

## HOPE REKINDLED: PHA REFUNDS DELAYED HOUSING INVESTMENT

Muhammad Irshad, a resident of Attock, endured four long years of disappointment and anxiety after investing his hard-earned savings—Rs. 1.7 million—into a housing scheme launched by the Pakistan Housing Authority (PHA) Foundation in Peshawar in 2020. What began as a hopeful step toward homeownership turned into a prolonged ordeal when the project was halted due to a land ownership dispute. With no progress on the ground and no communication from the authorities, Irshad's dream of securing a home for his family began to fade.



Despite numerous attempts to seek clarification and request a refund, his appeals went unanswered. Disheartened and financially strained, Irshad was left with few options. Refusing to give up, he finally reached out to the Prime Minister's Public Affairs and Grievances Wing, seeking justice and recovery of his trapped investment.

Responding with urgency, the Wing referred his case to the Federal Secretary of the Ministry of Housing and Works. The Secretary, recognising the merit of the case, promptly directed the CEO of PHA Foundation to investigate and take corrective action. After sustained follow-up, Irshad received a refund cheque (No. 20739344, dated 06.02.2025), bringing an end to his distress.

Irshad expressed profound gratitude to the Prime Minister's Public Affairs and Grievances Wing for their timely intervention and empathetic handling of his case. The resolution not only returned his life savings but also restored his faith in public institutions. This case highlights the importance of accessible grievance redressal systems and the government's evolving commitment to ensuring fairness, accountability, and citizen welfare in public sector dealings.

## JUSTICE SERVED: FIR REGISTERED AFTER ALLEGED POLICE MISCONDUCT

Muhammad Iqbal, a resident of Mozza Hassanabad in District Lodhran, Punjab, endured a harrowing ordeal after reportedly being physically assaulted and subjected to an attempted murder by local police officials. For months, he pursued the registration of a First Information Report (FIR) under sections 337, 148, and 149 of the Pakistan Penal Code (PPC), but his pleas were systematically ignored. Facing continued threats and fearing for his safety, Iqbal was left feeling helpless in the face of a powerful and unaccountable system.



Refusing to give in to despair, Iqbal submitted a formal complaint to the Prime Minister's Public Affairs and Grievances Wing on February 12, 2025. The Wing, recognizing the severity of the allegations, immediately escalated the matter to the Inspector General of Punjab Police. The complaint was subsequently assigned to the Regional Police Officer (RPO) Multan and delegated further to the District Police Officer (DPO) Lodhran for thorough investigation.

Following a detailed inquiry into the incident, the DPO Lodhran registered FIR No. 519/25 on March 7, 2025, at City Lodhran Police Station. This registration marked a significant breakthrough—not only for Muhammad Iqbal personally but also for the broader cause of justice and accountability in law enforcement.

Grateful and relieved, Iqbal commended the Prime Minister's Public Affairs and Grievances Wing for their swift and decisive action. Their support restored his faith in the system and reinforced the message that no individual is above the law. This case stands as a compelling example of how accessible grievance mechanisms can empower citizens to challenge misconduct and demand accountability from public institutions, especially where it matters most.

## A SON'S FUTURE SECURED: APPOINTMENT ON DECEASED QUOTA

On March 21, 2025, Mrs. Dilshad Akhtar, the grieving widow of Abid Hussain Farooqi, a dedicated Pakistan Army employee who passed away during service, approached the Prime Minister's Public Affairs and Grievances Wing with a heartfelt appeal. She requested the employment of her son, Abdul Khahi Abid, under the deceased quota policy—a right that recognises the sacrifices of those who serve the nation.



After months of navigating red tape and visiting various government offices with no resolution, Mrs. Dilshad had almost lost hope. Her family, emotionally and financially shaken by the loss of its breadwinner, faced an uncertain future. With little left to rely on, she turned to the PM Grievances Wing in Islamabad, hoping her voice would finally be heard.

Moved by the sincerity and urgency of her request, the Grievances Wing immediately forwarded her application to the Secretary of Defence. The case was promptly taken up for further action. Within a short span, the family received a call from concerned quarter inviting Abdul Khahi Abid for an interview. The development revived hope and brought immense relief to the family.

Mrs. Dilshad expressed her heartfelt gratitude to the Wing for treating her case with dignity and compassion. For her, this was more than just an administrative response—it was a sign that her husband's service and sacrifice had not been forgotten.

This case reflects how responsive governance and interdepartmental cooperation can empower the vulnerable, ensure policy implementation, and preserve the dignity of families who have given their all for the country. Thanks to the timely intervention of the Grievances Wing, one more family now looks forward to a life of stability, pride, and purpose.

## FROM DESPAIR TO RELIEF: DISABLED MAN GRANTED FINANCIAL AID

Imran Nazir, a physically disabled resident of Faisalabad, had been living in heartbreaking conditions. With no job, no savings, and young children to feed, he struggled daily to provide even a basic meal for his family. The absence of any source of income turned every day into a battle for survival, and his situation grew increasingly desperate.



On April 9, 2025, driven by sheer determination and hope, Imran submitted a heartfelt appeal to the Prime Minister's Public Affairs and Grievances Wing. In his letter, he vividly described the crippling hardships he faced—unemployment, hunger, and the unbearable weight of watching his children suffer in silence. His plea was not just for help; it was a cry to be seen, heard, and supported.

Recognising the gravity of the situation, the Grievances Wing took immediate action. The case was swiftly forwarded to the Secretary of the Poverty Alleviation Division and further directed to the Managing Director of Pakistan Bait-ul-Mal. Demonstrating commendable urgency and empathy, the department conducted a home visit to assess the family's needs firsthand.

The findings were alarming, and action was taken without delay. Financial aid was officially approved, ensuring the family had access to basic necessities. For Imran Nazir, this was nothing short of a miracle. The support not only alleviated his immediate suffering but also restored his hope in a system that had once felt distant.

Nazir publicly thanked the Grievances Wing and Bait-ul-Mal for their swift, compassionate response. His case stands as a shining example of how responsive governance and humane public service can transform lives. When institutions operate with urgency and empathy, they become true guardians of the vulnerable, proving that no citizen should be left behind in their time of need.

## TIMELY SETTLEMENT OF PENSION ARREARS

In yet another example of citizen-centric governance, the Prime Minister's Public Affairs and Grievances Wing successfully redressed the issue of long-outstanding grievance concerning post-retirement dues of a retired employee. One, Mr. Ibrar Ahmad Zakki, a retired employee of the Department of Electricity and a resident of Sub-Division Hajira, District Poonch (Azad Jammu & Kashmir),



approached the Prime Minister's Public Affairs and Grievances Wing while addressing the Prime Minister for long outstanding service arrears.

The Wing knowing the fact that the aggrieved citizen has addressed the Prime Minister after exhausting all the available channels spared no efforts to redress his grievance. The issue was pending in the office of the Accountant General AJK since long and he was in deep trouble due financial miseries. Frustrated by the prolonged inaction, the aggrieved citizen submitted his grievance to the Prime Minister's Public Affairs and Grievances Wing.

Upon receiving the complaint on May 15, 2025, the Wing promptly processed the case and it was followed regularly via telephonic calls. The Wing remained in touch with the concerned office for early disposal of his case. Owing to constant follow-up by the Wing, the office of the AG AJK redressed the matter and the long-outstanding arrears were paid to him.

In a written note to the Prime Minister, Mr. Ibrar Ahmad Zakki expressed heartfelt appreciation to the Prime Minister, Chief Secretary AJK, and the Accountant General for their support and timely action.

This successful resolution not only brought relief to a deserving citizen but also reinforced public confidence in institutional accountability. It reflects the unwavering dedication of the Prime Minister's Public Affairs and Grievances Wing to ensuring fair, transparent, and timely redressal of citizens' complaints across Pakistan and Azad Jammu & Kashmir.

## JUSTICE SECURED: ILLEGAL LAND OCCUPATION REMOVED THROUGH SWIFT GOVERNMENT ACTION

In a significant display of responsive governance, the Prime Minister's Public Affairs and Grievances Wing, Islamabad, successfully resolved a serious land encroachment case brought forward by Farman Ali Rajpoot and Irfan Ali Rajpoot, sons of Muhammad Yaseen Rajpoot, residents of District Sanghar, Sindh. The complainants reported that their land had been unlawfully seized by Dr. Munawar (son of Mushtaq Ahmed) and Gul Tahir (son of Dr. Tahir Rajpoot),



who also allegedly issued threats to intimidate the family. Despite repeated attempts to seek help from the local Tehsildar's office, no relief was provided, leaving the family in a state of fear and frustration.

The complainants alleged that their land had been illegally occupied by Dr. Munawar (son of Mushtaq Ahmed) and Gul Tahir (son of Dr. Tahir Rajpoot). Not only was their property encroached upon, but the perpetrators also allegedly issued threats to them and their family. Despite making multiple complaints to the office of the Tehsildar in District Sanghar, no action was taken, leaving the complainants helpless and distressed.

Determined to seek justice, the Rajpoot family turned to the Prime Minister's Public Affairs and Grievances Wing. Upon receiving the complaint on 2nd January 2025, the Wing acted swiftly. A formal letter was dispatched to the Inspector General of Sindh. The matter was then assigned to the Senior Superintendent of Police (SSP), Sanghar, for prompt action.

On 14th January 2025, the SSP, Sanghar reported that the matter had been amicably resolved through local arbitration involving respected community elders. The resolution was carried out to the complete satisfaction of the complainants.

Mr. Farman Ali expressed his heartfelt gratitude to the Prime Minister's Grievances Wing through a video message on WhatsApp, praising their prompt and transparent handling of the case.

This successful intervention highlights the effectiveness of citizen-centric governance and the Wing's dedication to resolving public grievances through timely and just action.

## HOPE REVIVED: LONG OVERDUE PENSION DISBURSED

A citizen from North Punjab faced prolonged financial uncertainty due to a delayed family pension case that lingered for months without resolution. Despite submitting all the required documents, the applicant encountered repeated objections from the office of the Accountant General, Punjab. Each time an objection was addressed, a new one was raised, causing unnecessary bureaucratic hurdles.



This cycle of delays left the applicant emotionally drained and financially vulnerable, with no support system in place. Upon receipt of the grievance, the Grievances Wing acted without delay. Understanding the urgency and the human suffering involved, the case was immediately escalated to the Chief Secretary of Punjab, with a formal request to address the matter on a priority basis.

Thanks to this swift and proactive intervention, the relevant departments re-examined the case. The Accountant General's office reviewed and resolved the pending objections, ultimately approving the pension. The applicant was officially informed that the process had been completed, and pension payments would commence from September 2025.

The complainant expressed sincere gratitude to the Ministry for its timely and compassionate response, which alleviated a long-standing burden on the family.

This case serves as a powerful example of the Grievances Wing's unwavering commitment to public welfare. It highlights the Ministry's dedication to addressing genuine public concerns with efficiency, empathy, and professionalism. The successful resolution not only reinstated financial stability for the affected family but also reinforced citizens' trust in the system's ability to deliver justice.

## RESOLVING BUREAUCRATIC HURDLES: A TRIUMPH FOR CITIZEN RIGHTS

In a compelling demonstration of responsive governance, the Prime Minister's Public Affairs and Grievances Wing, Islamabad, has effectively addressed a citizen's complaint concerning the issuance of a National Identity Card. The resolution not only brought relief to the aggrieved individual but also highlighted the government's commitment to transparent and people-centric service delivery.



Muhammad Hafiz, a resident of Tehsil Rojhan, District Rajanpur, Punjab, submitted a grievance after facing significant challenges in obtaining a CNIC for his wife, an orphan. Despite multiple visits to various NADRA offices, he alleged that officials made undue demands, delaying the process unnecessarily. The CNIC was a requirement for formalising their Nikah registration, adding urgency to the matter.

Upon receipt of the complaint on June 13, 2025, the Grievances Wing promptly forwarded the matter to the Chairman NADRA on June 16. In response, the Chairman directed the Director General of NADRA Regional Headquarters, Multan, to take immediate action. The DG, in turn, instructed Deputy Director Danish Asghar Ali to investigate and expedite the resolution.

Following a thorough inquiry, the Deputy Director of NADRA confirmed, through a letter, that the case had been processed. A new Smart National Identity Card bearing TID #104101570237 was issued from the NADRA office in Rajanpur. The card was printed and dispatched to the designated processing centre on July 8, 2025.

Muhammad Hafiz expressed sincere gratitude to the Grievances Wing for their timely and effective intervention. The case reflects the Wing's unwavering dedication to addressing public grievances fairly, transparently, and efficiently, ensuring that every citizen, regardless of their background, receives equal access to essential services.