

## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

## SUCCESS STORIES

*"If I can stop one heart from breaking,  
I shall not live in vain;  
If I can ease one life the aching, or cool one pain;  
Or help one fainting robin unto his nest again,  
I shall not live in vain."*

*Emily Dickinson*



The Prime Minister's Public Affairs and Grievance Wing of the Ministry of Parliamentary Affairs remains committed to addressing the concerns of citizens from every corner of the country, specially those without digital access and overseas Pakistanis. The Wing is dedicated to alleviating hardships and redressing grievances for all citizens, without bias toward region, caste, creed, or gender, thereby uniting the diverse federating units of Pakistan. With doors always open to the public, the Wing stands as a last resort for many, striving to restore trust in government by delivering timely resolutions and healing broken spirits.

Recently, several cases have seen successful outcomes, with citizens expressing satisfaction and gratitude in writing, underscoring the Wing's unbiased commitment to serving the people, free from political favoritism.

We are pleased to share some randomly selected cases wherein the aggrieved citizens have been provided relief and these citizens have expressed their satisfaction and have appreciated the role of the wing.



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### LAND DISPUTE RESOLUTION

In a swift response, the IG directed the District Police Officer (DPO) of Shangla to assess and address the matter in coordination with local authorities. The DPO took immediate steps to mediate the issue, coordinating with relevant parties to ensure a fair and just outcome. Through diligent intervention and oversight, the DPO was able to facilitate the peaceful resolution of the longstanding dispute, bringing relief to Mr. Zaman and his family after years of uncertainty.



Following the successful resolution of his longstanding issue, Mr. Khan Zaman reached out once again—this time to express his heartfelt gratitude to the Prime Minister's Grievance Wing for their exceptional efforts. In a formal letter of appreciation, he commended the Wing for its proactive approach, unwavering support, and dedication to ensuring that his matter was resolved effectively and efficiently.

Mr. Zaman highlighted the pivotal role played by the Grievance Wing in addressing his concerns, emphasizing the significance of their intervention in restoring justice and resolving his critical issue. He praised the professionalism, responsiveness, and genuine concern demonstrated by the Wing throughout the process, which not only brought resolution to his matter but also reaffirmed his faith in the government's commitment to serving its citizens.

His heartfelt letter of gratitude is now on record, serving as a testament to the Grievance Wing's dedication to upholding fairness, delivering justice, and addressing the needs of the people. This acknowledgment underscores the broader impact of the Wing's work in restoring public confidence in the government's ability to act as a reliable and compassionate institution for all.



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### RESIDENT OF KOTLI EXITS FROM EXIT CONTROL LIST

Mr. Muhammad Bashir Tahir, a resident of Kotli, turned to the Prime Minister's Grievance Wing for assistance after his name was mistakenly placed on the Exit Control List (ECL) by officials from the Federal Investigation Agency (FIA). The error had disrupted his plans to travel abroad, creating significant distress. Recognizing the urgency of the matter, the Grievance Wing immediately escalated the issue to the Ministry of Interior for swift resolution. The Deputy Secretary overseeing FIA matters personally intervened, ensuring a detailed investigation into the circumstances that led to Mr. Tahir's name being erroneously added to the ECL.

Their diligent efforts resulted in the prompt removal of Mr. Tahir's name, clearing the way for him to resume his travel plans without further complications. Following the successful resolution of his case, Mr. Tahir expressed his heartfelt gratitude to the Prime Minister's Grievance Wing. In a letter of appreciation, he commended their professionalism, swift response, and commitment to resolving the issue with efficiency and care. His acknowledgment serves as a testament to the Grievance Wing's dedication to upholding fairness, and restoring confidence in government mechanisms designed to serve the public.



*“Now it is evident that the form of government is best in which every man, whoever he is, can act best and live happily.”*

*Aristotle*

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### COMPENSATION AWARDED TO CITIZENS

Mr. Nasir Khan, a resident of District Malakand, reached out to the Prime Minister's Grievance Wing to seek compensation for damages to his house caused by heavy rain. Understanding the urgency of his situation, the Grievance Wing promptly escalated the matter to the Chief Secretary of Khyber Pakhtunkhwa for immediate action. In response, the Chief Secretary assigned the case to the Additional Deputy Commissioner (ADC) of Relief and Human Resources in Malakand. Thanks to their coordinated efforts, the compensation amount was swiftly disbursed to Mr. Khan, allowing him to proceed with necessary repairs to his home.

After receiving the compensation, Mr. Khan contacted the Grievance Wing to express his gratitude. He commended the Wing for their effective handling of his case, highlighting their role in resolving his issue promptly and efficiently. His positive feedback reflects the commitment of the Grievance Wing to serve citizens in their time of need, reinforcing public trust in government support systems.



Mr. Sardar Ali, a resident of Peshawar, submitted a complaint to the Prime Minister's Grievance Wing concerning significant delays in pension payments to pensioners of Radio Pakistan Broadcasting Corporation (PBC). Understanding the urgency of the situation, the Grievance Wing acted swiftly, forwarding Mr. Ali's complaint to the Secretary of the Ministry of Information and Broadcasting for immediate intervention.

In response to the complaint, the Director General of Pakistan Broadcasting Corporation promptly investigated the matter. He confirmed that the delays had been resolved and that all overdue pensions had been successfully disbursed to the PBC pensioners. This swift action ensured that the affected individuals received their rightful entitlements without further delay.

Following the resolution, Mr. Ali expressed his gratitude for the efforts of the Grievance Wing in addressing his concerns. He conveyed his satisfaction with the outcome, highlighting the effectiveness of the Wing's prompt actions in resolving the issue and supporting the well-being of pensioners.



## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

## SUCCESS STORY OF THE QUARTER

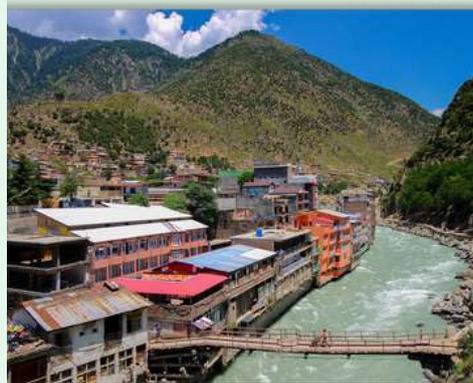
### RIPPLE OF HOPE: HOW TWO SCHOOL GIRLS SPARKED ACTION TO PROTECT THE SWAT RIVER

While examining citizens' complaints addressed to the Prime Minister, the Secretary of the Ministry of Parliamentary Affairs came across heartfelt letters from two young schoolgirls from Swat. These students expressed concerns about a potential alteration to the flow of the Swat River in Bahrain, earnestly requesting the Prime Minister to "please not change the direction of the river" and to "save the River Swat." The Secretary, moved by their appeal, ensured that their concerns were conveyed to the relevant authorities for prompt action.

The Chief Secretary of Khyber Pakhtunkhwa took immediate notice of the matter, instructing the Project Manager responsible for the river project to address the girls' concerns without delay. In response, the Project Manager arranged for a site visit, with the Social and Environmental Team meeting the girls to review the project in detail and discuss any potential impact on the community.

The team assured the girls that safeguarding the local environment and community interests was a top priority. They further engaged local representatives and district officials to reinforce the project's benefits for the residents and explain the planned mitigation measures.

Following the visit and discussion, the Project Manager reported that the girls appeared reassured and expressed satisfaction with the explanation provided. Subsequently, the girls addressed the Ministry, acknowledging the efforts made to address their concerns and appreciating the role of the ministry in amplifying their voices. Their feedback underscores the Ministry's commitment to responsive governance and community-centered projects that prioritize citizens' needs.



## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

حکومت پاکستان  
وزارت پارلیمانی امور  
وزیراعظم پاکستان کا شکایت عامہ ونگ  
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وزیراعظم کے عوامی شکایت ونگ کی جانب سے تمام اہل وطن اور تارکین وطن کو سلام!

آپ سب کو مخاطب کرنے کا مقصد یہ ہے کہ آپ کو مطلع کیا جائے کہ وطن عزیز کے تمام شہریوں بشمول تارکین وطن کے شکوے شکایات کے بروقت ازالے کیلئے وزیراعظم شکایت ونگ قائم ہے جو کہ کافی عرصے سے وزارت پارلیمانی امور کے زیر نگرانی اپنی ذمہ داریاں ادا کرنے میں کوشاں ہے۔ ونگ کا بنیادی مقصد پاکستانی شہریوں یعنی آپ کے مسائل کے بروقت حل میں آپ کی مدد کرنا، آپ کی مشکلات کم کرنا، آپ کی زندگیوں میں آسانیاں پیدا کرنا یا یہ الفاظ دیگر آپ کے جائز اور قابل حل شکوے شکایات کے ازالے کے لیے ہر ممکن کوشش کر کے ان کا حل تلاش کرنا ہے۔ الغرض مشکل گھڑی میں آپ کی دادرسی کرنا یا آپ کے مسائل کے حل میں آپ کی مدد کرنا ہمارا نصب العین ہے۔

ہمارے لیے یہ بات حد درجہ باعث مسرت ہے کہ ہم سینکڑوں کی تعداد میں روزانہ کے حساب سے وطن عزیز کے طول و عرض سے مختلف نوعیت کی درخواستیں وصول کرتے ہیں جن میں درخواست گزاران یا شکایت کنندہ گان وزیراعظم پاکستان کو مخاطب کر کے اپنے مسائل یا شکوے شکایات کے ازالے کی استدعا کرتے ہیں۔ چونکہ وزیراعظم پاکستان یعنی مملکت کے سب سے اعلیٰ منصب کو مخاطب کر کے شہری ہمیں اپنی شکایات ارسال کرتے ہیں اس لیے ان درخواستوں کو متعلقہ حکام تک بغیر کسی تاخیر کے پہنچانا اور ان کے بروقت حل میں وطن عزیز کے شہریوں کی مدد کرنا ہمارے فرائض منصبی میں شامل ہے۔ یاد رہے کہ اس حوالے سے کوئی کوتاہی برداشت نہیں کی جاتی۔

آپ سب کے لیے یہ جاننا بھی ضروری ہے کہ آپ کی طرف سے موصول درخواستوں یا شکایات کو پہلی فرصت میں پاکستان سٹیزن پورٹل پر اپ لوڈ کیا جاتا ہے اور ساتھ ہی متعلقہ محکموں یا اداروں کے ذمہ دار حکام کو بھی آگاہ کیا جاتا ہے کہ وہ ملکی قوانین کے مطابق آپ کے مسائل کے حل میں ہمارے معاون بن کر وزیراعظم کے عوامی شکایات ونگ کا وقار بڑھانے میں اپنا مطلوبہ کردار ادا کریں۔

یہاں یہ امر بھی ہمارے لیے باعث اطمینان ہے کہ وزیراعظم کے عوامی شکایت ونگ اور متعلقہ اداروں کے باہمی ارتباط و تعاون کے نتیجے میں ہزاروں شہریوں کے جائز مسائل حل ہو جاتے ہیں اور یہ شہری اپنے نیک جذبات کا اظہار اپنی تحریروں میں کر کے ہمیں بھی اپنے خوشیوں میں شریک کرتے ہیں۔

وزیراعظم کا عوامی شکایت ونگ، وزارت پارلیمانی امور،  
کمرہ نمبر A-3058، تیسری منزل کینٹ بلاک، اسلام آباد۔

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

**GOVERNMENT OF PAKISTAN  
MINISTRY OF PARLIAMENTARY AFFAIRS  
PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING**

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Take a step to solve your issue.

We kindly encourage you to share any concerns or issues you may be facing, so that prompt and appropriate action can be taken. As a citizen of Pakistan, it is your fundamental right to speak out against injustice and seek resolution to your issues. We are committed to addressing your grievances and ensuring that your voice is heard.

Please note the following instructions while submitting your complaint to Prime Minister's Public Affairs and Grievances Wing:

- Your application must include your National Identity Card Number and contact information.
- Provide a comprehensive description of the issue in your region or affecting you personally.
- If the issue pertains to a federal institution, ensure to attach relevant documents or evidence with your application.

You can submit your complaint to:

Prime Minister's Public Affairs and Grievances Wing,  
Room No. 3058-A, Pak Secretariat, Islamabad.  
Contact Number: 0315-8334456

For more information, contact us via:

- Phone: 0315-8334456, 051-9203452, 051-9103613
- Email: [pmgrievanceswing@mopa.gov.pk](mailto:pmgrievanceswing@mopa.gov.pk) | [contact.pagw@mopa.gov.pk](mailto:contact.pagw@mopa.gov.pk)
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