

Naya Pakistan Housing & Development Authority (NAPHDA)
Review of Performance of Complaints Directorate (MMB)
March 2020 to February 2024

Updated on
3rd April 2024

Month	PMDU		E-mail	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	-	-	-	-	24
Dec 2020	09	09	-	-	-	-	09
Jan 2021	09	09	-	-	-	-	09
Feb 2021	-	-	-	-	-	-	-
Mar 2021	06	06	-	-	-	-	06
Apr 2021	-	-	-	-	-	-	-
May 2021	-	-	-	-	-	-	-
Jun 2021	22	22	-	-	-	-	22
Jul 2021	556	556	-	-	-	-	556
Aug 2021	32	32	-	-	-	-	32
Sep 2021	54	54	-	02	-	15	71
Oct 2021	60	60	350	03	-	10	423
Nov 2021	57	57	444	04	75	08	588
Dec 2021	42	42	531	14	300	60	947
Jan 2022	108	108	515	08	1065	321	2017
Feb 2022	108	96	714	09	1500	70	2389
Mar 2022	145	145	726	05	1400	30	2306
Apr 2022	37	36	392	-	520	18	966
May 2022	32	30	192	04	461	15	702
Jun 2022	22	22	465	06	1360	08	1861
Jul 2022	08	07	172	04	660	15	858
Aug 2022	107	99	132	02	710	05	948
Sep 2022	195	188	108	04	425	04	729
Oct 2022	07	07	65	08	373	03	456
Nov 2022	05	01	30	03	250	05	289
Dec 2022	07	04	36	01	200	03	244
Jan 2023	06	04	28	01	150	02	185
Feb 2023	03	02	54	01	280	02	339
Mar 2023	04	04	51	04	300	04	363
Apr 2023	03	03	25	02	265	03	298
May 2023	01	01	22	0	165	03	191
Jun 2023	01	01	22	01	220	06	250
Jul 2023	01	01	22	02	170	03	198
Aug 2023	02	0	24	01	175	01	201
Sep 2023	02	02	79	0	210	01	292
Oct 2023	00	00	11	01	150	04	166
Nov 2023	03	03	26	01	130	05	165
Dec 2023	00	00	14	01	155	03	173
Jan 2024	02	02	26	01	205	01	235
Feb 2024	03	00	18	01	135	04	158
Mar 2024	03	00	36	00	235	02	273
Grand Total	1,986	1,937	5,330	94	12,244	634	20,239