

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

Updated on 07th January 2025

Month	PMDU		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
Grand Total	2,023	1,847	3,374	124	12,724	649	18,737