



# Common Types of Claims and Their Impact on Project Performance in Construction Industry

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**Abstract**—Pakistani construction industry is one of the most significant sectors of the economy and rapidly growing sector. The construction industry is complicated and competitive because of huge number of complex activities, tight timeframe and involvement of multidisciplinary stakeholders. In this complex environment, claims are produced to hinder the overall project performance. Hence, this research has investigated the level of relevancy of various claim types and causes of claims in construction projects of Pakistan with respect to other countries of the world, in order to make a way for further studies to counter the roots of claims. For this, data collection was done through closed ended questionnaire amongst 12 experienced construction practitioners and it was found that extension of time, extra-work claims, contract ambiguity claims, escalation and delayed approval/design information are the common types of claims occurring in construction projects of Pakistan while delay caused by the owner, payment related issues, evaluation of the quality and quantity of completed works, change or variation orders and scheduling errors are the top five common causes of claims construction projects of Pakistan. These finding will be helpful the authorities and practitioner in managing the claims in construction projects.

**Keywords**—Causes of Claims, Types of Claims, Construction industry, Pakistan