



Press Release

22 MILLION CITIZENS FEEDBACK IMPROVES PUBLIC SERVICE-Umar Saif

Lahore, March 8, 2018

The Punjab Information Technology Board (PITB)'s Citizen Feedback Monitoring Program (CFMP) has helped a lot to improve the public service after contacting more than 22 million identified citizens who utilize public services for their feedback regarding their experience of various public services, which is analyzed to identify problem areas and help the officials take evidence based prompt corrective measures. Dr. Umar Saif founding VC ITU and Chairman PITB said while presiding a progress review meeting of CFMP here today.

He said that CFMP not only allowed proactive governance but also the active participation of citizens, which has opened new arenas for better decision making. We intended to create an environment where a citizen realized the strength of his feedback and feels comfortable in giving his input enabling the government to improve its levels of efficiency and transparency.'

The Chairman PITB lauded the acknowledgement of CFMP services by Dr. Rizwan Naseer Director General Rescue 1122, stating that CFMP has significantly helped Rescue 1122 to improve service delivery through citizens feedback regarding the staff attitude and service quality of the leading Emergency Service of the SAARC region providing integrated emergency ambulance, rescue and fire services and disaster response.