

## **THE WORKING OF PRIME MINISTER'S PUBLIC AFFAIRS & GRIEVANCES WING MINISTRY OF PARLIAMENTARY AFFAIRS**

The Ministry of Parliamentary Affairs, through its Public Affairs and Grievances Wing, addresses public grievances in accordance with Sr. No. 28(12) of Schedule-II of the Rules of Business (RoB), 1973. This Wing ensures the effective handling of written complaints to provide relief to those who are not digitally enabled. Initially transferred from the Prime Minister's Office in 2013.

2. The Ministry recently implemented a comprehensive complaint resolution mechanism. Each complaint is registered, scanned, and assigned to the relevant sections, which are organised to handle grievances based on federal ministries/departments, provinces and regions. Complaints are classified as either actionable or non-actionable. The actionable complaints with incomplete details, after contacting the applicant for clarification/details, are taken up and resolved. These complaints are forwarded to the relevant offices via multiple channels, including Pakistan Post, personal contact by telephone, personal meetings, and the Pakistan Citizen Portal (PCP). A robust coordination system ensures effective communication with concerned departments and applicants through telephone and manual correspondence/reminders.

3. Since the transfer of the Wing to the MoPA, it received over 2,12,000 applications till December 2024. During this time, around 97% of the cases were successfully resolved, while the remaining are still under process and will be addressed in due course. Thanks to a rigorous follow-up mechanism, many citizens who had lost hope turned to the Prime Minister's Grievances Wing as a last resort and successfully, their issues were resolved. The Wing has numerous success stories to its credit.