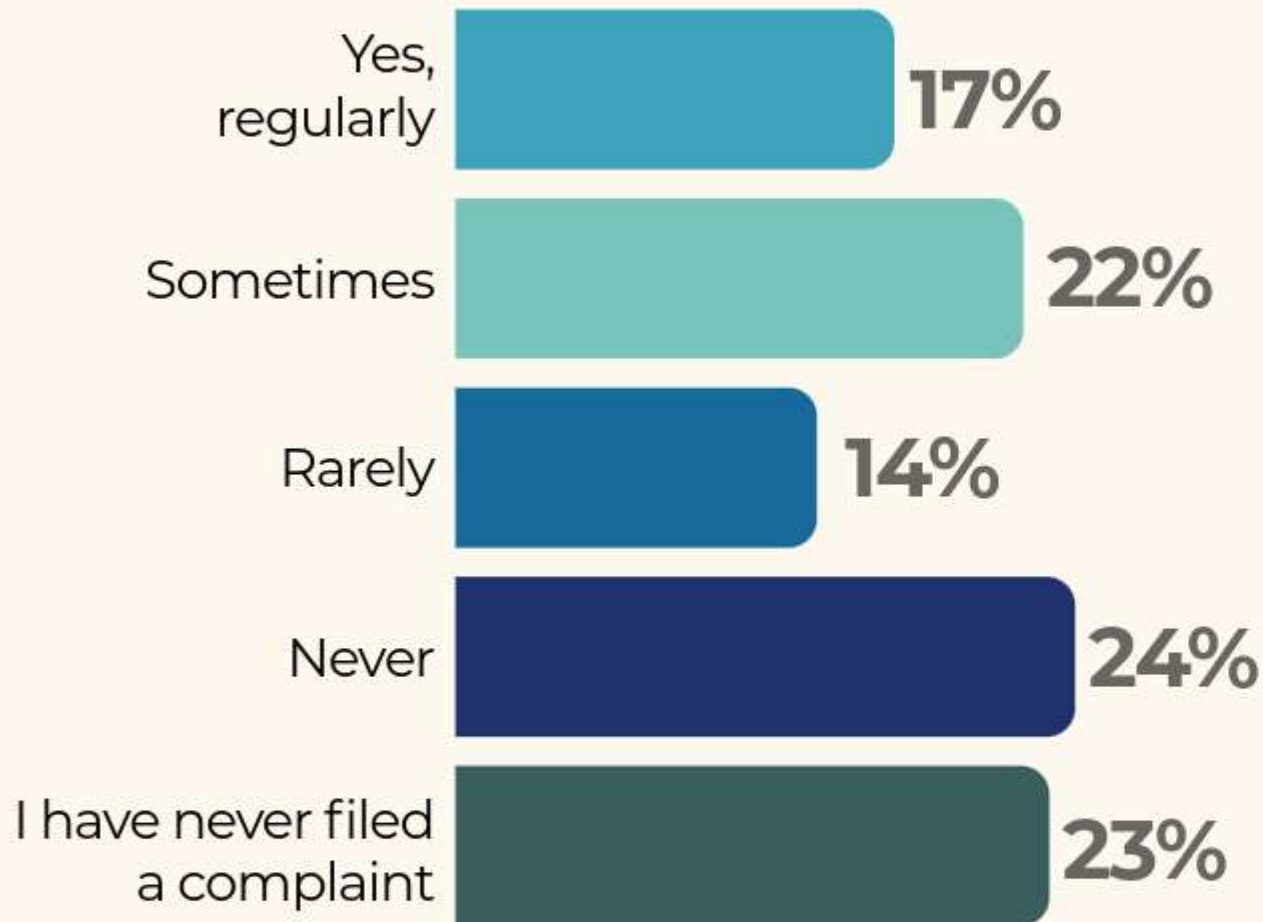


Only 17% of Islamabad Business Owners Say Civic Authorities such as the CDA or ICT Administration Respond Regularly to Complaints, while 38% Report Rare or No Response.



Question: Do you believe CDA or ICT Administration respond effectively to complaints?





(Also emailed*/faxed separately)



PRESS RELEASE

Opinion Poll **Islamabad's commercial areas** Perceptions of CDA & ICT Administration Responsiveness

Only 17% of Islamabad Business Owners Say Civic Authorities such as the CDA or ICT Administration Respond Regularly to Complaints, while 38% Report Rare or No Response. (Gallup & Gilani Survey)

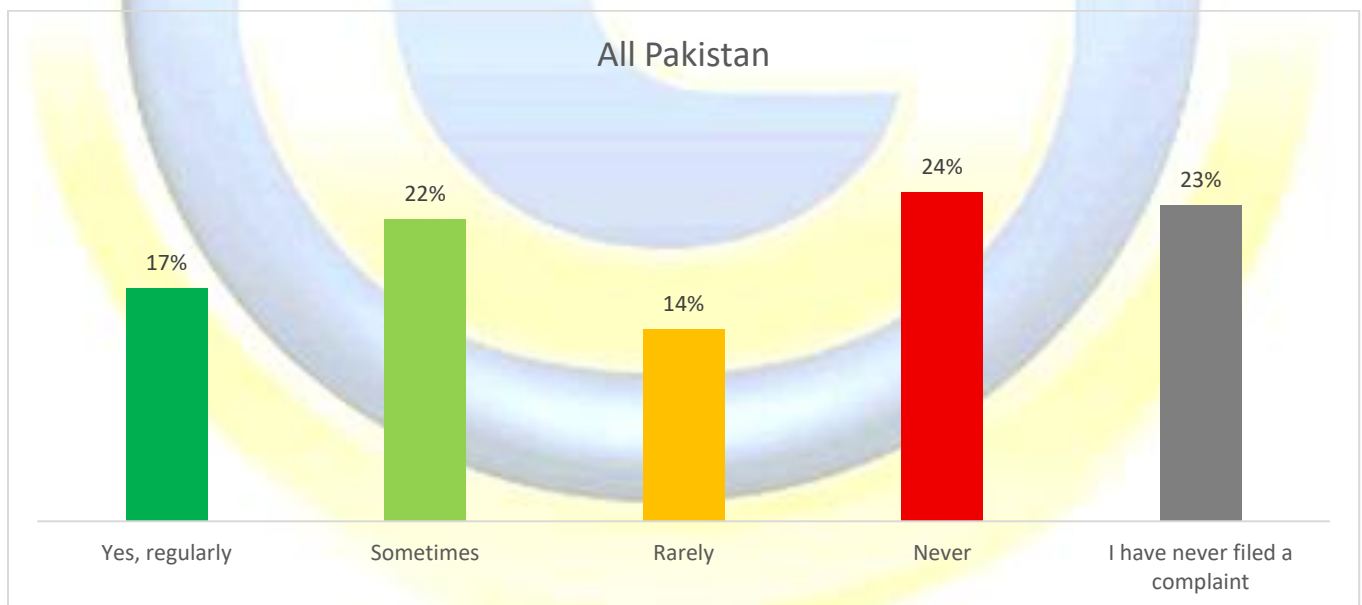
(Islamabad), 8th January 2026

According to a survey conducted by Gallup & Gilani Pakistan, only 17% of Islamabad business owners say civic authorities such as the CDA or ICT administration respond regularly to complaints, while 38% report rare or no response.

A nationally representative sample of business owners across Islamabad's commercial areas was asked the following question: ***“Do you believe CDA or ICT Administration respond effectively to complaints?”***. In response, 17% of business owners said ‘Yes, regularly’, 22% said ‘sometimes’, 14% said ‘rarely’, 24% said ‘never’, while 23% said they had never filed a complaint.

Overall, the findings highlight a trust deficit between business owners and civic institutions, underscoring the need for more transparent, accessible, and responsive complaint-handling systems to improve governance and service delivery in Islamabad's commercial areas.

Question: Do you believe CDA or ICT Administration respond effectively to complaints?



Source: Gallup & Gilani Pakistan
(www.gallup-international.com; www.gallup.com.pk; www.gilanifoundation.com)

The study in Pakistan was conducted and released by Gallup & Gilani Pakistan, the Pakistani affiliate of Gallup International. The recent survey was carried out among a sample of 432 business owners across Islamabad's commercial areas, conducted from 22 July 2025 to 14 October 2025. The error margin is estimated to be approximately $\pm 2-3$ percent at the 95% confidence level. The methodology used for data collection was telephonic surveys (CATI).



Opinion Poll from Gallup Pakistan
The Pakistani Affiliate of Gallup
International



GILANI RESEARCH
FOUNDATION

Thursday, 08 January 2026

(2 Pages, English version Only)

Gilani Research Foundation is a not-for-profit public service project to provide social science research to students, academia, policymakers, and concerned citizens in Pakistan and across the globe.

Gilani Research Foundation is headed by Dr. Ijaz Shafi Gilani who pioneered the field of opinion polling in Pakistan and established Gallup Pakistan in 1980. Currently, Dr. Gilani, who holds a Ph.D. from the Massachusetts Institute of Technology (MIT) and has taught at leading universities in Pakistan and abroad, is Chairman of Gallup Pakistan.

If you have any further questions regarding this poll, please feel free to contact us.

*Best Regards,
Gallup Pakistan*

Disclaimer: Gallup Pakistan is not related to Gallup Inc. headquartered in Washington D.C. USA. We require that our surveys be credited fully as **Gallup Pakistan** (not Gallup or Gallup Poll). We disclaim any responsibility for surveys pertaining to Pakistani public opinion except those carried out by **Gallup Pakistan, the Pakistani affiliate of Gallup International Association.**

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Daily Gilani Poll
2026



of Gallup Pakistan
(1980-2026)