



MINISTRY OF PARLIAMENTARY AFFAIRS

Success Stories

PRIME MINISTER PUBLIC AFFAIRS
AND GRIEVANCES WING
(PAGW)



Prime Minister's Public Affairs and Grievances Wing

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 and overseas Pakistanis, specially those without digital access. 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.



SUCCESS

STORIES

**RESCUING
PAKISTANI
CITIZENS IN
CAPTIVITY IN
CAMBODIA**

**RELIEF
GRANTED: A
SWIFT
RESOLUTION OF
AN INSURANCE
CLAIM**

**PENSION TO
HOPELESS
PENSIONER
DISPERSED**

**SWIFT
RESOLUTION OF
A STUDENT'S
GRIEVANCE: A
TESTAMENT TO
EFFECTIVE
GOVERNANCE**



RESCUING PAKISTANI CITIZENS IN CAPTIVITY IN CAMBODIA

Nine Pakistani IT graduates were invited by a Chinese IT firm on the pretext of lucrative salaries to Cambodia, but after their arrival, they were forced into fraudulent activities to develop deceptive software and manipulate financial transactions for cyber scams. When they refused to obey, their passports and phones were confiscated and they were threatened with dire consequences.

Luckily, one of the captives after his escape managed to send a brief, coded message to his family before his phone was taken away. Alarmed and desperate, the families of the nine individuals addressed the Prime Minister, pleading for help. Realizing the urgency of the situation, the Wing acted without any loss of time to utilize the available diplomatic channels of the Foreign Office and Pakistani Embassy for their rescue.

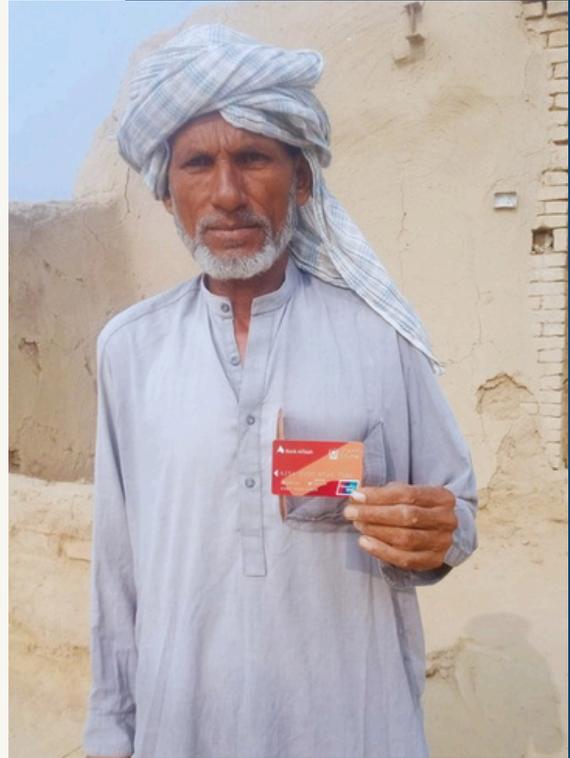
Finally, on intervention of the Pakistani Embassy in Cambodia their location was traced and they were rescued in a joint operation planned with the Cambodian police. Medical assistance was provided and the Pakistani Embassy in Cambodia ensured their safe return. Within ten days of the mission's launch, all nine individuals landed safely in Pakistan, reunited with their families. Their return was not only a moment of immense relief but also a testament to the government's unwavering resolve to protect its citizens on local and foreign territory. The IT graduates acknowledged the efforts of the Grievances Wing in the Ministry for their rescue and repatriation.



PENSION TO HOPELESS PENSIONER DISPERSED

Riaz Hussain, a diligent mill worker, dedicated decades of his life to supporting his family. As a devoted government servant, he looked forward to his pension, a symbol of recognition for his sacrifices. However, his retirement brought frustration instead of relief. Despite applying for his pension card under the Employees' Old-Age Benefits Institution (EOBI) with all necessary documents, his application was left in bureaucratic limbo. Visits to the concerned offices yielded only indifference, delays, and empty reassurances, leaving him exhausted and financially strained.

Struggling to make ends meet, Riaz faced immense physical and emotional stress. In a desperate move, he reached out to the Prime Minister's Public Affairs and Grievances Wing, which acted swiftly. Upon investigation, it was discovered that his file had been unjustly ignored due to inefficiencies. Within a month, his case was resolved, and he received both his pension card and the withheld payments for two years. The intervention restored his faith in the system and brought him long-awaited relief.



Riaz's story highlights the significance of perseverance and timely government intervention in addressing injustices by the Wing. Mr. Riaz Hussain verbally conveyed his satisfaction over the efforts of the Prime Minister's Public Affairs and Grievances Wing.



RELIEF GRANTED: A SWIFT RESOLUTION OF AN INSURANCE CLAIM

For over two years, Mr. Khalid Javed Mirza, a resident of Jhelum, endured a frustrating battle for his long overdue Postal life Insurance claim. The factual position of the case is that in 2010, the applicant had purchased a Postal Life Insurance (PLI) policy (Policy No. AEA-43955 LHR), expecting financial security upon its maturity in 2022. However, despite several requests to Postal Life Insurance Limited, his claim remained unpaid. The unending delays caused him immense stress and uncertainty, leaving him with little hope of receiving his hard-earned money.

The applicant, Mr. Mirza, as last resort, approached the Prime Minister's Public Affairs and Grievances Wing on December 9, 2024, detailing the undue prolonged delays and the problems he faced in payment of his rightful dues. The Wing while wasting no time in escalating the matter, forwarded his complaint to the Secretary of the Ministry of Communication, urging swift action. The Secretary, thereafter, referred the matter to the Chief Executive Officer (CEO) Postal Life Insurance Limited (PLICL), directing the concerned to redress the grievance without delay. In response, the PLICL expedited the processing of the claim of the complainant. As result, within two weeks of filing the complaint, the long-overdue payment of Rs. 201,930 was credited directly to his account. Thus the timely intervention of the Grievance Wing helped ending the unending ordeal of the aggrieved citizen by providing him relief within two weeks.

Overwhelmed with gratitude, Mr. Mirza could hardly believe that the battle he had fought for over two years had been resolved in just a few days. He expressed his sincere appreciation to the Prime Minister's Public Affairs and Grievances Wing, acknowledging their dedication, professionalism, and commitment to justice. In a heartfelt letter, he commended the officials who had intervened in his case, ensuring not only his rightful payment but also restoring his faith in the government's ability to serve its citizens fairly and effectively.

This case stands as a powerful testament to the government's commitment to justice and fairness. The Grievances Wing continues to serve as a pillar of hope for citizens facing bureaucratic hurdles, ensuring that every voice is heard and every grievance is addressed with diligence and urgency. The swift resolution of Mr. Mirza's case reflects the government's resolve to stand by its people, providing them with the support and assistance they deserve.



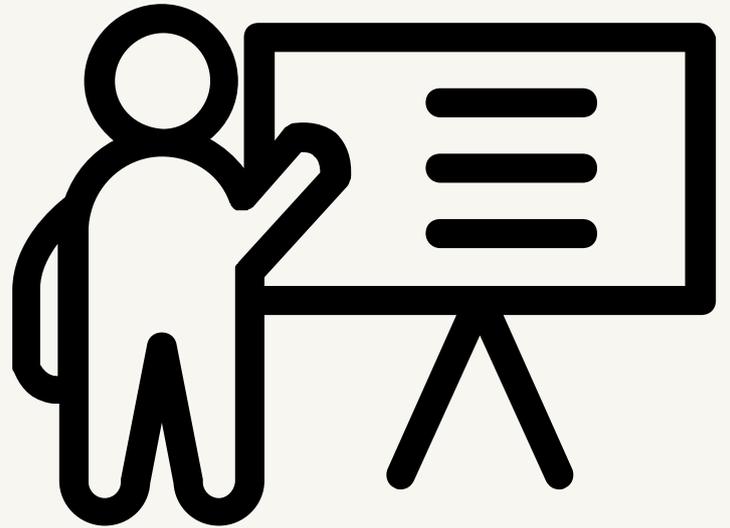
SWIFT RESOLUTION OF A STUDENT'S GRIEVANCE: A TESTAMENT TO EFFECTIVE GOVERNANCE

Ms. Shaista Kanwal, a student at the University of Sargodha and a resident of Gilgit, submitted a complaint to the Prime Minister's Grievances Wing regarding the delay in the issuance of her duplicate graduation degree. She had lost her original degree, a critical document required for applying to the CSS exam and other government jobs. Despite repeated efforts and multiple visits to the university, her requests for a duplicate degree were left unaddressed.

Upon receiving her application, the Grievances Wing acted promptly and assigned the matter to the Chairman of the Higher Education Commission (HEC) for swift resolution. The case was further forwarded to the Vice-Chancellor of the University of Sargodha for immediate action. Following rigorous follow-up, the university management clarified that the delay was due to the non-appointment of a Registrar, which hindered the processing of such requests.

To alleviate Ms. Kanwal's predicament, the university issued a certificate as a substitute for the duplicate degree, enabling her to apply for jobs within a month. This resolution brought relief to the applicant, who expressed her gratitude to the Prime Minister of Pakistan for the swift intervention.

This incident underscores the Wing's dedication to addressing citizens' concerns promptly and efficiently, ensuring that obstacles in their professional and academic pursuits are resolved with care and urgency.



Prime Minister's Public Affairs and Grievances Wing

حکومت پاکستان

وزارت پارلیمانی امور

وزیراعظم پاکستان کا شکایت عامہ ونگ

★★★★★

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 وزارت پارلیمانی امور کے زیر نگرانی اپنی ذمہ داریاں ادا کرنے میں کوشاں ہے۔ ونگ کا بنیادی مقصد آپ کے مسائل کے بروقت حل میں آپ کی مدد کرنا، آپ کی مشکلات کم کرنا، آپ کی زندگیوں میں آسانیاں پیدا 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۔

ہم سینکڑوں کی تعداد میں 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۔

آپ کی طرف سے موصول درخواستوں یا شکایات کے بارے میں 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 ہماری مدد 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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