-	-	-	-	-	82
Sep 2020	73	73	-	-	-	-	-	73
Oct 2020	01	01	-	-	-	-	-	01
Nov 2020	24	24	-	-	-	-	-	43
Dec 2020	09	09	-	74	01	-	-	84
Jan 2021	09	09	-	50	04	-	-	63
Feb 2021	0	0	-	25	03	-	-	28
Mar 2021	06	06	-	73	03	-	-	82
Apr 2021	0	0	-	71	07	-	-	78
May 2021	0	0	-	85	03	-	-	88
Jun 2021	22	22	-	96	09	-	-	127
Jul 2021	556	556	-	78	0	-	-	634
Aug 2021	32	32	-	174	01	-	-	207
Sep 2021	54	49	-	79	02	-	12	142
Oct 2021	60	58	-	1	04	-	10	73
Nov 2021	57	57	-	1	03	75	05	141
Dec 2021	42	41	-	5	03	300	46	395
Jan 2022	108	73	-	92	09	1065	331	1570
Feb 2022	108	86	-	524	04	1500	70	2184
Mar 2022	145	122	-	547	06	1400	30	2105
Apr 2022	37	25	-	362	05	520	16	928
May 2022	32	22	-	153	03	461	16	655
Jun 2022	22	21	-	139	01	1360	21	1542
Jul 2022	08	05	-	59	04	660	17	745
Aug 2022	107	99	-	74	04	710	05	892
Sep 2022	195	187	-	52	03	425	02	669
Oct 2022	07	07	-	28	04	373	04	416
Nov 2022	05	01	-	15	02	250	04	272
Dec 2022	07	04	-	20	0	200	03	227
Jan 2023	06	04	-	28	0	150	02	184
Feb 2023	03	02	-	35	0	280	02	319
Mar 2023	04	04	-	51	06	300	02	363
Apr 2023	03	03	-	20	01	265	02	291
May 2023	01	01	-	11	01	165	03	181
Jun 2023	01	01	-	14	03	220	06	244
Jul 2023	01	01	-	22	0	170	03	196
Aug 2023	02	0	-	23	0	175	01	199
Sep 2023	02	02	-	12	0	210	01	225
Oct 2023	0	0	-	1	02	150	05	158
Nov 2023	03	03	-	0	01	130	04	138
Dec 2023	0	0	-	0	01	155	03	159
Jan 2024	02	02	-	7	02	205	01	217
Feb 2024	03	0	-	0	0	135	04	139
Mar 2024	03	0	-	0	01	235	02	238
Apr 2024	03	0	-	117	13	244	04	378
May 2024	03	0	-	31	01	64	04	100
Jun 2024	09	0	-	10	0	50	02	62
Jul 2024	04	03	-	28	01	32	03	67
Aug 2024	06	02	-	15	0	15	1	33
Sep 2024	06	02	-	15	02	12	1	32
Oct 2024	06	02	-	26	0	45	01	74
Nov 2024	0	0	-	13	01	11	0	25
Dec 2024	01	0	-	18	0	07	0	25
Jan 2025	03	0	-	17	0	10	0	27
Feb 2025	06	02	2	18	01	06	0	129
Mar 2025	07	02	117	13	02	03	0	137
Grand Total	2,040	1851	119	3,422	127	12,743	649	19,030