



GOVERNMENT OF PAKISTAN
MINISTRY OF PARLIAMENTARY AFFAIRS
Prime Minister's Public Affairs and Grievances Wing

ANNUAL PERFORMANCE REPORT

FINANCIAL YEAR 2025-26

Redressal of Public Grievances Addressed to the Prime Minister
A Report on Institutional Performance, Public Outreach and Citizen Relief

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Ministry of Parliamentary Affairs

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List of Abbreviations

AJ&K	-	Azad Jammu and Kashmir
ATM	-	Automated Teller Machine
BISP	-	Benazir Income Support Programme
BMP	-	Banking Mohtasib Pakistan
DISCOs	-	Distribution Companies
FIR	-	First Information Report
FY	-	Financial Year
GB	-	Gilgit Baltistan
GDN	-	Google Display Network
ICT	-	Islamabad Capital Territory
IVR	-	Interactive Voice Response
KP	-	Khyber Pakhtunkhwa
KPI	-	Key Performance Indicator
NADRA	-	National Database and Registration Authority
OP	-	Overseas Pakistanis
PA&GW	-	Public Affairs and Grievances Wing
PBM	-	Pakistan Bait-ul-Maal
PGMS	-	Public Grievance Management System
PM	-	Prime Minister
PCP	-	Pakistan Citizen Portal
PTA	-	Pakistan Telecommunication Authority
RWMC	-	Rawalpindi Waste Management Company
SBP	-	State Bank of Pakistan
SOP	-	Standard Operating Procedure
SSGC	-	Sui Southern Gas Company
SNGPL	-	Sui Northern Gas Pipelines Limited

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MESSAGE

Message from the Minister

Good governance is measured not in the policies a government announces, but in whether it benefits an ordinary citizen. In the case of the Prime Minister's Public Affairs and Grievances Wing, it translates into whether a citizen's genuine grievance is addressed and he feels that the state is listening. The Prime Minister's Public Affairs and Grievances Wing exists for exactly this reason: to be a direct, accessible line between the citizen and the office of the Prime Minister, so that no grievance goes unheard for want of a means to raise it.

This year's record gives that promise real substance. The Wing received 18,729 complaints during financial year 2025-26 from citizens across every province, Azad Jammu & Kashmir, Gilgit-Baltistan and our diaspora abroad, and resolved 94.31% of them, the majority within a single month of being raised. Behind each of these numbers is a person: an injured mine worker in Sargodha whose compensation had stalled, a widow in Poonch locked out of her own savings for four years, twin sisters in Sujawal whose education hung on a scholarship that finally came through, and many such ordinary citizens.

We have worked hard this year to make sure citizens actually know this door is open to them. A digital outreach campaign carried our message to more than five million citizens; an SMS campaign reached 143 million mobile connections across the country; and when floods struck Punjab and Khyber Pakhtunkhwa, our teams did not wait for citizens to come to us, we set up Flood Relief Desks in the affected districts and walked to them. This is what citizen-centric governance should look like: not a government that waits behind a counter, but one that goes into the field.

The trust this builds matters well beyond individual cases resolved. Every complaint this Wing processes and every pattern its data reveals, feeds directly into the government's larger commitment to accountable, responsive institutions and reflects a government that is mindful as to how it treats the citizen

None of this is possible without the officers and staff of the Ministry especially those of the Public Affairs and Grievances Wing, whose patience, diligence and genuine care for complainants, often in difficult and emotionally charged circumstances, is the real engine behind these numbers. I place on record my sincere appreciation for their work this year, and my confidence that this mission will be carried further. To the citizens of Pakistan, my commitment is simple: this door will remain open, and we will keep working to make it easier to walk through.

Dr. Tariq Fazal Chaudhry

Federal Minister for Parliamentary Affairs, Government of Pakistan
Islamabad

FOREWORD

Foreword by the Secretary

I am pleased to present the Annual Performance Report of the Prime Minister's Public Affairs and Grievances Wing for FY 2025-26. This report sets out, in full and with supporting data, the Wing's performance over the year, the trends underlying that performance, and the priorities that will guide its work going forward.

The headline figures reflect a year of sustained institutional performance. The Wing received 18,729 complaints, a 194.67% increase over FY 2022–23, and disposed of 17,664 of them, a disposal rate of 94.31%. Of particular note is the pace of that resolution: 69.43% of complaints were resolved within the first month of referral, rising to 86.68% by the second month and 90.58% by the third, evidence that our follow-up and escalation mechanisms are functioning as designed rather than allowing cases to drift. Four categories: Law and Order, Poverty Alleviation, District Administration, and Power/Energy continue to account for the largest share of grievances, and this report breaks each down to the sub-category and provincial level.

This performance was underpinned by deliberate investment in outreach and process. The 1733 short code, a two-phase digital campaign reaching over five million citizens, and a 143-million-message SMS campaign all extended the Wing's outreach. Internally, the Public Grievance Management System, our defined Key Performance Indicators, and the systematic sub-category analysis presented throughout this report have sharpened both how efficiently individual complaints are handled and how effectively the Wing's data may be used in identifying where government service delivery needs attention.

None of this would have been possible without the professionalism and sustained effort of the officers and staff of the Wing across the complaint-processing desks, the digital and outreach cell, and the teams who worked directly in flood-affected districts under difficult conditions. I record my appreciation for their commitment over the past year, which is reflected in every figure in this report.

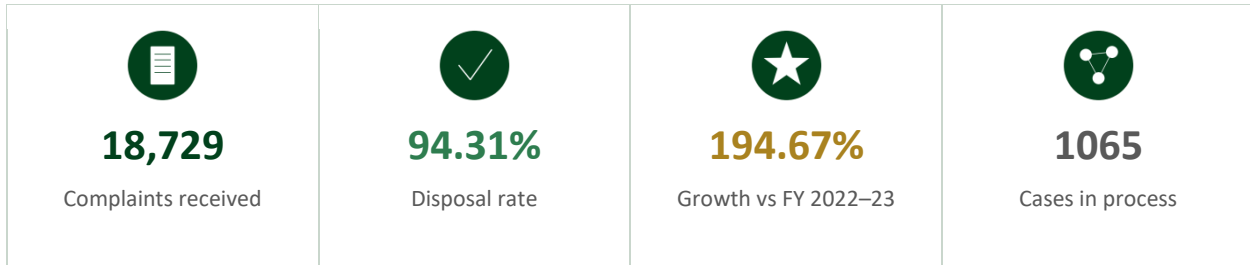
Looking ahead, the Wing will build on this foundation through more precisely targeted outreach for underserved segments including for those who are less digitally-enabled, sharing of its data with the departments most frequently named in complaints, and continued investment in technology to widen access further still. This report is submitted in that spirit, as an honest account of performance, and a firm statement of intent for the year ahead.

Sarah Saeed

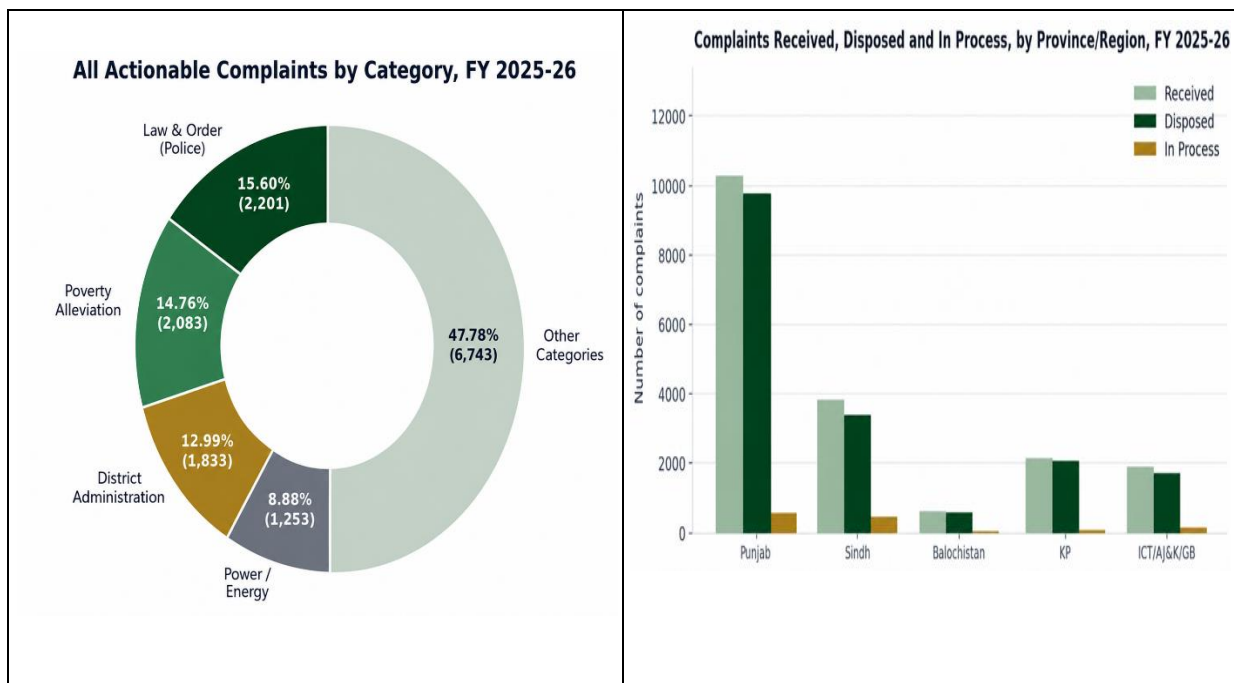
Secretary, Ministry of Parliamentary Affairs
Islamabad

Executive Dashboard — FY 2025–26 at a Glance

A visual summary of the Wing's operational performance, outreach and institutional achievements during thereporting year.



Major Complaint Categories



Key Initiatives Launched in FY 2025–26

- 
1733 Short Code — a dedicated short code launched February 2026, handling ~80 calls/day.
- 
Digital Outreach —two-phase social media campaign reaching an estimated 5,018,148 unique users with 9.9M+ impressions.
- 
SMS Awareness Campaign — 143 million messages broadcast nationwide across all cellular networks (April 2026).

Institutional Achievements



KPI Framework Fully Operational — Key Performance Indicators covering receipt, follow-up, quality assurance and reporting, applied consistently across all desks.



Cross-Government Coordination — continuous liaison with federal and provincial entities and autonomous bodies resolved thousands of individual cases.



Data-Driven Insight — systematic classification of complaints into categories and sub-categories now feeds evidence-based policy input to concerned departments.



12 Success Stories Documented — a representative set of resolved cases, spanning utility billing, financial assistance, identity documents and compensation, is documented in Section 7.

Governance Indicators Scorecard

The five indicators below summarise institutional performance for FY 2025-26 against the evidence presented in this report. Ratings are descriptive assessments grounded in the year's data, not an externally audited score.

Dimension	Rating	Basis
Operational Performance	Strong	94.31% disposal rate (17,664 of 18,729 complaints); disposal rates continue to rise the longer a case has been under process, indicating effective follow-up rather than case abandonment.
Citizen Outreach	Strong	194.67% growth in complaint volume since FY 2022–23; digital campaigns reached 5.02M unique users; SMS campaigns broadcast 143M messages; new 1733 short code operational.
Complaint Resolution	Improving	Category-level declines in Law & Order (25% decline vs FY 2024–25) and Poverty Alleviation (9% decline vs FY 2024–25) suggest that these issues are increasingly resolved closer to source; Land-related complaints pertaining to District Administration rose (+28%), warranting continued attention.

Dimension	Rating	Basis
Institutional Coordination	Strong	Active referral and follow-up with federal and provincial entities (police, BISP, PBM, NADRA, SSGC, DISCOs, State Bank/BMP, Pakistan Post and others) evidenced across the Success Stories in Section 7.
Digital Transformation	Emerging	Pakistan Citizen Portal integration and the 1733 short code are operational; IVR, deeper digital integration with departmental grievance systems, and regional-language electronic media outreach remain planned (Section 8).

Executive Summary

The Prime Minister's Public Affairs and Grievances Wing, functioning under the Ministry of Parliamentary Affairs, is the Federal Government's pivotal channel for receiving, processing and resolving public grievances addressed to the Prime Minister, especially those that are received physically. Working in close coordination with federal ministries, provincial governments, autonomous bodies and other public-sector institutions, the Wing ensures that citizens' concerns are heard, examined and referred to the appropriate authority for redress. In doing so, it continues to advance the Government's agenda of transparent, accountable and citizen-centric governance.

During Financial Year 2025-26, the Wing received 18,729 complaints from citizens across Pakistan, Azad Jammu & Kashmir, Gilgit-Baltistan and the Pakistani diaspora. Our target group is citizens who are less digitally-enabled. Of these, 17,664 complaints (94.31%) have been disposed of, while 1065 (5.69%) remain under active process with the concerned entities. This represents a 194.67% increase in complaint volume over FY 2022-23, a trend that reflects both the Wing's expanding public visibility and growing citizen confidence in the grievance-redressal mechanism.

18,729	94.31%	194.67%	1065
Complaints received, FY 2025–26	Disposal rate (17,664 cases)	Growth over FY 2022–23	Cases in process (5.69%)

Analysis of actionable complaints shows that four categories account for the bulk of grievances of the target group: Law and Order (Police), Poverty Alleviation, District Administration, and Power/Energy. Citizens most often sought assistance for FIR registration and police conduct, financial assistance under social-protection programmes, land and revenue disputes, municipal services, and electricity or gas billing. Beyond resolving individual cases, this trend data gives government entities evidence-based insight into where service-delivery improvements are most needed.

The reporting year also saw a deliberate push to make the grievance-redressal system more accessible: the launch of the 1733 short code, nationwide digital-awareness campaigns, a large-scale SMS outreach across all cellular networks, and dedicated Flood Relief Desks in flood-affected districts of Punjab and Khyber Pakhtunkhwa. These initiatives, together with tighter internal monitoring through defined Key Performance Indicators, extended the Wing's reach into marginalized communities while making the complaint process faster and more transparent for all citizens.

The impact of this work is reflected in the outcomes achieved for aggrieved citizens during the year, from corrected utility bills to financial assistance, compensation for an injured worker, restored family tree and allayed concerns of a citizen regarding security arrangements during Muharram-ul-Haram. A representative selection of these cases is presented as Success Stories in Section 7.

Looking ahead, the Wing will build on gains of FY 2025-26 through sustained digital outreach, wider use of complaint data for policymaking, deeper integration with government entities' own grievance systems, and expanded use of electronic and regional-language media to reach citizens with limited digital access. These priorities are set out in Section 8.



CHAPTER ONE

1. Introduction*Mandate, institutional evolution and how the Wing operates***1.1 Mandate and Legal Basis**

The Prime Minister's Public Affairs and Grievances Wing is administered by the Ministry of Parliamentary Affairs under Serial No. 28(12) of Schedule-II to the Rules of Business, 1973. As the Chief Executive of the Federation under Article 90 of the Constitution, the Prime Minister is the ultimate custodian of citizens' rights; since the Ministry deals exclusively with physical complaints addressed to the Prime Minister, it functions as a vital coordinating link between the complainants and federal/provincial government entities.

1.2 Institutional Evolution

The Wing originally operated under the Prime Minister's Office. On the Prime Minister's directions, it was transferred to, and renamed as, the Public Affairs/Grievances Wing of the Parliamentary Affairs Division in June 2013. In May 2015, it was further empowered on the administrative and operational fronts and designated the Prime Minister's Public Affairs and Grievances Wing. Following directives issued in September 2020, the Wing was integrated with the Pakistan Citizen Portal (PCP) in November 2020, enabling digital tracking of every complaint from receipt to closure.

1.3 How the Wing Operates

The Wing targets citizens who are less digitally-enabled. The citizens can submit their written or typed complaints, addressed to the Prime Minister, to the Wing through postal service, whatsapp or email. The complainants who approach the Wing through phone call (short code 1733) or visit website / page of the Ministry on social media are assisted in submitting their grievances appropriately. Every complaint received by the Wing is registered, digitised and assigned to the Section responsible for scrutiny and processing of complaints as "Actionable" and "Not-Actionable". Actionable complaints are uploaded to the Pakistan Citizen Portal and assigned to the concerned government office, with a formal letter of intimation for action and a copy to the applicant for information.

A strong supervisory and follow up framework underpins the subsequent process which includes continuous tracking of incoming and outgoing correspondence, periodic review meetings, and monthly and cumulative performance reporting, so that grievances are processed efficiently and, wherever possible, resolved within prescribed timelines. Grievances are categorized into areas / sectors which, then allows for detailed analysis for each area. Grievances related to Police, Poverty Alleviation, District Administration and Energy/Power matters are examined in detail in Section 5.

Key Performance Indicators (KPIs) provide the **touchstone** against which the Wing's operational performance is assessed. Four functions are performed against defined timelines: complaint receipt and processing; follow-up and escalation of complaints; the quality assurance mechanism; and monitoring and reporting. These KPIs, and the elaborate follow-up and coordination mechanism built around them, ensure that complaints are disposed of in time and that relief is granted to complainants through the concerned government entities wherever permissible under the applicable law, rules or policy, with complainants informed of the final disposal of their case and provided the official response received. Section 2.4 sets the **KPIs** out in full.

1.4 Year at a Glance

During FY 2025-26, the Wing received and processed 18,729 complaints, of which 17,664 (94.31%) have been disposed of and 1,065 (5.69%) remain in process with the concerned entities. Complaint volumes have risen sharply over the last four financial years from 6,356 in FY 2022-23 to 18,729 in FY 2025-26, an increase of 194.67%, driven by expanded outreach and rising public confidence in the mechanism (Section 4). Punjab accounted for the largest share of complaints (10,282, or 54.9% of the total) during the year, while Balochistan recorded the smallest (570, or 3.04%).

To widen access of the target beneficiaries who are citizens with limited digital literacy, the Ministry introduced the 1733 short code, ran digital-awareness campaigns on Facebook, TikTok, YouTube and Instagram, launched an SMS campaign across all cellular networks, and established Flood Relief Desks in flood-affected districts of Punjab and Khyber Pakhtunkhwa during the 2025 floods. These initiatives are detailed in Section 6.

Complainants are informed of the final disposal of their cases and provided with the official response received from the concerned government entity. Feedback is also solicited from complainants by telephone and where citizens convey satisfaction with the outcome, their cases are published as Success Stories of the Wing, a representative selection of which appears in Section 7.



CHAPTER TWO

2. Handling and Disposal of Complaints

Receipt, scrutiny, feedback and Key Performance Indicators

The Wing's primary constituency is citizens with little or no access to digital platforms for lodging grievances against government entities, though complainants with digital access are approaching the Wing in growing numbers, a reflection of the trust placed in its facilitation and coordination role. All complaints are processed against documented Standard Operating Procedures, properly recorded for tracking.

2.1 Receipt and Recording of Complaints

The Wing receives complaints addressed to the Prime Minister from citizens of Pakistan including residents of Azad Jammu & Kashmir and Gilgit-Baltistan through three channels:

- Post: Prime Minister's Public Affairs and Grievances Wing, Ministry of Parliamentary Affairs, Room No. 3058-A, Pak Secretariat, Cabinet Block, Islamabad.
- Email: pagw@mopa.gov.pk and pmgrievanceswing@mopa.gov.pk.
- WhatsApp: +92 315-8334456.

2.2 Scrutiny and Processing of Complaints

Complaints are scrutinised and classified as “Actionable” or “Non-Actionable”. Actionable complaints are assigned to the concerned government officer or entity on the Pakistan Citizen Portal, with a letter of intimation copied to the head of department and to the applicant. Complainants are subsequently informed of the final disposal of their case, along with the official response received from the concerned entity.

Complaints that fall into defined categories such as anonymous complaints, those not directly addressed to the Prime Minister, those raising political matters, employment requests, sub-judice matters, or requests for visas, are marked “Non-Actionable” with the approval of the competent authority, and the complainant is informed accordingly. The Wing works to maximise the share of “Actionable” complaints by minimizing “Non-Actionable” cases by guiding complainants toward complete personal details and supporting documentation, supported by an active two-way coordination mechanism with both departments and complainants.

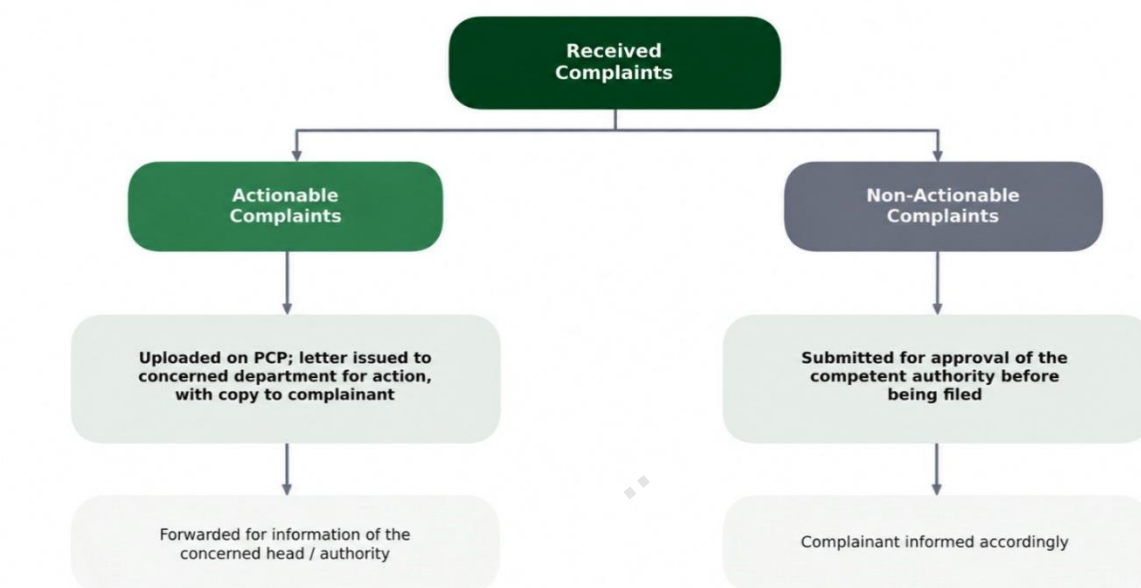


Figure 2.1 — How a complaint is processed, from receipt to closure

2.3 Feedback from Complainants and Reopening of Complaints

Feedback is central to improving service delivery. Once a concerned government entity resolves a complaint, that government entity closes the case as either "relief granted" or "relief cannot be granted". The Wing reviews resolved cases and formally informs complainants of the outcome, enclosing the entity's reply. Where a complaint appears to have been closed prematurely before the matter is fully addressed, the Wing reopens it and requests the concerned entity to complete the necessary action under the applicable law, rules or policy.

For cases closed as "relief granted", the Wing solicits feedback directly from complainants. Where complainants confirm satisfaction, the case is documented as a Success Story (Section 7); where satisfaction is partial or absent, complainants are guided to file a fresh complaint with additional supporting facts.

2.4 Key Performance Indicators

KPIs assign the Wing's four core functions clear timelines for operational performance and assessment.

Table 2.1 — Key Performance Indicators of the Wing

Function	Key Activities	Timeline	Key Performance Indicator	Dependency
Complaint Receipt & Processing	Receipt and data entry of complaints (written, phone, WhatsApp, email); scrutiny into actionable/non-actionable; uploading of actionable complaints to PCP	Continuous	100% of complaints recorded within 1 working day; forwarded/filed within 2 working days; complainant informed within 3 working days of forwarding	Pakistan Citizen Portal (PCP)
Follow-up & Escalation	Monitoring and follow-up of complaints as per prescribed policy/SOP	Continuous	100% of 1st, 2nd and 3rd reminders issued, and escalated where required, within the defined timeline	All concerned federal & provincial departments / PCP
Quality Assurance Mechanism	Obtaining feedback from complainants after disposal to assess satisfaction levels	Continuous	Complainant informed within 1 week of resolution; verification of a 20% sample of resolved cases; monthly senior-level evaluation meeting	Complainants, concerned ministries/divisions/agencies, PCP
Monitoring & Reporting	Quarterly review meetings; preparation of quarterly and annual performance reports	Quarterly / Annual	Quarterly report issued within a fortnight of quarter-end; Annual Performance Report issued within a month of year-end	None

CHAPTER THREE

3. Performance of the Wing, FY 2025-26

Complaints received and disposed, by province

During FY 2025-26, the Wing received a total of 18,729 public complaints from across the country and from overseas Pakistanis. Of these, 17,664 have been disposed of at a disposal rate of 94.31%, reflecting sustained institutional effort to address the concerns of the public, particularly marginalised and digitally disadvantaged citizens.

Table 3.1 — Complaints Received and Disposed of, by Province/Region

Province / Region	Complaints Received	Disposed Of	In Process
Punjab	10,282	9,753	529
Sindh	3,836	3,480	356
Balochistan	570	556	14
Khyber Pakhtunkhwa	2,152	2,095	57
ICT, AJ&K and GB	1,889	1,780	109
Total	18,729	17,664 (94.31%)	1065 (5.69%)

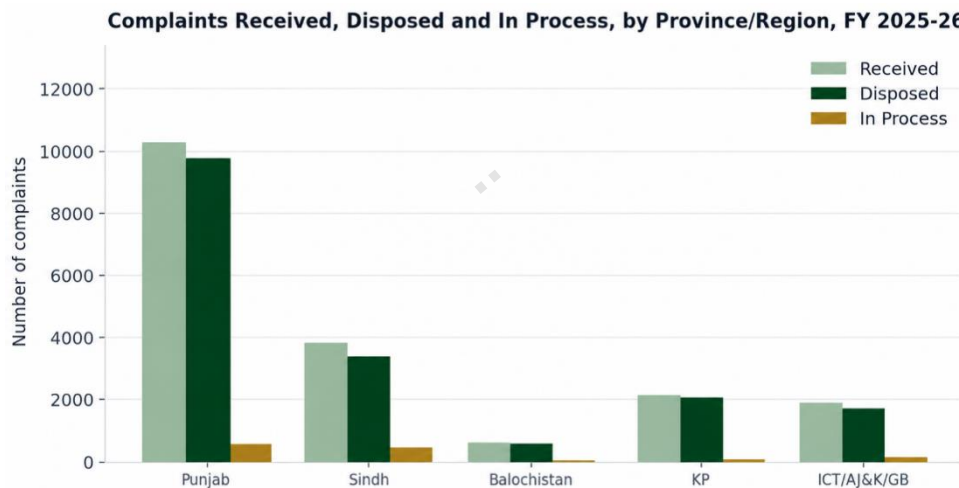


Figure 3.1 — Complaints received, disposed and in process, by province/region, FY 2025–26

3.1 Efficient Disposal of Complaints

The Wing successfully disposed of a significant share of complaints within the first month of their referral to the concerned government entity. For instance, the desk handling complaints

from Central & South Punjab disposed of 209 of the 301 complaints received in June 2026 at a disposal rate of 69.43%; 319 of the 368 complaints received in May 2026 (86.68%); and 269 of the 297 complaints received in April 2026 (90.6%). This pattern holds consistently across all desks of the Wing: most complaints are resolved within the first month of referral, with a further share resolved in the second and third months as follow-up and escalation take effect.

Table 3.2 — Time Taken to Dispose of Complaints(FY 2025-26)

Time for Resolution	% of Complaints Resolved (Cumulative)	Share of Total Resolved
Within 1st month	69.43%	69.43%
Within 2nd month	86.68%	17.25%
Within 3rd month	90.6%	3.92%
Beyond 3 months	Approx. 100%	9.4%

Time Taken to Dispose of Complaints, FY 2025-26

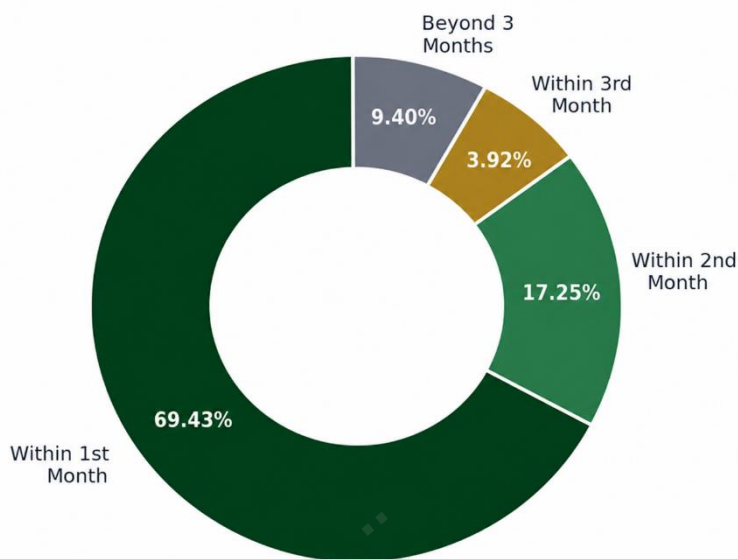


Figure 3.2 — Time taken to dispose of complaints, FY 2025–26

The data confirms that the highest share of complaints, more than two-thirds, were resolved within the first month of referral, with the cumulative disposal rate climbing to 86.68% by the second month and 90.6% by the third. This trend underlines the value of sustained follow-up: a complaint that is not resolved immediately is not a complaint abandoned, but one still working its way through active escalation.

CHAPTER FOUR

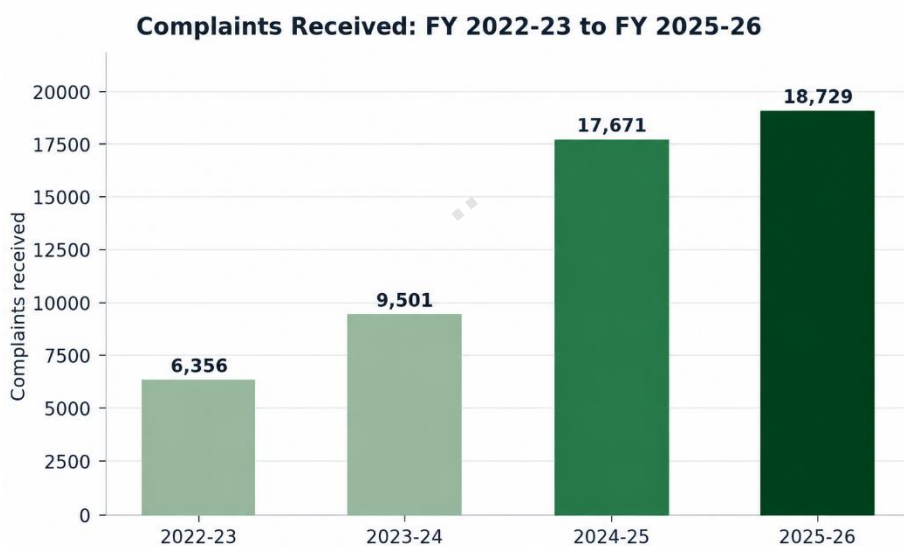
4. Comparative Analysis — Last Four Financial Years

Four-year trend in complaint volumes

Complaint volume has risen sharply and consistently since FY 2022-23. This four-year trajectory reflects growing public trust in the Wing's ability to resolve grievances, driven by wider communication channels, targeted awareness campaigns and steadily improving responsiveness. It also signals the need for continued investment in human resources, technology and process efficiency to keep pace with rising demand without compromising service quality.

Table 4.1 — Complaints Received, FY 2022-23 to FY 2025-26

Financial Year	Complaints Received	% Increase from FY 2022–23 Baseline
2022-23	6,356	Baseline
2023-24	9,501	49.48%
2024-25	17,671	178.02%
2025-26	18,729	194.67%

*Figure 4.1 — Complaints received, FY 2022–23 to FY 2025–26*

CHAPTER FIVE

5. Trend Analysis — Major Categories of Public Grievances

Major categories and sub-categories of public grievances

The Wing processes complaints against all government entities, subject to policy guidelines. Of the 18,729 complaints received during FY 2025–26, 14,113 (75.35%) were found “Actionable” and processed accordingly; the remaining 4,616 (24.65%) were classified “Non-Actionable” and closed. Of the 14,113 actionable complaints, 7,370 (52.2%) fell into four dominant categories: Law and Order (Police), Poverty Alleviation, District Administration, and Power/Energy; the remaining 6,743 actionable complaints were spread across the many other government entities and complaint types the Wing handles, which are not separately classified in this report.

Table 5.1 — Major Categories of Actionable Complaints, FY 2025-26

Category	Number of Complaints	Share of Actionable Complaints
Law & Order (Police)	2,201	15.60%
Poverty Alleviation	2,083	14.76%
District Administration	1,833	12.99%
Power / Energy	1,253	8.88%

All Actionable Complaints by Category, FY 2025-26

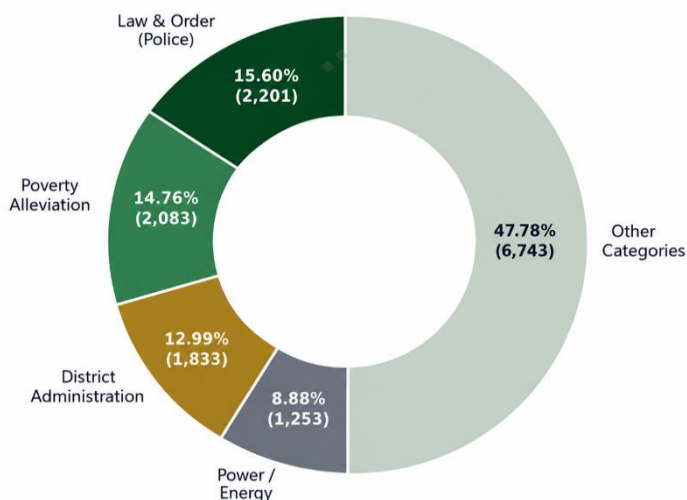


Figure 5.1 — All actionable complaints by category, FY 2025–26

5.1 Law and Order (Police)

A total of 2,201 complaints (15.60% of actionable complaints) were processed under Law and Order during FY 2025-26, a decline from the 2,939 complaints recorded for the same period in FY 2024-25, though still the single largest category of grievances the Wing received in FY 2025-26. On this trend, it appears that citizens' concerns regarding Law and Order are increasingly being addressed at the level of the concerned police office itself, leaving fewer aggrieved citizens needing to approach the Wing for redress. These complaints spanned federal and provincial police departments as well as the police departments of Azad Jammu & Kashmir and Gilgit-Baltistan, and were referred in each case to the concerned police department for resolution.

Table 5.2 — Law & Order: Sub-Categories

Sub-Category	Punjab	Sindh/Balochistan	KP/ICT	Total
FIR Registration & Recovery	764	383	224	1,371
Police Behaviour & Partisan Approach	302	52	124	478
Investigation & Prosecution Issues	117	31	55	203
Others	11	122	16	149
Total	1,194	588	419	2,201

5.1.1 Registration of FIR and Recovery

This was the leading sub-category by a wide margin: 1,371 of the 2,201 Law and Order complaints (62.28%) concerned delay or refusal in registering an FIR, or failure to recover lost or stolen property. The highest number of such cases came from Punjab, followed by Sindh/Balochistan and KP/ICT.

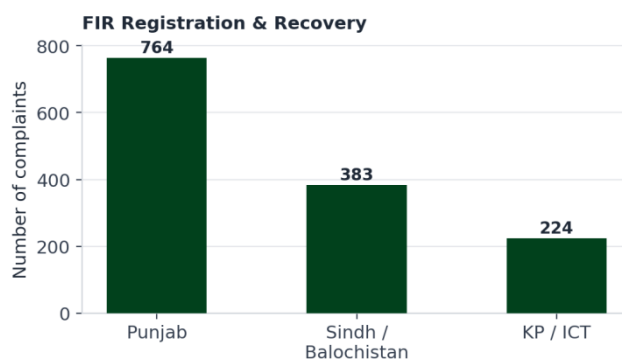


Figure 5.2 — FIR registration and recovery, by region

5.1.2 Police Behaviour and Partisan Approach

The conduct of police officials toward complainants, and a perceived partisan approach, was the second most common concern (478 complaints). Here the pattern shifted: Punjab again led, but KP/ICT edged out Sindh/Balochistan for second place.

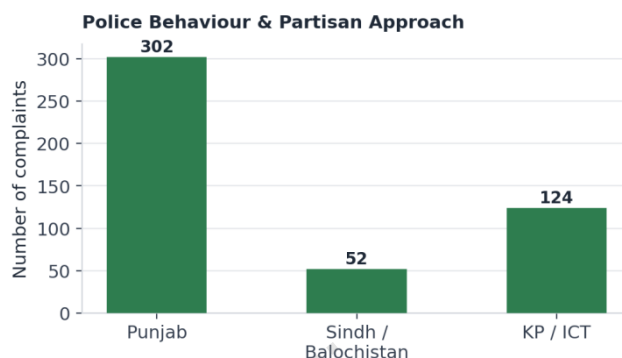


Figure 5.3 — Police behaviour and partisan approach, by region

5.1.3 Investigation and Prosecution Issues and Malafide Approach

A further 203 complaints concerned delayed or faulty investigation, delayed submission of the challan for prosecution, and alleged malafide conduct by investigating officers, concerns that go to the heart of whether justice is ultimately dispensed. Punjab again returned the highest count, followed by KP/ICT and Sindh/Balochistan.

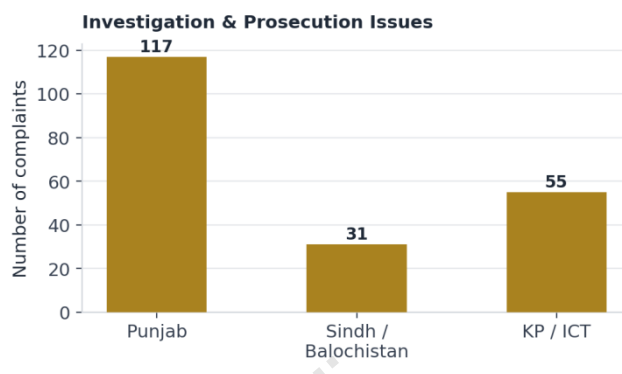


Figure 5.4 — Investigation and prosecution issues, by region

5.2 Poverty Alleviation

Poverty-related grievances in the form of requests for financial assistance and other ancillary matters were the second-largest category, accounting for 2,083 of the 14,113 actionable complaints processed during FY 2025-26 (14.76% of the total), again a decrease from the 2,296 complaints recorded for the same period in FY 2024-25. As with Law and Order, this decline suggests that concerns regarding poverty are increasingly being addressed by the concerned quarters. From the YoY decline, it may be deduced that the Wing's continued and effective intervention and coordination in poverty-related cases has itself contributed to this reduction, however, it still remained the second-largest category of grievance the Wing received this year.

Complaints were assigned to the Benazir Income Support Programme (BISP) or to Pakistan Bait-ul-Maal (PBM) depending on the nature of the grievance: of the 2,083 complaints under this category, 1003 were assigned to BISP and the remaining 1,080 to PBM.

5.2.1 Benazir Income Support Programme (BISP)

Requests for financial assistance and related matters from female citizens were assigned to this category for resolution. Of the 1003 grievances assigned to BISP, 552 (55.03%) were fresh applications for financial assistance and 167 (16.65%) concerned administrative issues, including stoppage of assistance; the remaining 284 (28.32%) fell into other sub-categories.

Table 5.3 — BISP: Sub-Categories

Sub-Category	Punjab	Sindh/Balochistan	KP/ICT	Total
Fresh Requests for Financial Assistance	167	324	61	552
Administrative Issues (incl. Stoppage of Assistance)	62	78	27	167
Others	57	182	45	284
Total (BISP)	286	584	133	1003

More than half of fresh BISP requests came from Sindh and Balochistan, pointing to more acute poverty in those regions, followed by Punjab and KP/ICT.

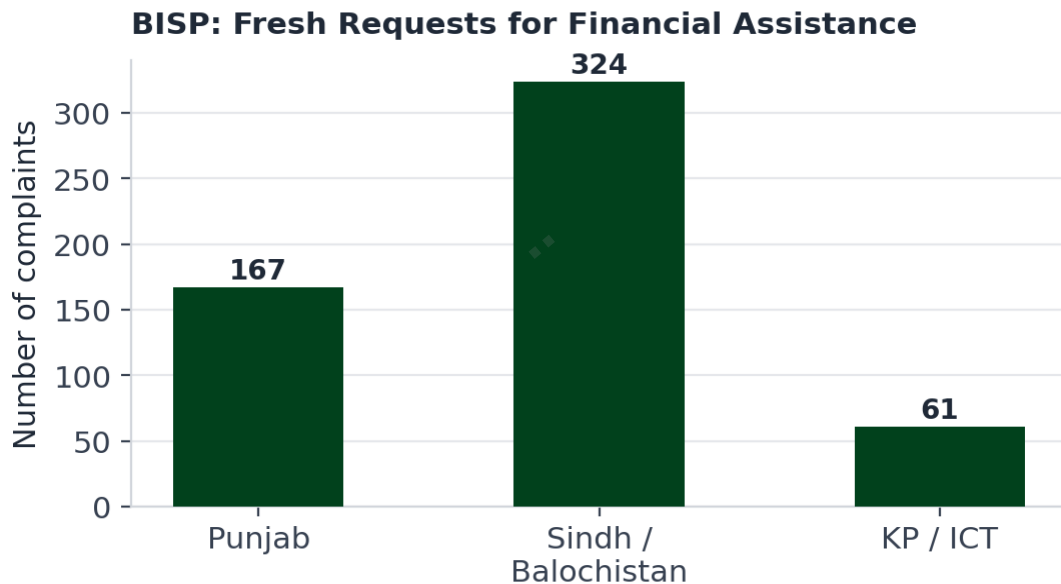


Figure 5.5 — BISP: fresh requests for financial assistance, by region

Administrative issues, including stoppage of assistance to already-registered beneficiaries, were the second-largest BISP sub-category. Here Sindh/Balochistan led, followed by Punjab and KP/ICT.

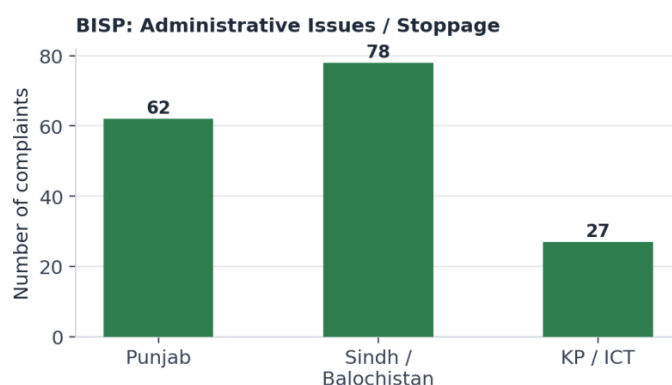


Figure 5.6 — BISP: administrative issues / stoppage of assistance, by region

5.2.2 Pakistan Bait-ul-Maal (PBM)

PBM **handles** requests for financial assistance from male citizens, marriage grants, and requests for medical treatment or education support: 1080 of the 2,083 poverty-related complaints (51.85%) were therefore assigned to PBM. Of these, 617 (57.13%) were fresh applications for financial assistance and 242 (22.41%) concerned medical treatment and education assistance; the remaining 221 (20.46%) fell into other sub-categories.

Table 5.4 — PBM: Sub-Categories

Sub-Category	Punjab	Sindh/Balochistan	KP/ICT	Total
Fresh Requests for Financial Assistance	341	151	125	617
Medical Treatment & Education Assistance	175	8	59	242
Others	87	95	39	221
Total (PBM)	603	254	223	1,080

Fresh PBM requests were led by Punjab (341), followed by Sindh/Balochistan (151) and KP/ICT (125).

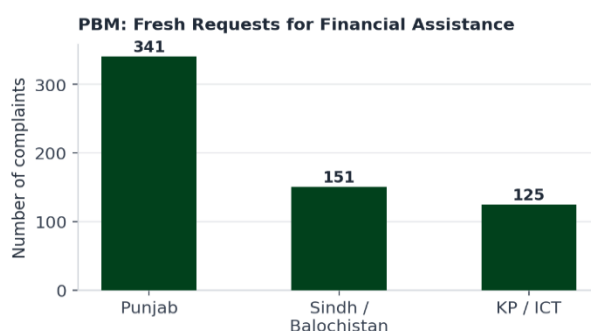


Figure 5.7 — PBM: fresh requests for financial assistance, by region

Requests for medical treatment and education assistance followed a different pattern: Punjab led by a wide margin (175), followed by KP/ICT (59), with Sindh/Balochistan lowest (8), suggesting the inclination to seek this specific form of assistance from government varies considerably by region.

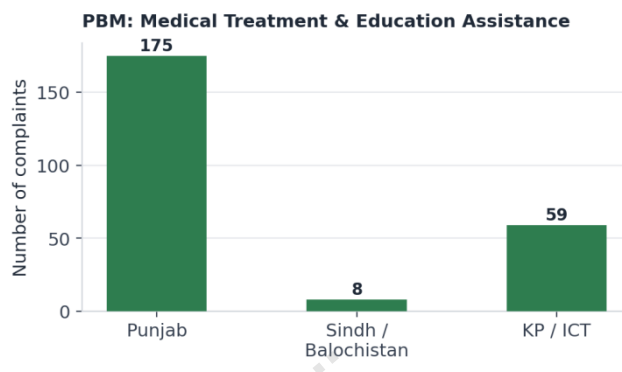


Figure 5.8 — PBM: medical treatment & education assistance, by region

5.3 District Administration

District administration matters spanning provincial administrations, ICT Administration and the administrations of AJ&K and GB were the third-largest category at 1,833 complaints (12.99% of actionable complaints). These grievances ranged from illegal possession and land grabbing to municipal services, land demarcation, mutation and transfer issues, and encroachments. Land-related complaints specifically rose to 933 during FY 2025-26, up from 727 for the same period in FY 2024-25, an increase that may reflect either a genuine rise in land disputes and encroachments over time, or simply that more citizens are turning to the Wing on such issues as a result of its expanding outreach.

Table 5.5 — District Administration: Sub-Categories

Sub-Category	Punjab	Sindh/Balochistan	KP/ICT	Total
Illegal Possession & Land Grabbing	277	97	124	498
Municipal Services & Development Projects	129	136	232	497
Land Demarcation / Mutation / Transfer	310	62	63	435
Others	359	14	30	403
Total	1075	309	449	1,833

5.3.1 Illegal Possession and Land Grabbing

This was the leading sub-category (498 complaints, 27.17% of the district administration total). Punjab accounted for the majority (277), followed by KP/ICT/AJ&K/GB (124) and Sindh/Balochistan (97).

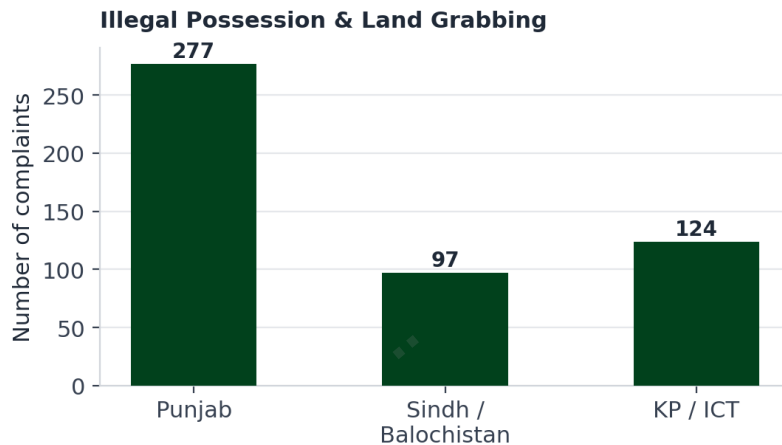


Figure 5.9 — Illegal possession & land grabbing, by region

5.3.2 Grievances Related to Municipal Services

Grievances related to municipal services and development projects were the second-largest sub-category (497 complaints, 27.11%): sanitation, sewerage and dilapidated public infrastructure were the recurring themes. Unlike most other sub-categories, this one was led by KP/ICT (232), followed by Sindh/Balochistan (136) and Punjab (129).

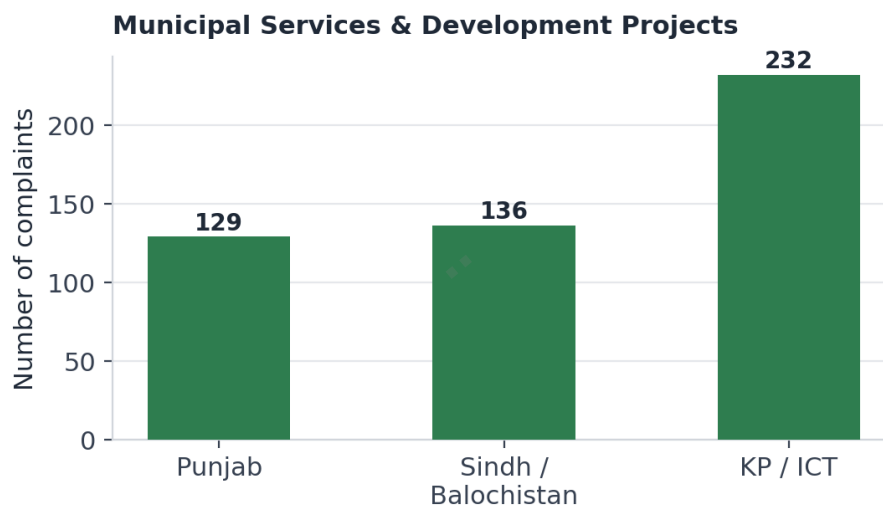


Figure 5.10 — Municipal services & development projects, by region

5.3.3 Issues in Land Demarcation / Mutation / Transfer etc.

Unresolved land demarcation, mutation and transfer disputes accounted for 435 complaints (23.73%), the matters that typically reach the Wing usually after revenue department

intervention has already failed to settle them. Punjab again led (310), followed by KP/ICT and Sindh/Balochistan in near-equal number (63 and 62 respectively).

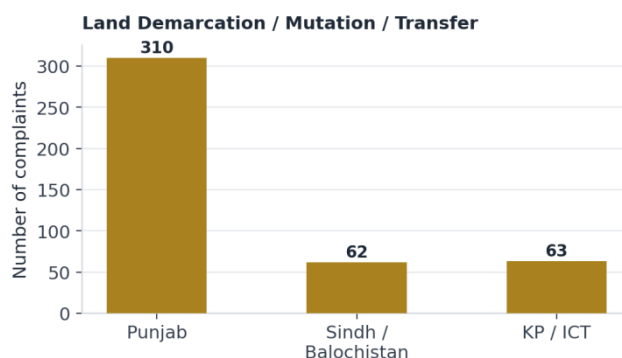


Figure 5.11 — Land demarcation / mutation / transfer, by region

5.4 Power and Energy

Complaints received under the category of power/energy are further split into two broad groups: those related to electricity and those related to gas. During FY 2025-26, the Wing processed 1,253 complaints under this category which is 8.88% of actionable complaints. Of these, 841 pertained to electricity and 412 to gas. This is broadly unchanged from the 1,268 complaints recorded under the same category for the same period in FY 2024-25, suggesting the underlying pressures on the power and energy sector have remained fairly stable year on year.

5.4.1 Electricity

Electricity complaints ranged from overbilling to meter, transformer or transmission-line issues, and from administrative delays to alleged misuse of authority. Of the 841 electricity complaints, 266 concerned overbilling and 165 concerned administrative issues including alleged misuse of authority and corrupt practices; the remaining 410 fell into other sub-categories.

Table 5.6 — Electricity: Sub-Categories

Sub-Category	Punjab	Sindh/Balochistan	KP/ICT	Total
Overbilling	204	47	15	266
Alleged Misuse of Authority / Corrupt Practices	147	7	11	165
Others	118	218	74	410
Total (Electricity)	469	272	100	841

Overbilling was the top electricity sub-category. Punjab led by a wide margin (204), followed by Sindh/Balochistan (47); KP/ICT recorded only 15 such complaints.

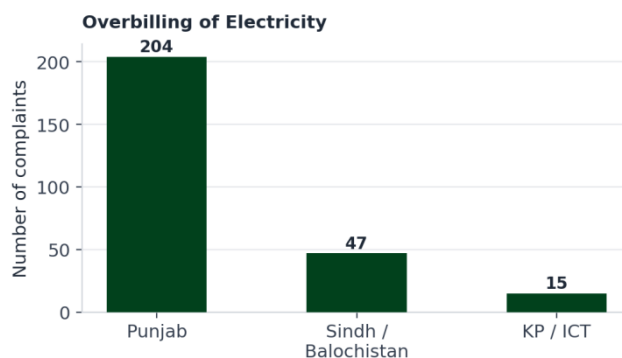


Figure 5.12 — Overbilling of electricity, by region

Alleged misuse of authority and corrupt practices, mostly involving DISCO officials in matters of new connections, bill correction and other services, was the second electricity sub-category, again concentrated in Punjab (147).

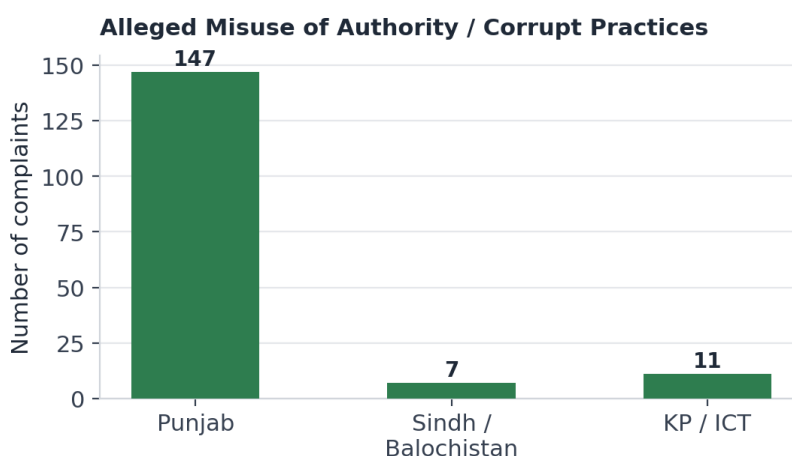


Figure 5.13 — Alleged misuse of authority & corrupt practices, by region

5.4.2 Gas

Gas-related grievances mostly concerned delays in new connections, followed by overbilling and gas-pressure issues. In total, 412 complaints (32.88% of Power/Energy complaints) related to gas were processed during FY 2025-26.

Table 5.7 — Gas: Sub-Categories

Sub-Category	Punjab	Sindh/Balochistan	KP/ICT	Total
Delays in New Gas Connections	155	12	17	184
Overbilling of Gas	46	22	6	74
Others	28	99	27	154
Total (Gas)	229	133	50	412

Delays in new gas connections were the leading sub-category (184 complaints), concentrated in Punjab (155).

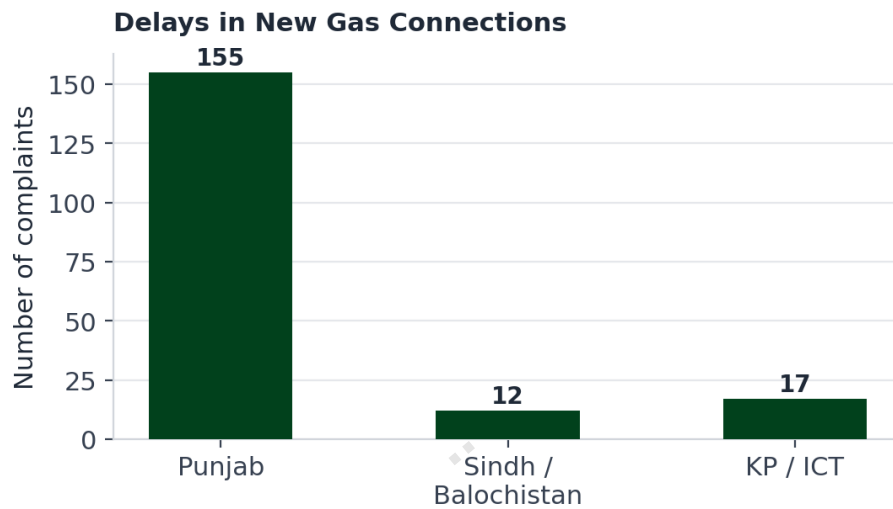


Figure 5.14 — Delays in new gas connections, by region

Overbilling of gas followed (74 complaints), again led by Punjab (46).

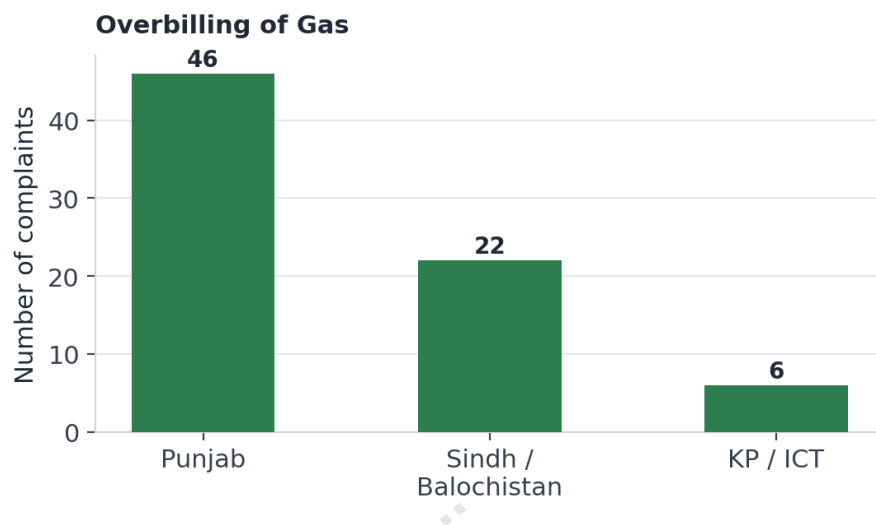


Figure 5.15 — Overbilling of gas, by region

CHAPTER SIX

6. New Initiatives and Outcomes

Digital outreach, flood relief desks and the grievance management system

A significant share of Pakistan's population remains underserved in its ability to engage digitally with government services. During FY 2025-26 the Ministry pursued a deliberate programme of initiatives to widen accessibility, improve visibility and extend outreach to potential complainants by combining traditional and digital methods to strengthen accountability, citizen satisfaction and democratic governance.

6.1 Short Code 1733

A dedicated short code, 1733, was launched in February 2026 to make it easier for citizens to contact the Wing. It receives an average of 80 calls a day, handled by a dedicated, trained staff that guides callers through filing new complaints or following up on existing ones throughout working hours.



Figure 6.0 — Public awareness graphic for the 1733 short code

6.2 Digital Outreach — Social Media Campaign

Phase I of the digital outreach campaign ran from 26 March to 4 April 2026 and delivered 7,070,642 impressions across five platforms:

Table 6.1 — Digital Outreach Campaign, Phase I

Platform	Coverage	Content Type	Impressions
YouTube	Nationwide	Video	1,562,457
TikTok	Nationwide	Video + Static	2,082,959
Facebook	Nationwide	Video + Static	1,327,486
Instagram	Nationwide	Video + Static	1,486,009
GDN	Nationwide	Video + Static	611,731
Total	—	—	7,070,642

Phase II ran from 15-18 April 2026 and delivered a further 2,850,422 impressions:

Table 6.2 — Digital Outreach Campaign, Phase II

Platform	Coverage	Audience	Impressions
Meta (Facebook + Instagram)	Nationwide	General audience	1,110,871
Google (Display + Search + YouTube)	Nationwide	General audience	1,114,866
TikTok	Nationwide	General audience	624,685
Total	—	—	2,850,422

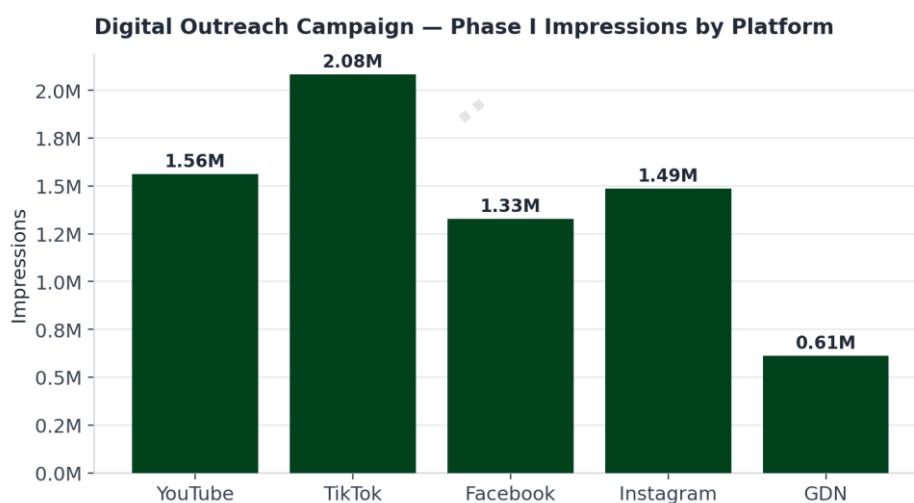


Figure 6.1 — Digital outreach campaign, Phase I impressions by platform

The campaign successfully fulfilled its objectives of creating nationwide awareness of Parliament's performance and achievements and of introducing the new 1733 short code, giving citizens a convenient way to register complaints and grievances. The Google Display Network (GDN) component is worth noting in particular: GDN is a network of more than two million websites, mobile apps and videos on which Google places advertisements rather than confining messaging to a single search page, it functions as a system of digital billboards spread across the internet, reaching citizens while they browse the news, read a blog, or watch YouTube. Through this and the Ministry's other advertisements on Facebook, Instagram, YouTube and TikTok, key messages were disseminated widely across Pakistan; GDN alone served 611,731 impressions. Across both phases, the campaign delivered 4.98% more impressions than planned and reached an estimated 5,018,148 unique users across all provinces and major age groups, significantly increasing public visibility of Parliament's performance. This scale of outreach, achieved within a short period, demonstrates that digital media is an effective and cost-efficient means of communicating government initiatives at the national level, and indicates that similar campaigns can further strengthen public awareness of the Grievances Wing, improving citizens' knowledge of government services, promote use of the 1733 short code, and deepen public engagement with government institutions, including through campaigns targeted specifically at underserved regions.

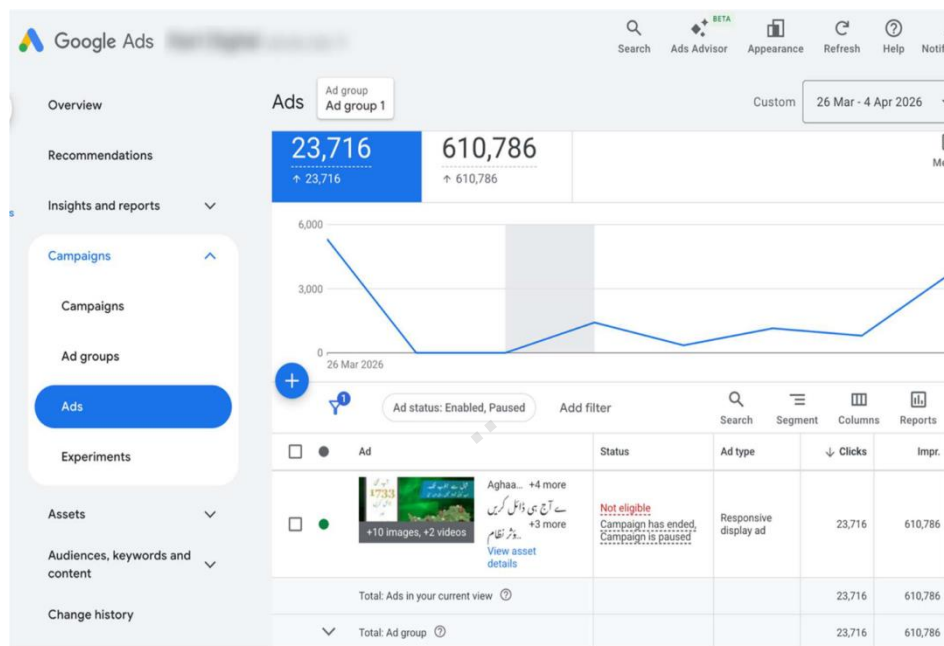


Figure 6.2 — Campaign summary infographic

6.3 Flood Relief Desks — 2025 Floods

Khyber Pakhtunkhwa

Prime Minister's Grievances Desks were established in the flood-affected districts of Swat, Shangla and Buner from 5-9 September 2025. A team from the Wing visited the affected

districts to distribute pamphlets and complaint forms, guide citizens through registration, assist vulnerable and illiterate complainants, and identify community focal persons for continued coordination. As a result, 13 grievances were resolved on the spot, 53 new applications were uploaded to the PCP and subsequently granted relief, and 9 compensation cheques were issued. All uploaded cases continue to be pursued with the Provincial Disaster Management Authority and district administrations to ensure timely compensation and rehabilitation.



Figure 6.3 — Flood Relief Desk team engaging with affected residents, Khyber Pakhtunkhwa



Figure 6.3a — Citizens registering flood-related grievances at the KP desk

Punjab

Flood Relief Desks were also established at the offices of the Deputy Commissioners in the flood-hit districts of Gujrat, Sialkot and Mandi Bahauddin from 30th September to 4th October 2025, providing immediate institutional recourse to villages severely affected by the floods. A team led by the Deputy Secretary (Punjab) conducted an on-site assessment, installed awareness banners and distributed informational pamphlets in the worst-affected areas. In total, 372 grievance applications were received and subsequently processed in coordination with the concerned entities, covering compensation for damage to life and property, rehabilitation assistance, restoration of livelihoods and provision of essential relief goods.



Figure 6.4a — Punjab team briefing affected families at the Deputy Commissioner's office



Figure 6.4 — Flood Relief Desk, Punjab: field team assessing affected communities

6.4 SMS Outreach Campaigns

To reach citizens without internet or smartphone access, the Ministry ran two nationwide SMS awareness campaigns, communicated through all major cellular networks:

Table 6.3 — SMS Awareness Campaigns, 2025 and 2026

Cellular Network	First Campaign (Apr 2025)	Second Campaign (Apr 2026)
Mobilink	50 million	50 million
Ufone	14 million	14 million
Telenor	37 million	35 million
Zong / CMPak	22 million	42.824 million
SCO	—	1.214 million
Total	123 million	143.038 million

6.5 Public Grievance Management System

The Public Grievance Management System (PGMS), introduced in September 2024, underpins all of the above initiatives and is built on three core components: enhancing the existing grievance-handling mechanism, expanding the national outreach campaign, and using grievance data to improve governance. It targets citizens who lack access to digital platforms and smartphones, and provides a comprehensive model to efficiently and effectively address every complaint received: with handling, recording, processing and follow-up all carried out against defined timelines. Its objectives: efficiency, transparency, accountability and user satisfaction have been achieved to a large extent:

- Efficiency — a streamlined process for documenting, forwarding and resolving complaints.
- Transparency — sustained communication with complainants on the status of their case.
- Accountability — tracking and monitoring to ensure timely, effective resolution.
- User satisfaction — feedback mechanisms that continually improve the complaint-handling process.

Under this initiative, the Ministry introduced a number of concrete reforms: an improved complaint registration and tracking system, greater coordination with government departments, the nomination of provincial focal persons, and a closely monitored mechanism to ensure transparency and accountability throughout the complaint-resolution process. The system has also evolved over time and the earlier UAN helpline was replaced by the 1733 short code, alongside the awareness campaigns and digital outreach described above, all implemented under this same framework. Advanced data analysis and its use for informed

decision-making remains a milestone yet to be fully achieved, and the Wing intends to leverage technology further to strengthen the system and improve service delivery going forward.

6.6 Data-Driven Policymaking

To identify major public concerns at both federal and provincial levels, the Wing conducts data-analysis exercises regularly, classifying complaints into categories that reveal where the pressure points in service delivery lie. For FY 2025–26, this analysis confirms that most complaints pertain to police matters, poverty alleviation, district administration, and the availability and overbilling of electricity and gas. Breaking these broad categories down further into sub-categories points to the specific areas requiring policy intervention: for Law and Order, citizens are the most aggrieved by FIR registration, delays in and the merits of investigation, and police conduct; for Poverty Alleviation, the spotlight falls on access to financial assistance through Pakistan Bait-ul-Maal and the Benazir Income Support Programme. These findings can be shared with the relevant departments to support evidence-based service-delivery improvements.



CHAPTER SEVEN

7. Success Stories, FY 2025-26

Twelve representative cases of citizen relief

When a concerned government entity resolves a complaint as "relief granted", the Wing solicits feedback from the complainant. Where the complainant confirms satisfaction, the case is recorded as a Success Story. Twelve representative cases from FY 2025–26 are presented below in a consistent format — background, grievance, action taken, outcome, and the governance lesson each illustrates.

7.1 Correction of an Inflated Gas Bill

Background: Mr Raza Hussain Kashmiri, a resident of Shah Latif Colony, District Naushahro Feroze, Sindh, is a domestic gas consumer billed by Sui Southern Gas Company Limited (SSGC).

Citizen's Grievance: His meter reading rose by only 3 units between May and June 2026, yet he was billed Rs 7,830, which he believed reflected an incorrect meter reading.

Action Taken: The Wing referred the complaint to SSGC, which reviewed the billing record, meter readings and consumption history.

Outcome: SSGC confirmed a billing error, reduced the bill to Rs 3,000, and refunded Rs 4,830 to the complainant, who confirmed his satisfaction.

Governance Lesson: Routine utility billing errors are best resolved through direct referral to the service provider's own review mechanism, provided verifiable, as the Wing verified that the review actually occurred.

7.2 Recovery of Rs 500,000 Allegedly Taken in the Name of the RPO, DGK

Background: Mr Ghulam Haider, a resident of Sarwar Wali, District DG Khan, sought help for recovering possession of his house.

Citizen's Grievance: He alleged that two individuals had taken Rs 500,000 from him, purportedly on behalf of the Regional Police Officer, DG Khan, to facilitate the recovery — and that his local police station had failed to resolve the matter.

Action Taken: The complaint was forwarded to the DPO, DG Khan, the same day it was received; the DPO opened an inquiry, and a local Member of Provincial Assembly mediated between the parties.

Outcome: The full Rs 500,000 was returned to the complainant, who confirmed the recovery and declined to pursue further legal action.

Governance Lesson: Where alleged corruption impedes redress at the local level, escalation to higher mediation levels — combined with political-level mediation — can resolve disputes faster than formal prosecution.



Mr Ghulam Haider confirming resolution of his complaint

7.3 Correction of an Academic Result Card

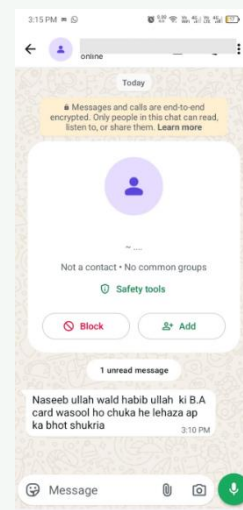
Background: Mr Naseem Ullah, a resident of Sibi, Balochistan, held a provisional result card issued by Allama Iqbal Open University (AIU).

Citizen's Grievance: His course code had been omitted from the result card, a discrepancy that could affect his academic and employment record.

Action Taken: The complaint was referred to the Vice Chancellor, AIU, for correction.

Outcome: AIU confirmed on the Pakistan Citizen Portal that the course code had been added; the complainant confirmed his satisfaction on follow-up contact.

Governance Lesson: Administrative documentation errors in academic institutions can be resolved quickly at the institutional level who should strengthen their own grievance redressal system.



Complainant's WhatsApp feedback confirming resolution (phone number redacted for privacy)

7.4 Scholarship Secured for Daughters of a Low-Paid Government Employee

Background: Mr Yar Muhammad Shorai, a low-paid government employee from Mirpur Bathoro, District Sujawal, Sindh, has twin daughters studying BS Nursing at Dow University of Health Sciences, Karachi.

Citizen's Grievance: He sought financial assistance to help meet the cost of his daughters' education.

Action Taken: The matter was referred to the Chief Secretary, Sindh, for necessary action.

Outcome: Dow University of Health Sciences approved scholarships for both students, easing the family's financial burden; the complainant confirmed the outcome and expressed his gratitude.

Governance Lesson: This indicates either non-transparent criteria or limited resources. Financial assistance policies and related administrative procedures should be publicly accessible and institutions must have a second-tier review / appeal system.

7.5 Refund of a Security Deposit by Pakistan Post

Background: Mr. Muhammad Ubaid Durrani, a resident of Mithankot, District Rajanpur, had operated a Digital Franchise Post Office (DFPO) under Pakistan Post.

Citizen's Grievance: After closing the franchise — citing non-provision of facilities originally promised — his Rs 15,946 security deposit went unpaid for over two years despite repeated requests.

Action Taken: The complaint was forwarded to the Director General, Pakistan Post, for necessary action.

Outcome: The full security deposit was reimbursed within a month of referral; the complainant acknowledged the resolution on the grievance portal.

Governance Lesson: Bureaucratic delays must be addressed and departmental heads should set KPIs with timelines for administrative procedures

Feedback

محترم وزیر اعظم پاکستان اور PM Complaint Portal کی پوری ٹیم،

میں دل کی گہرائیوں سے آپ کا شکر گزار ہوں کہ آپ کی بروقت توجہ اور مؤثر کارروائی کی بدولت میرا کئی سال پرانا مسئلہ حل ہو گیا۔ میری شکایت کو سنجیدگی سے سنا گیا اور انصاف فراہم کیا گیا، جس پر میں آپ کا تہ دل سے ممنون ہوں۔

یہ اقدام عام شہریوں کے اعتماد کو مضبوط کرتا ہے اور اس بات کا ثبوت ہے کہ ریاستی ادارے عوامی مسائل کے حل کے لیے فعال کردار ادا کر رہے ہیں۔

اللہ تعالیٰ آپ سب کو عوام کی خدمت کی مزید توفیق عطا فرمائے۔

شکریہ

محمد عبید دurrانی
ملین کوٹہ، ضلع راجن پور

01-Jun-2026
Satisfied: Yes

Complainant's written feedback via the grievance portal

7.6 Enhanced Security Arrangements for Muharram-ul-Haram

Background: Mr Zawar Shahnawaz Jafri, Divisional General Secretary of the Jafria Alliance Pakistan (Larkana Division), represents community concerns on sectarian security matters.

Citizen's Grievance: He sought enhanced security in Jacobabad and Shikarpur ahead of Muharram-ul-Haram, citing past incidents and sectarian tensions.

Action Taken: The complaint was referred to the Inspector General of Police, Sindh; the SSP Jacobabad subsequently briefed the complainant directly on the security and coordination plan.

Outcome: The complainant confirmed satisfaction with the arrangements, noting the process took time but was handled with seriousness.

Governance Lesson: Law enforcing agencies may consider strengthening their community engagement protocols.

7.7 Compensation for an Injured Mine Worker

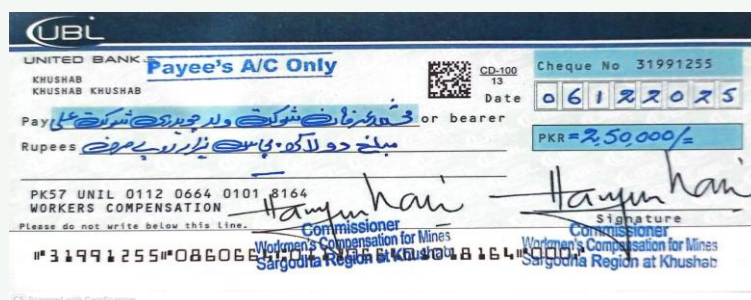
Background: Mr Muhammad Irfan Shoukat, a resident of District Sargodha, worked in a mine covered under the Mines Act, 1923.

Citizen's Grievance: He sustained severe injuries in an explosion that resulted in the amputation of his right leg, and sought the compensation due to him under law.

Action Taken: The matter was referred to the Secretary, Mines & Minerals, Government of Punjab, and subsequently to the Inspectorate of Mines, Punjab.

Outcome: A compensation cheque of Rs 250,000 was issued to the worker, who confirmed receipt and expressed his gratitude.

Governance Lesson: The sector regulator responsible for enforcement i.e. Mines and Minerals Department, Government of Punjab may like to strengthen its complaint redressal system.



Compensation cheque issued to the injured mine worker, District Sargodha

7.8 Bank Reversal Resolved

Background: Mr Saeed Ullah Khan, a resident of Islamabad, held an account with Bank Al-Habib Limited.

Citizen's Grievance: Rs 10,000 withdrawn via ATM was reversed to the machine but not credited back to his account, and the bank declined his claim for lack of proof.

Action Taken: The complaint was referred to the Governor, State Bank of Pakistan, and subsequently to the Banking Mohtasib Pakistan (BMP) for resolution.

Outcome: United Bank Limited credited the disputed amount to the complainant's account; he expressed his appreciation for the coordinated resolution.

Governance Lesson: Escalation through the banking sector's own ombudsman (BMP) is an effective channel for disputes that individual bank branches decline to resolve.

7.9 NADRA Family Registration Error Corrected

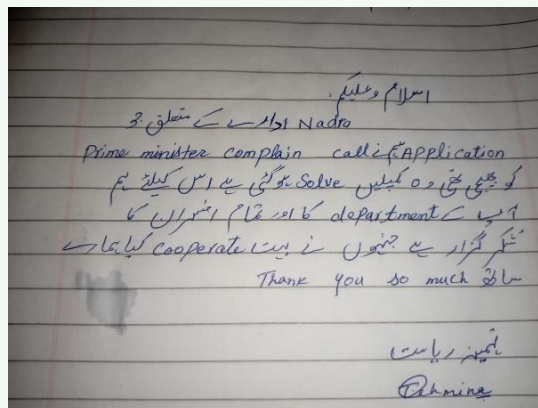
Background: Ms Tehmina Riasat, a resident of District Nankana Sahib, held a Family Registration Certificate (FRC) issued by NADRA.

Citizen's Grievance: An unrelated individual had mistakenly been included in her FRC, causing her family members' CNICs to be blocked and disrupting their daily affairs.

Action Taken: The case was referred to the Director General, NADRA, two days after receipt.

Outcome: The incorrect FRC entry was corrected and the blocked CNICs were restored; the complainant submitted written thanks to the Wing and NADRA.

Governance Lesson: Identity-document errors that cascade into blocked CNICs cause disproportionate hardship relative to the administrative fix required.



Ms Tehmina Riasat's handwritten note of thanks

7.10 Outstanding National Savings Amount Released

Background: A complainant from District Poonch, Azad Jammu & Kashmir — the wife of a labourer, and her family's sole income earner from these savings — held a National Savings account.

Citizen's Grievance: A CNIC-record discrepancy had left her unable to withdraw her own savings for four years, despite repeated visits to her local branch.

Action Taken: The case was referred to the Director General, Central Directorate of National Savings (CDNS), and resolved through the Regional Directorate, Islamabad.

Outcome: The CNIC record was corrected and the funds were released; the complainant expressed her gratitude, noting the money was her family's sole source of income.

Governance Lesson: Small administrative record mismatches can lock citizens out of their own savings for years; central-directorate referral resolved in weeks what four years of branch-level visits could not, which indicates lapses in the local level grievance redressal mechanism.

7.11 Machine-Readable Passport Issued

Background: Mr Wahab Ali, a resident of District Kurram, Khyber Pakhtunkhwa, sought a machine-readable passport for his son through the Pakistan Embassy, Paris.

Citizen's Grievance: The passport had not been issued despite the application being lodged with the Embassy.

Action Taken: The matter was referred to the Pakistan Ambassador in France for necessary action.

Outcome: The passport was processed and collected; the complainant confirmed resolution and satisfaction on follow-up contact.

Governance Lesson: The Wing's coordinating reach extends to Pakistani missions abroad, giving overseas-linked citizens a domestic channel for grievances against foreign missions. Ministry of Foreign Affairs may assess the reasons for such delays and accordingly take remedial action.

7.12 Illegal Solid-Waste Dumping Resolved

Background: Mr Tajamal Hussain, a resident of District Attock, lives in a locality where residents had taken to dumping domestic and solid waste in public areas.

Citizen's Grievance: Accumulated waste was periodically set alight by unidentified persons, releasing toxic fumes and creating a health hazard; repeated appeals to the local Union Council had gone unaddressed.

Action Taken: The complaint was forwarded to the Deputy Commissioner, Attock, who referred it to the Managing Director, Rawalpindi Waste Management Company (RWMC).

Outcome: RWMC carried out a complete clean-up of the locality; the complainant confirmed the resolution and expressed his gratitude.

Governance Lesson: Environmental and sanitation grievances often stall at the union-council level; escalation mechanism to a district's dedicated waste-management authority or agency can help address such issues in future.



The locality in District Attock after removal of the dumped solid waste

CHAPTER EIGHT

8. Way Forward — FY 2026-27 Priorities*Priorities for the year ahead*

Building on FY 2025–26, the Wing remains committed to continuously improving the public grievance redressal system through stronger coordination, greater use of data for informed decision-making, technological innovation, and wider public outreach. As the volume of public engagement continues to grow, the following priorities set out how the Wing will build on its existing strengths to further improve efficiency, transparency and accountability, in support of the Government's vision of responsive, citizen-centric and accountable governance.

8.1 Continuity and Effective Implementation

The digital and administrative initiatives introduced during FY 2025–26 are proving effective at increasing visibility, enhancing accessibility and extending digital outreach. Their continuity and improvement will further strengthen the Wing's role as an agent for redressing the grievances of the general public, especially those who remain marginalized. The Wing will strengthen its internal monitoring mechanisms to achieve the above stated objectives.

8.2 Targeted Digital Outreach Campaigns

The digital social media campaign launched in March-April 2026 served more than 9 million impressions and reached an estimated 5,018,148 unique users across all provinces and major age groups, a scale of outreach that significantly increased public visibility and demonstrated that digital media is an effective and cost-efficient means of communicating government initiatives at the national level. The SMS campaign launched in the same period broadcast 143 million messages across Pakistan. The Ministry intends to focus more heavily on far-flung and underserved areas going forward: during FY 2025-26, only 570 complaints, just 3.04% of the total received, came from Balochistan, the lowest of any province or region. Digital outreach campaigns specifically targeted at the under-privileged areas of Balochistan, Sindh, Khyber Pakhtunkhwa and South Punjab are expected to create awareness among potential complainants in those areas of the relief available through the Wing. The Wing intends to systematically study the causes of lower outreach from underserved areas and adopt remedial strategies.

8.3 Use of Electronic Media for Enhanced Visibility

Electronic media offers a good way to reach citizens who cannot easily be reached otherwise. Digital and social media accessibility remains constrained in underserved areas, where literacy rates are often lower and smartphone availability is limited among a considerable share of the population who could have grievances or be potential complainants. Traditional media including electronic media, cable networks and radio channels can therefore be very effective in disseminating messages and building awareness, especially when delivered in regional languages. The Wing anticipates commencing a series of short talks in regional languages using electronic media to this end.

Short educational videos and infographics can also be developed to explain when and how citizens can use the 1733 short code to register complaints and grievances, or make use of other channels such as WhatsApp and walk-in centres.

8.4 Data and Analysis Sharing with Government Entities

Quality data and analysis are available with the Wing, as this report itself demonstrates: the total number of grievances received; their distribution by province or region; the top categories of grievance indicating which departments are most complained against; sub-categories that pinpoint the specific areas or avenues within a government entity that most aggrieve citizens; and comparative and trend analysis over time. Together, these can provide deep insight for policy as well as executive direction to government entities on where to focus. Ministry of Parliamentary Affairs currently engages with Parliamentary Committees on performance of the PA&GW. Agency-wise stocktakes are being done in these fora. The Wing may also share its data and analysis with the government agencies / entities against whom the largest number of grievances are received, so that those entities can make more informed decisions for effective governance.

8.5 Interactive Voice Response (IVR) and Ringtone Message

An Interactive Voice Response (IVR) system would allow callers to access information via pre-recorded messages and menu options, enhancing outreach by informing and directing citizens, with use of regional languages expected to bring better results. This will require dedicated technological support with appropriate funding. In parallel, a precise public-service message recorded in different regional languages could be activated as a ringtone message with the facilitation of the Pakistan Telecommunication Authority (PTA). Both steps are aimed squarely at facilitating the general public, especially those with limited digital or technological access, **in order to have an easily accessible means of pursuing redress for their grievances.**

8.6 Digital Integration with Government Entities

Different government entities, at both federal and provincial level, have developed their own systems for redressing public grievances. There are instances where complainants submit the same grievance simultaneously through more than one forum, which is a duplication that can be counter-productive, reducing a department's sense of ownership of a complaint it knows is also being handled elsewhere, and wasting both time and resources across government. The Ministry intends to explore integration with the government entities against whom the largest number of complaints are received. Poverty alleviation is a case in point: as the second-largest category of grievance this year, effective integration with BISP and PBM's own systems would help achieve the shared goal of grievance redressal and service delivery with greater efficiency and economy.



8.7 Interaction with the Public

Public interactions by Minister for Parliamentary Affairs are currently being organized where a good number of citizens present their grievances against government entities. Extending this practice with senior officers of the Ministry holding similar interactions in coordination with provincial governments and concerned departments in underserved areas could considerably increase outreach and public awareness of the Wing's services. Complaints received through these direct interactions will then be followed up under the PA&GW protocols.



Conclusion

The record for FY 2025–26 speaks for itself. The Wing processed 18,729 complaints, 194.67% more than it handled just three years ago, and disposed of 94.31% of them, resolving the majority within a single month of referral. This is not incidental growth: it is the direct result of the Wing making itself easier to reach, through the 1733 short code, a digital campaign that reached over five million citizens, and an SMS outreach of 143 million messages. Citizens are engaging with this mechanism in greater numbers because it works, and because it is increasingly built to meet them where they are.

The data also draws a clear map of where government must act. Four categories i.e. Law and Order, Poverty Alleviation, District Administration, and Power/Energy account for essentially half of all actionable grievances, and within them the specific pressure points are equally clear: FIR registration and police conduct, access to BISP and PBM assistance, land disputes and municipal services, and billing practices at DISCOs and gas utilities. Complaints represent recurring, addressable failures of service delivery that this report has traced by province, by category and by sub-category, precisely so that the concerned ministries and departments can act on them effectively and systematically.

The task ahead is not to sustain the status quo but to close the gaps this report has identified: deepening outreach to Balochistan and other underserved regions; integrating the Wing's data more directly into the decisions of the departments most complained against; and ensuring that the citizens still waiting, 1,065 of them as this report goes to print, are not waiting much longer. The Prime Minister's Public Affairs and Grievances Wing will continue to serve as a pivotal channel between the citizen and the state; this report is submitted in that spirit, and with a firm commitment to the year ahead.





**PRIME MINISTER'S PUBLIC AFFAIRS
AND GRIEVANCES WING**

Ministry of Parliamentary Affairs, Government of Pakistan