GOVERNMENT OF PAKISTAN

Ministry of Parliamentary Affairs

QUARTERLY

Performance Report

Prime Minister's Public Affairs and Grievances Wing

July – September 2026

Financial Year 2026–27

Fayaz Thahim
Section Officer General
23 October 2026 10:32:21 PM

Islamabad
www.mopa.gov.pk

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Fayaz Tareen
Section Officer (General)
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List of Abbreviations

AJK	Azad Jammu and Kashmir	**LESCO**	Lahore Electric Supply Company
BISP	Benazir Income Support Programme	**NCCIA**	National Cyber Crime Investigation Agency
FIA	Federal Investigation Agency	**NFA**	No Further Action
FIR	First Information Report	**NHA**	National Highway Authority
FY	Financial Year	**OP**	Overseas Pakistanis
GB	Gilgit-Baltistan	**PBM**	Pakistan Bait-ul-Maal
GST	General Sales Tax	**PCP**	Pakistan Citizen Portal
HEC	Higher Education Commission	**SNGPL**	Sui Northern Gas Pipelines Limited
ICT	Islamabad Capital Territory	**SSGC**	Sui Southern Gas Company Limited
IESCO	Islamabad Electric Supply Company	**WAPDA**	Water and Power Development Authority
KP	Khyber Pakhtunkhwa		

Introduction

The Prime Minister's Public Affairs and Grievances Wing of the Ministry of Parliamentary Affairs receives manual, written and typed complaints from citizens, particularly those who have limited access to digital facilities or are unable to use them.

During July-September, 2026, a total of 5,343 complaints were received by the Wing. As per prescribed procedure, each complaint is first scrutinised and classified as "actionable" or "non-actionable". Of the 5343 complaints received, 3491 (65.34%) were found actionable and were assigned, through the Pakistan Citizen Portal (PCP), to the concerned government entities for resolution in accordance with the applicable laws, rules and policies. The remaining 1852 (34.66%) were found non-actionable; these were not processed further and were filed under intimation to the complainants (Table 1). The Wing follows up with the concerned entities through a structured mechanism to secure the timely and effective resolution of grievances.

Out of the above mentioned total 5,343 complaints, during the reported period**,** 4,349 (81.4%) have so far been resolved. The largest numbers of complaints related to Law and Order, District Administration, Poverty Alleviation, and Energy and Power, which together account for approximately 52% of actionable complaints.

Through coordination and follow-up, the Wing continued its efforts during the quarter to secure timely and effective redress of public grievances relating to government departments and public services. These efforts help ensure that citizens, regardless of their access to digital facilities, can bring their concerns to the attention of the Government.

Fayaz Thaheem
Section Officer General
23 October 2026 12:32:21 PM

1. Complaint Statistics

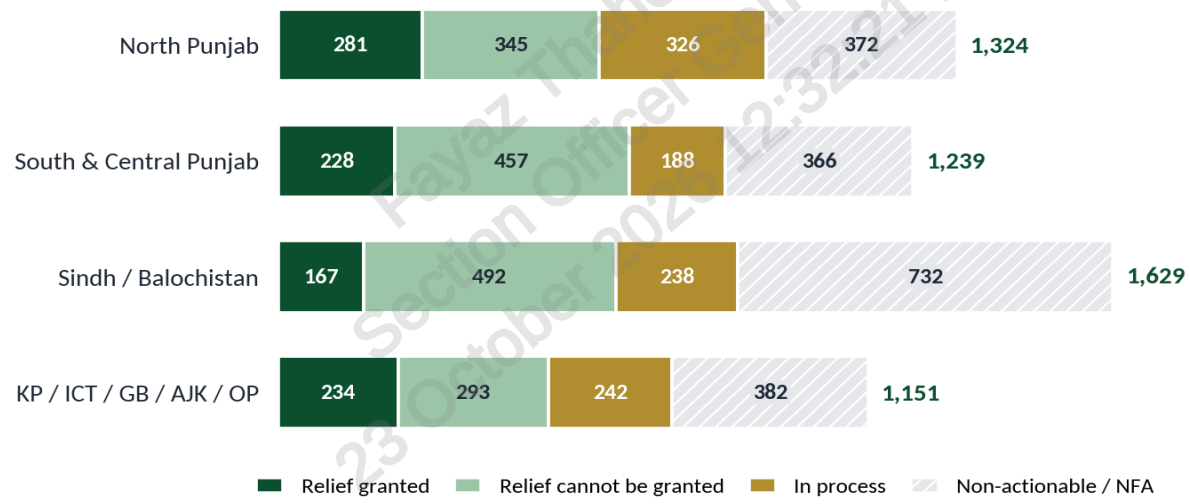
1.1 Complaints Received and Processed, July - September 2026

Table 1 — Complaints received and processed, by Sections

Section	Total Complaints	Actionable Complaints			Non-actionable / NFA
		Relief Granted	Relief Cannot be Granted	In Process	
North Punjab	**1,324**	281	345	326	372
South & Central Punjab	**1,239**	228	457	188	366
Sindh / Balochistan	**1,629**	167	492	238	732
KP / ICT / GB / AJK / OP	**1,151**	234	293	242	382
TOTAL	**5,343**	**910**	**1,587**	**994**	**1,852**

Abbreviations: KP – Khyber Pakhtunkhwa; ICT – Islamabad Capital Territory; GB – Gilgit-Baltistan; AJK – Azad Jammu and Kashmir; OP – Overseas Pakistanis; NFA – No Further Action.

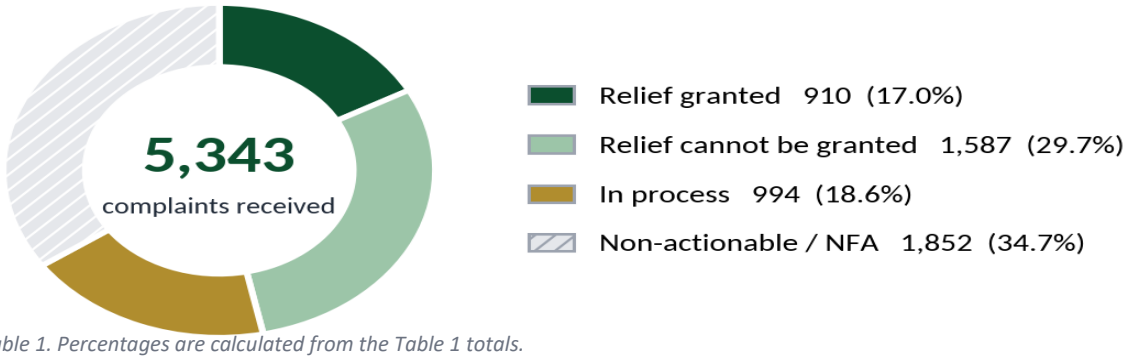
Figure 1 — Status of complaints, by section (Q1 FY 2026–27)



Fayaz Thaheem
Section Officer General
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Source: Table 1.

Figure 2 — Overall status of the 5,343 complaints received



Source: Table 1. Percentages are calculated from the Table 1 totals.

1.2 Top Five Categories of Processed Cases, July - September 2026

Table 2 — Top five categories of processed cases, by Sections

Section	Law & Order	District Administration	Poverty Alleviation	Energy & Power	FIA / Cyber Crime
North Punjab	186	145	98	90	37
South & Central Punjab	180	129	76	62	19
Sindh / Balochistan	185	77	60	129	13
KP / ICT / GB / AJK / OP	118	133	101	32	18
TOTAL	**669**	**484**	**335**	**313**	**87**
Share of actionable complaints	**19.2%**	**13.9%**	**9.6%**	**9%**	**2%**

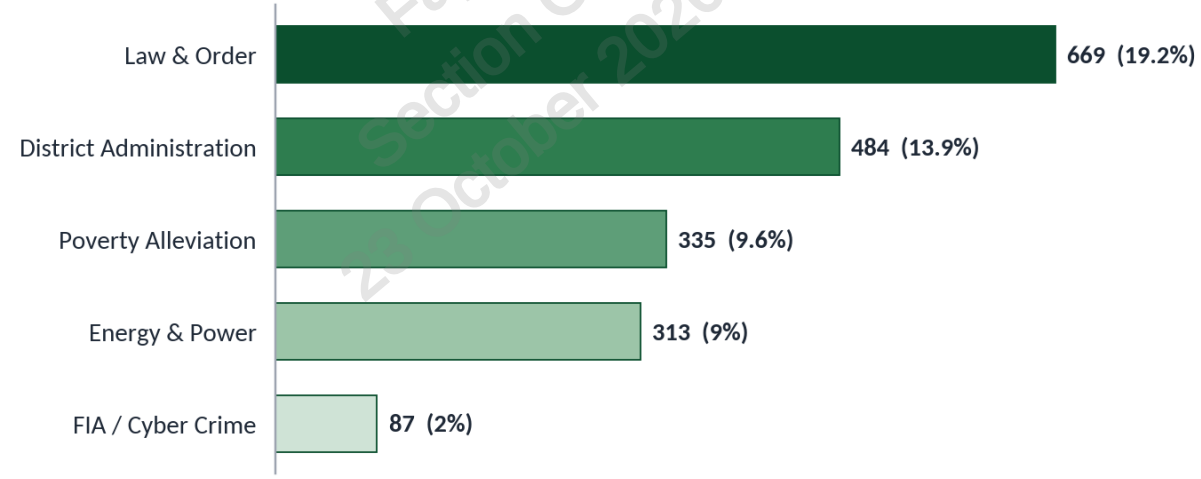
Grand total of the five categories: 1,888. Percentages are shares of actionable complaints.

Category definitions

- **Law & Order:** matters relating to the Police, including registration of FIRs and non-cooperation by the Police.
- **District Administration:** matters relating to land revenue, mutation, possession and transfer of land.
- **Poverty Alleviation:** matters relating to financial assistance through BISP and PBM.
- **Energy & Power:** matters relating to gas and electricity, such as excess billing and installation of new meters.
- **FIA / Cyber Crime:** matters regarding human trafficking and smuggling, immigration, cyber fraud and cyber financial fraud.

Fayaz Thaheem
Section Officer General
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Figure 3 — Top five categories of processed cases (number and share of actionable complaints)



Source: Table 2.

2. Quarterly Activities

2.1 Meeting(s) of the Standing Committee

During the first quarter of FY 2026-27, one meeting of the National Assembly Standing Committee on Parliamentary Affairs was held on 16th September, 2026 at Parliament House, Islamabad. Ministry of Parliamentary Affairs apprised the Committee of the public grievances received by the Ministry and progress made thereof by the concerned government departments in addressing these public grievances, thereby facilitating parliamentary oversight and accountability.

In the light of the directions of the Standing Committee, the Secretary, Ministry of Parliamentary Affairs, briefed the Committee regarding complaints related to phishing and other cyber-enabled financial frauds, which were referred to the National Cyber Crime Investigation Agency (NCCIA) during FY 2025–26. Further, as desired by the Standing Committee, briefings were arranged for the Committee by the Ministry of Parliamentary Affairs from the representatives of Benazir Income Support Programme (BISP), National Highway Authority (NHA) and Higher Education Commission (HEC) on public complaints relating to financial assistance, road infrastructure, scholarships and laptop distribution.

The proceedings supported parliamentary scrutiny of departmental responses and highlighted the importance of coordination among government institutions in addressing citizens' grievances.

Fayaz Thahaem
Section Officer General
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2.2 Performance Oversight Meetings

The Joint Secretary (Grievances Wing) held weekly meetings of the Wing during the quarter to ascertain compliance with set procedures and processed by the Officers / Officials of the Wing in order to ensure timely and effective resolution of public grievances through concerned government entities.

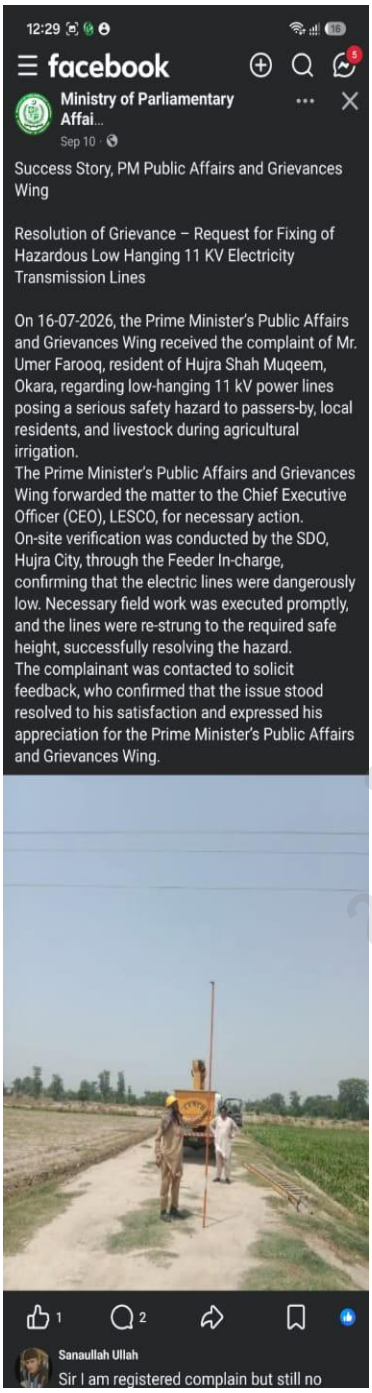
2.3 Quality Assurance Review Meetings

The Secretary/Additional Secretary, Ministry of Parliamentary Affairs convened meetings to review the quality assurance of with regard to resolved complaints and to assess efficacy of internal processes and actions taken by the concerned departments vis a vis feedback of the complainants.

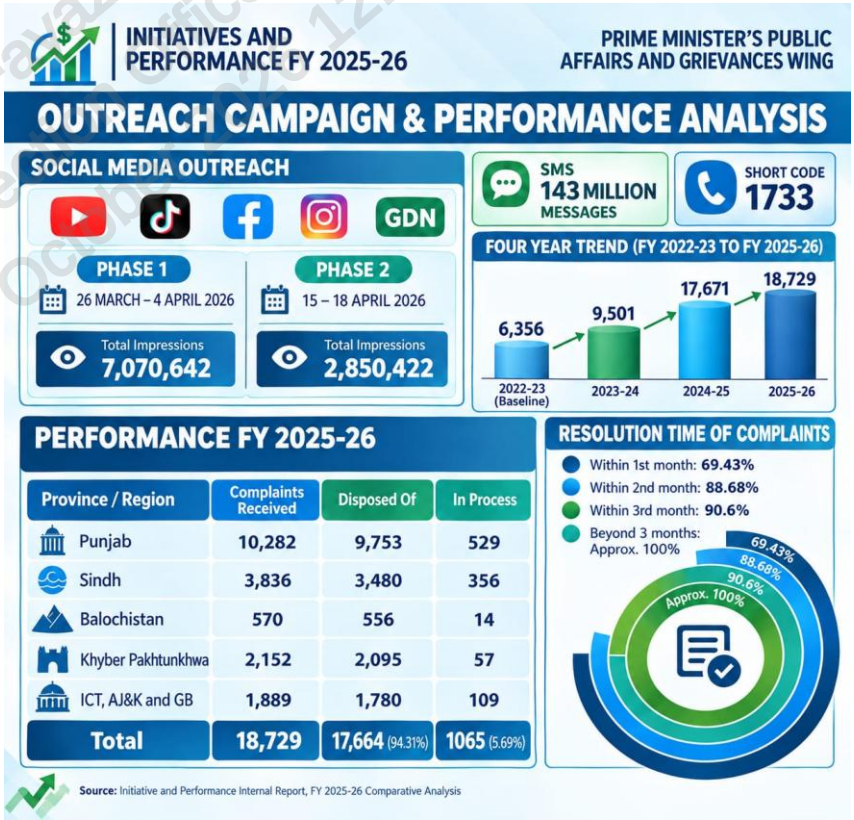
2.4 Public Awareness Campaigns

During the quarter, the Wing used the Ministry's official digital platforms i.e. Facebook, TikTok, Instagram, X, and the official website to disseminate information and raise public awareness of the grievance redressal mechanism. Various posts were published to inform citizens about complaint submission procedures and to facilitate access to the mechanism.

Glimpses of Information Disseminated through Social Media for Enhanced Public Outreach (July-September 2026)







3. Measures to Improve System and Performance

3.1 Quality Assurance Mechanism

During the quarter, the Wing initiated the practice of reviewing the Resolved cases in order to ensure that complaints are disposed of logically as per relevant law/rules/policy and that these are not closed prematurely or wrongly under the provided categories by the concerned government entities. The remarks of the departments upon closure / resolution of the complaints under the categories of "Relief Granted" and "Relief Cannot be Granted" were examined during review exercise. Cases requiring further attention were identified for follow-up in accordance with the prescribed procedures.

3.2 Complainant Feedback for Quality Assurance

During July-September 2026, the Wing contacted complainants telephonically to obtain their feedback on the actions taken by the departments concerned for resolution of their grievances. Departmental replies were shared with complainants to keep them informed of the actions taken. Complainants' feedback helped assess satisfaction levels, clarify outstanding issues and improve communication between the Wing and citizens.

3.3 Re-opening of Cases

On the basis of closing remarks of the concerned government entities and feedback of the complainants, cases involving genuine dissatisfaction of the complainants or those prematurely closed by the government entities concerned as resolved were identified for further action. Accordingly, the Wing reopened 640 cases through the PCP. These cases were reassigned to the concerned entities for reconsideration and necessary action for final disposal. This process strengthened follow-up, improved accountability and helped ensure that unresolved grievances received further attention.

Fayaz Tehseem
Section Officer General
23 October 2026 12:32:21 PM

4. Success Stories

The following are few among many cases which illustrate the nature of relief secured for citizens through the coordination and follow-up of the Wing during the quarter.

4.1 Recovery of Outstanding Dues from SNGPL

The Wing coordinated and facilitated the resolution of a complaint lodged by a citizen against Sui Northern Gas Pipelines Limited (SNGPL) regarding the recovery of outstanding dues. The complainant's firm had supplied goods and rendered allied services to SNGPL against duly issued work and supply orders and had completed all requisite codal formalities. Despite this, an amount of Rs 331,585 remained unpaid, notwithstanding repeated approaches to the concerned authorities.

On receipt of the complaint, the Wing assigned the matter to the Managing Director, SNGPL, on 6 July 2026 for necessary action in accordance with the applicable rules and policy. SNGPL, Multan Region, processed the case and paid the entire outstanding amount of Rs 331,585 to the complainant through a crossed cheque on 22 July 2026. The complainant was contacted by telephone and conveyed his satisfaction with the relief granted and the timely resolution of the grievance.


HBL HABIB BANK
Habib Bank Limited, Pakistan
SAMEEJABAD BRANCH MULTAN (0447)
PAYEE'S ACCOUNT ONLY
Cheque No 24520756
Date D D M M Y Y Y Y 22.07.2026
Pay M/S ABDUL SHAKOOR or bearer
Rupees THREE HUNDRED ELEVEN THOUSAND FOUR HUNDRED FIFTY EIGHT RUPEES ONLY
PKR 311,458.00
IBAN: PK39 HABB 0004470000016803
SUI NORTHERN GAS PIPELINES LIMITED
Please do not write below this line.
Authorized Signature Authorized Signature
⑈ 24520756⑈ 054044?:00044?00000168803⑈ 000⑈
Fayaz Thaheem Section Officer General 23 October 2026 10:20:21 PM

4.2 Marriage Grant Case Expedited

A resident of District Bahawalnagar had applied for a marriage grant for his daughter from the Provincial Benevolent Fund Office, Lahore. According to the complainant, the application had been under process since 9 April 2026 but had not been decided despite repeated follow-ups.

The complaint was received by the Wing on 3 August 2026 and forwarded to the Punjab Government Servants Benevolent Fund Board, Lahore, for necessary action in accordance with the law, rules and policy. Following the Wing's intervention, the matter was resolved on 18 September 2026 and a marriage grant of Rs 80,000 was sanctioned in favour of the complainant. After receiving the grant, the complainant shared a video expressing his appreciation and gratitude for the timely resolution of his grievance.



4.3 Registration of FIR upon Intervention of the Wing

A resident of Peshawar complained to the Wing that his belongings had been stolen. According to the complainant, although he had provided the names and contact details of the suspected persons to the local police, his First Information Report (FIR) was not being registered. After repeated unsuccessful efforts to seek redress, he approached the Wing for assistance.

The complaint was received and forwarded to the concerned police authorities on 10 July 2026 for necessary action in accordance with the applicable laws and rules. Following the Wing's intervention, the matter was reviewed by the police authorities and the FIR was registered on 21 July 2026 at the relevant police station under the applicable provisions of law. The grievance was thus resolved, enabling legal proceedings to be initiated and ensuring that the matter was taken up through due process of law.



پولیس فارم نمبر 24-5(1)

ابتدائی اطلاعی رپورٹ فسبت جرم قابل دست اندازی پولیس رپورٹ شدہ زیر دفعہ 154 مجموعہ ضابطہ فوجداری

نمبر: 645/26 تھانہ: انقلاب ضلع: پشاور ای فیک نمبر: INQ-21.07.2026-645 تاریخ ووقت وقوعہ: ___

1	تاریخ ووقت رپورٹ	بحوالہ رپٹ نمبر(10) 21-07-202603:00PM	6 تھانہ سے روانگی کی تاریخ بوقت
2	نام وسکونت اطلاع دہندہ مستغیث	ڈاکٹر نصیر احمد ولد حاجی محمد عمر، پیشہ: سوات، پیشہ: ریٹائرڈ ڈی ایس پی شناختی کارڈ نمبر: 17301-2028663-1 فون نمبر: 03060981227 مرتبہ مرسلہ: بہ سبیل عام	
3	مختصر کیفیت جرم (معہ دفعہ) وحال اگر کچھ لیا گیا ہے	بجرم: 408ت پ	
4	جائے وقوعہ وفاصلہ تھانہ سے اور سمت	سٹیٹ پبلک سکول بالمقابل PAF کیمپ	
5	کاروائی متعلقہ تفتیش اگر اطلاع درج کرنے میں کچھ توقف ہوا ہو تو اس کی وجہ بیان کی جاوے	بعد انکوائری مدعی کی رپورٹ پر مقدمہ قائم ہوا	

دستخط: NASIR ALI بیلٹ نمبر: 1278/P عہدہ: SI ٹیلی فون نمبر: 03119230392

(ابتدائی اطلاع نیچے درج کریں)

مستغیث خانہ نمبر2 نے اپنے سکول سے رقم اور دیگر اشیاء لے جانے کا بر خلاف ملزم خانہ نمبر5 تحریری درخواست پیش کر کے جو کہ بحوالہ مد12 روزنامچہ 22.04.2026 چوکی انقلاب درج روزنامچہ ہو کر انکوائری من SI کو حوالہ ہو کر بدوران انکوائری معلوم ہوا کہ جرم قابل دست اندازی سرزد ہو چکا ہے مدعی کی رپورٹ پر بر خلاف ملزم خانہ نمبر5 مقدمہ درج رجسٹر ہو کر کیفیت ھائے ضمنی نمبر1 تصور ہو کر نقول پرچہ جات معہ انکوائری کاغذات بغرض تفتیش حوالہ عنایت خان SI کئے جاتے ہیں پرچہ گزارش ہے۔ نقل مدذیل ہے۔ مد12 رپورٹ اعجاز MHC وقت 07:30 بجے مورخہ 22.4.2026 اس وقت مسمی ڈاکٹر نصیر احمد ریٹائرڈ ڈی ایس پی بحاضری چوکی آکر ایک تحریری درخواست پیش کی جو ذیل ہے بخدمت انچارج پولیس چوکی انقلاب محترم عرض آنکہ میں سٹیٹ پبلک سکول بالمقابل PAF کیمپ بڈھ بیر کا مالک ہوں مسمی جلیل احمد ولد ہلال اللہ سکنہ سنڈاسر چارسدہ شناختی کارڈ نمبر 17101-9187881-1 موبائل نمبر 03451391612/03138422252 ہمارے ساتھ بطور سیکیورٹی سکول ملازم تھا وہ سکول کے اوپر مکان میں بمعہ اہل وعیال رہائش رکھتا تھا مورخہ 16.02.2026 کی رات کو چوری چھپے اچانک روپوش ہوا جس نے ایمرجنسی بتا کر رونے کی حالت میں مبلغ 71458 روپے مجھ سے لیکر ابھی تک واپس نہیں کیے اس کے بارے میں اس کے دستخط شدہ ثبوت موجود ہے جلیل احمد مذکورہ کو سکول سیکیورٹی کیلئے اسلحہ دیا تھا وہ چوراکر ساتھ لے گیا ہے اس کے علاوہ ایک عدد گیس سلنڈر ایک عدد پلاسٹک پانی ٹینکی اور ایک ہیٹر بھی چوراکر ساتھ لے گیا ہے گزارش ہے کہ مذکورہ چوری شدہ اشیاء جلیل احمد مذکورہ سے برامد کر کے اس کے خلاف قانونی کاروائی کریں میں مشکور رہوں گا تابعدار دستخط انگریزی ڈاکٹر نصیر احمد مورخہ 22.4.2026 کاروائی چوکی پیش کردہ تحریری درخواست حرف بہ حرف درج بالا ہو کر رپورٹ چھان بین کا محتاج ہے نقلمد علیحدہ مرتب کر کے بغرض انکوائری عقب ناصر خان SI انچارج چوکی انقلاب بھجوایا جاتا ہے جناب عالی نقل بمطابق اصل ہے۔

SI NASIR ALI
21-07-2026

Fayaz Thaheem
Section Officer General
23 October 2026 12:32:21 PM

4.4 Hazardous Low-Hanging 11 kV Electricity Lines Fixed

On 16 July 2026, the Wing received a complaint from a resident of Hujra Shah Muqeem, District Okara, regarding low-hanging 11 kV electricity transmission lines that posed a serious safety hazard to passers-by, local residents and livestock.

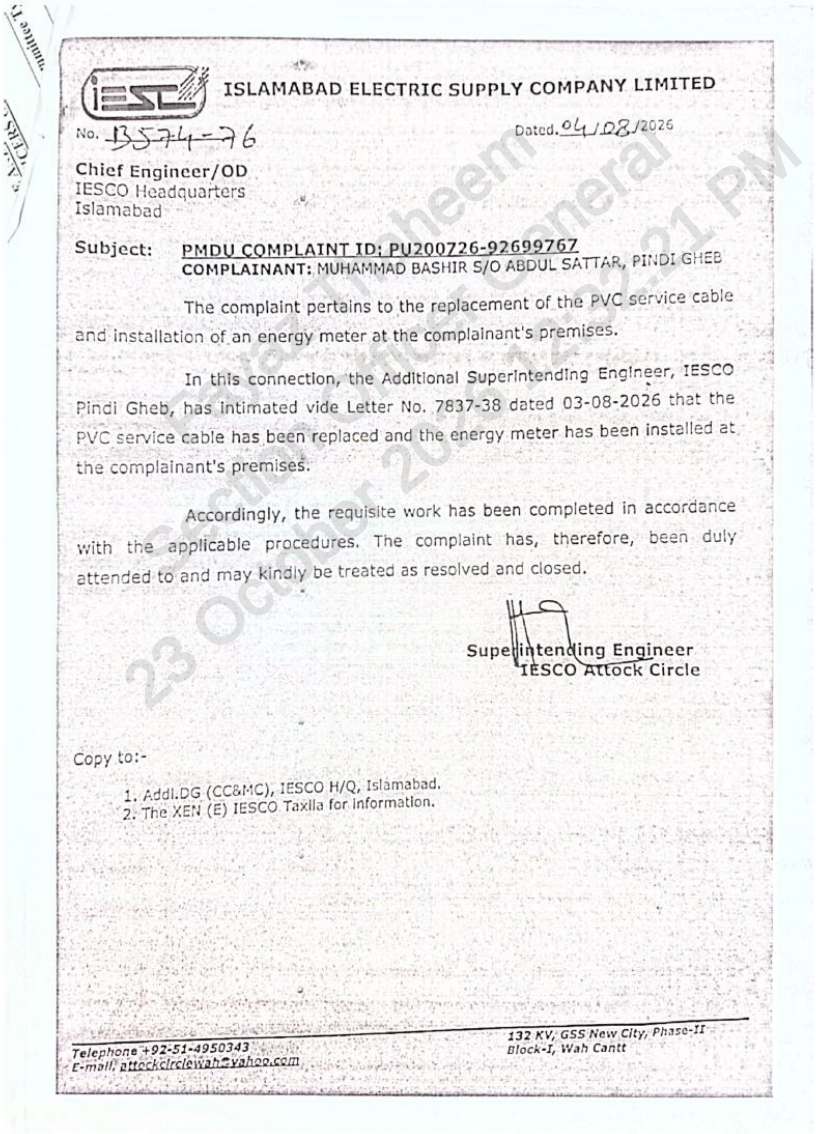
The Wing forwarded the matter to the Chief Executive Officer (CEO), LESCO, for necessary action. On-site verification by the SDO, Hujra City, through the Feeder In-charge, confirmed that the lines were dangerously low. The necessary field work was carried out promptly and the lines were re-strung to the required safe height, resolving the hazard. The complainant was contacted for feedback; he confirmed that the issue had been resolved to his satisfaction and expressed his appreciation for the timely resolution of the complaint.



4.5 Safe Installation of Electricity Meter and Service Cable

Mr. Muhammad Bashir, a resident of Pindi Gheb, District Attock, lodged a complaint regarding the unsafe installation of his newly provided electricity connection by IESCO. The substandard service cable had burned out within days, and the meter had been left hanging from an electricity pole instead of being properly installed at his premises. Despite repeated visits to the concerned IESCO office, the issue remained unresolved. He subsequently approached the Wing and submitted photographic evidence along with the relevant documents.

The complaint was forwarded to the Chief Executive Officer, IESCO, for necessary action and referred to the concerned field office, which acted promptly. The Additional Superintending Engineer, IESCO Pindi Gheb, confirmed by letter dated 3 August 2026 that the PVC service cable had been replaced and the energy meter properly installed at the complainant's premises. The grievance was thus resolved, reflecting the effectiveness of the public grievance redressal mechanism in ensuring timely relief to citizens.



ISLAMABAD ELECTRIC SUPPLY COMPANY LIMITED

No. 13574-76 Dated. 04/08/2026

Chief Engineer/OD
IESCO Headquarters
Islamabad

Subject: PMDU COMPLAINT ID: PU200726-92699767
COMPLAINANT: MUHAMMAD BASHIR S/O ABDUL SATTAR, PINDI GHEB

The complaint pertains to the replacement of the PVC service cable and installation of an energy meter at the complainant's premises.

In this connection, the Additional Superintending Engineer, IESCO Pindi Gheb, has intimated vide Letter No. 7837-38 dated 03-08-2026 that the PVC service cable has been replaced and the energy meter has been installed at the complainant's premises.

Accordingly, the requisite work has been completed in accordance with the applicable procedures. The complaint has, therefore, been duly attended to and may kindly be treated as resolved and closed.

Superintending Engineer
IESCO Attock Circle

Copy to:-

1. Addl.DG (CC&MC), IESCO H/Q, Islamabad.
2. The XEN (E) IESCO Taxila for information.

Telephone +92-51-4950343
E-mail: attockcirclewah@yahoo.com

132 KV, GSS New City, Phase-II
Block-I, Wah Cantt

CamScanner

4.6 Payment of Outstanding Retirement Benefits

A retired employee of the Gomal Zam Dam Project, WAPDA, Dera Ismail Khan, complained to the Wing about the non-payment of his outstanding retirement benefits, allowances and medical bills despite repeated requests to the concerned authorities.

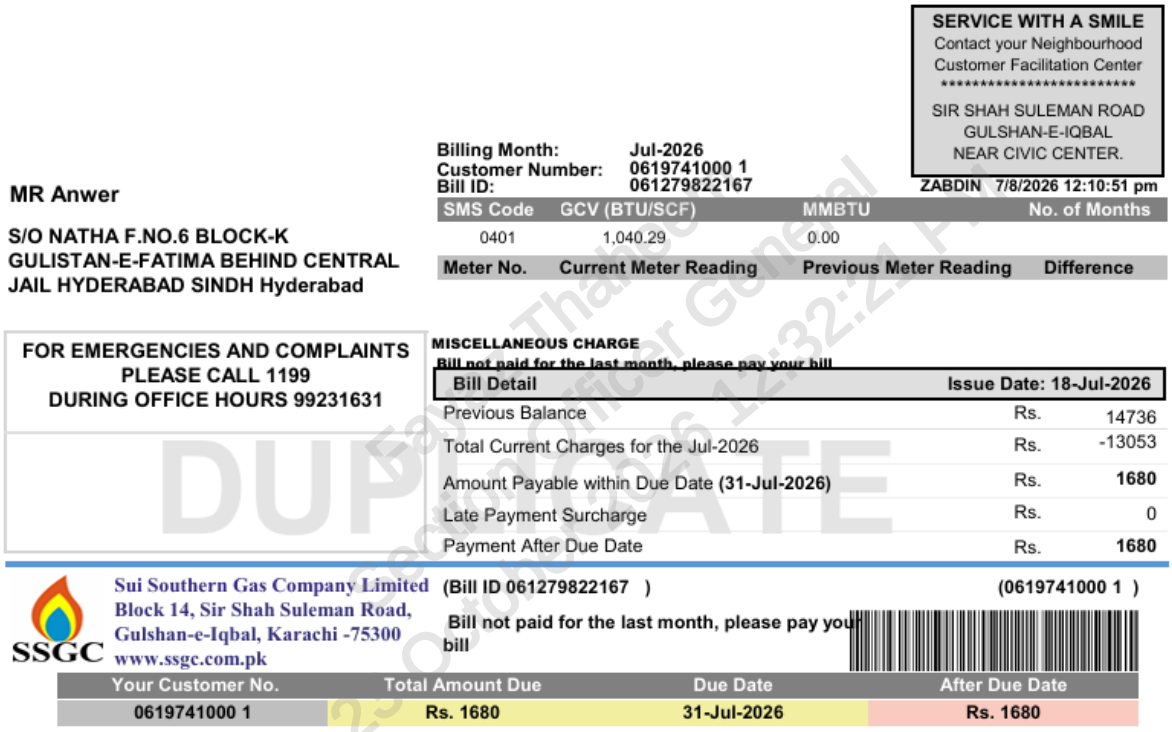
The complaint was forwarded to the concerned WAPDA authorities for necessary action in accordance with the rules and policy. On examination of the matter, the department confirmed that the complainant’s retirement TA and medical bills, amounting to Rs 204,061, had been paid through Cheque No. 3040511771 dated 23 September 2026. The Wing’s intervention thus resulted in the payment of Rs 204,061 to the retired employee, providing financial relief and resolving part of his long-standing grievance. The complainant was contacted by telephone and conveyed his satisfaction with the relief granted and the timely resolution of the grievance.

Fayaz Thaheem
Section Officer General
23 October 2026 12:32:21 PM

4.7 Gas Overbilling Rectified

A resident of Hyderabad, Sindh, lodged a complaint with the Wing on 15 July 2026 regarding an inflated and inaccurate gas bill issued by Sui Southern Gas Company (SSGC) Limited. The complainant stated that his June 2026 bill, amounting to Rs 14,029, included erroneous PUG/Slow Meter charges and General Sales Tax (GST).

The complaint was forwarded to the Managing Director, SSGC, for necessary action in accordance with the applicable rules and procedures. Following the Wing's intervention, the concerned SSGC office reviewed the bill. On verification, the erroneous PUG/Slow Meter charges were removed and the previous balance was adjusted, reducing the payable amount shown on the July 2026 bill to Rs 1,680. The correction of the bill and adjustment of the amount provided substantial financial relief to the complainant.



SERVICE WITH A SMILE
Contact your Neighbourhood Customer Facilitation Center
****
SIR SHAH SULEMAN ROAD
GULSHAN-E-IQBAL
NEAR CIVIC CENTER.

Billing Month: Jul-2026
Customer Number: 0619741000 1
Bill ID: 061279822167
ZABDIN 7/8/2026 12:10:51 pm

MR Anwer

S/O NATHA F.NO.6 BLOCK-K
GULISTAN-E-FATIMA BEHIND CENTRAL
JAIL HYDERABAD SINDH Hyderabad

SMS Code	GCV (BTU/SCF)	MMBTU	No. of Months
0401	1,040.29	0.00	

Meter No.	Current Meter Reading	Previous Meter Reading	Difference

FOR EMERGENCIES AND COMPLAINTS
PLEASE CALL 1199
DURING OFFICE HOURS 99231631

MISCELLANEOUS CHARGE
Bill not paid for the last month, please pay your bill

Bill Detail		Issue Date: 18-Jul-2026
Previous Balance	Rs.	14736
Total Current Charges for the Jul-2026	Rs.	-13053
Amount Payable within Due Date (31-Jul-2026)	Rs.	1680
Late Payment Surcharge	Rs.	0
Payment After Due Date	Rs.	1680

DUPLICATE

Sui Southern Gas Company Limited
Block 14, Sir Shah Suleman Road,
Gulshan-e-Iqbal, Karachi -75300
www.ssgc.com.pk

(Bill ID 061279822167) (0619741000 1)

Bill not paid for the last month, please pay your bill

Your Customer No.	Total Amount Due	Due Date	After Due Date
0619741000 1	Rs. 1680	31-Jul-2026	Rs. 1680

Conclusion

During the first quarter of FY 2026–27, the Wing received and scrutinised 5,343 complaints. Of these, 65.34% were found actionable and were assigned to the concerned government entities through the PCP, and 4,349 (81.4%) have so far been resolved. Complaints related to Law and Order, District Administration, Poverty Alleviation, Energy and Power, and FIA / Cybercrime together accounted for approximately 54% of actionable complaints.

Through weekly internal reviews, quality assurance, telephonic feedback from complainants and the reopening of 640 cases, the Wing continued to follow up on grievances referred to government entities. A few cases presented in part 4 of the Report (Success Stories), illustrate the relief secured for citizens during the quarter.

The Wing remains committed, within its mandate and the available mechanism and guidelines, to addressing the concerns of complainants, so that citizens, regardless of their access to digital facilities, have the opportunity to bring their concerns to the attention of the Government.

How to Contact the Wing

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Email	pagw@mopa.gov.pk · pmgrievanceswing@mopa.gov.pk
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23 October 2026 12:32:21 PM