



Press Release

PITB'S CITIZEN FEEDBACK MONITORING PROGRAM CONTACTS 23 MILLION CITIZENS

Lahore, May 25, 2018

Citizen Feedback Monitoring Program (CFMP), an initiative of the Punjab Information Technology Board (PITB) has contacted 23 million citizens since its inception in 2012 to April 2018. CFMP is a feedback gathering mechanism that collects feedback from identified citizens who utilize public services i.e. driving license issuance, property registration, domicile issuance, public sector hospitals etc; and has expanded rapidly to cover 27 services in all 36 districts across Punjab. The feedback is analyzed to identify problem areas and assist relevant officials in taking evidence based corrective measures.

In response to CFMP reports **39,000** actions have been taken by the district officials and 7,667 grievance redressed, 5, 197 warnings issued, 2,352 coaching, 1,252 show cause notices issued, 137 transferred, 112 penalty imposed, 41 suspended and five have been made OSD.

CFMP is not an individual complaint redressal mechanism. It aims at gathering feedback from citizens to identify problem areas/curb petty corruption in service delivery and facilitate evidence based official actions.