

GRANT OF RELIEF IN COMPLAINT REGARDING ELECTRICITY SUPPLY

In a complaint received in Prime Minister's Public Affairs and Grievances Wing, Islamabad, on 08.07.2025, on behalf of residents of Village 56/15-L, Tehsil Mian Channu, District Khanewal, Mr Abdul Majeed Khan and Mr Ali Akbar Khan had highlighted non-availability of electricity supply for two consecutive days in that area due to damaged infrastructure/transmission line (electric polls). The matter was not being given due attention by MEPCO officers. The matter was taken up with Power Division. Chief Executive Officer MEPCO informed the complainant via portal that the damaged poll had been replaced with the new one and electricity supply had been restored. Complainant was contacted telephonically by Prime Minister's Public Affairs and Grievances Wing, Islamabad, who conveyed his satisfaction on the relief granted.



SWIFT RESOLUTION OF ELECTRICITY OVER BILLING

A recent success story involves the case of Mr. Abdullah, a consumer under the jurisdiction of LESCO Kasur, who approached the Wing with a grievance concerning an excessive electricity bill. Troubled by the apparent overbilling, Mr. Abdullah had sought the intervention to ensure fair resolution of his case.

Upon receipt of the complaint, the matter was immediately referred to the Ministry of Energy (Power Division) for necessary action. The Complaint Manager, LESCO conducted a detailed investigation through the DMO, City Division, Kasur, under the recommendation of the Assistant Manager Operations (AMO), Civil Area Sub Division. The inquiry confirmed overbilling due to excess units charged. As a result, a refund of 791 units was granted, and a revised bill was issued to the complainant.

This case stands as a compelling example of effective grievance redressal through coordinated institutional action. It underscores the role of the Grievances Wing in bridging the gap between citizens and service delivery institutions. The successful outcome not only brought significant financial relief to the complainant but also reaffirmed public confidence in the government's commitment to transparency, accountability, and timely service delivery. Such instances serve as a powerful reminder that public institutions, when responsive and well-coordinated, can make a meaningful difference in the lives of citizens.



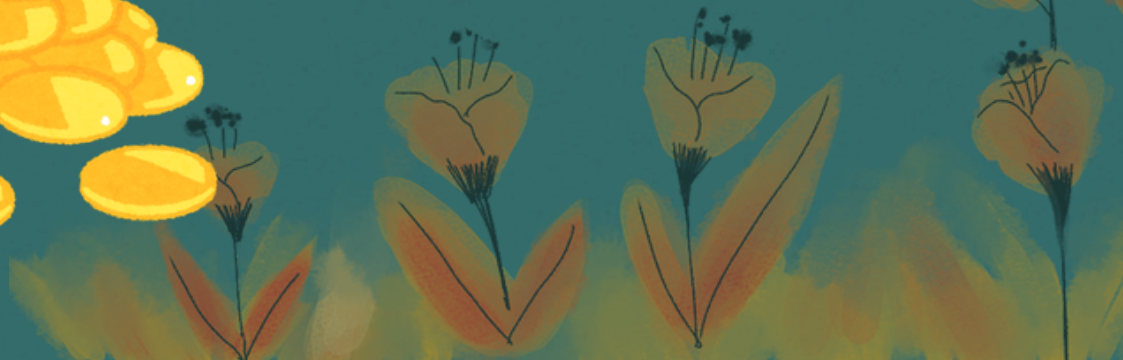
PROMPT RESOLUTION OF THE PAYMENT OF RS. 7749000 TO THE AGGRIEVED IN LIEU OF 30 TOLA GOLD



The Prime Minister Public Affairs and Grievances Wing has successfully addressed a complaint of Mr. Naveed Ahmad, resident of district Nowshera, for return of 30 tola gold or amount in lieu of the gold from National Bank of Pakistan as the loan against the gold had been paid back to the bank.

Upon receipt of the complaint, the matter was referred to the State Bank of Pakistan (SBP) for early resolution. The complaint was further referred to the National bank of Pakistan (NBP) for redressal of the grievance. The concerned Bank i.e NBP Taro Jabba Branch, Nowshera called the complainant and resolved the matter by paying Rs.7749000/- to the aggrieved in lieu of the gold taken by the bank as security against loan.

The case reflects good example of effective grievance redressal through well-coordinated action by the concerned departments. The resolution was a sigh of relief to the complainant which was not entertained by the bank otherwise. The aggrieved citizen expressed gratitude and appreciated the performance of the Wing in writing.



SUCCESSFUL DISPOSAL OF COMPLAINT REGARDING THE RELEASE PENSION FROM EOBI



The Prime Minister's Public Affairs and Grievance Wing Islamabad, has successfully adjudicated a complaint lodged by Muhammad Riaz S/O Muhammad Hussain a resident of Tehsil Noopur, District Khushab. The applicant has worked as laborer for last (15 years and 07 months) in Pak-Kuwait Textile Mills. According to Labor Laws, continuous employment in one Factory/Mill, become eligible for pension.

The applicant applied for pension to the Employees Old Age Benefit Institution, two years ago, but he was continuously deprived of his pension and due rights. The applicant approached Prime Minister's Public Affairs and Grievance Wing Islamabad. Through coordination with concerned quarters, relief was granted to the applicant and the Employees Old Age Benefit Institution released pension of the applicant through Al-Falah Bank. The Al-Falah Bank also issued ATM card to facilitate the laborer of Pak-Kuwait Textile Mills.

Mr. Muhammad Riaz has expressed satisfaction on expeditious and effective handling of his case by the Prime Minister's Public Affairs and Grievances Wing. This successful resolution underscores the Wing's unwavering commitment to addressing citizens grievances in a fair, transparent and timely manner.



REPLACEMENT OF FAULTY SUI GAS METER AT APPLICANT'S RESIDENCE



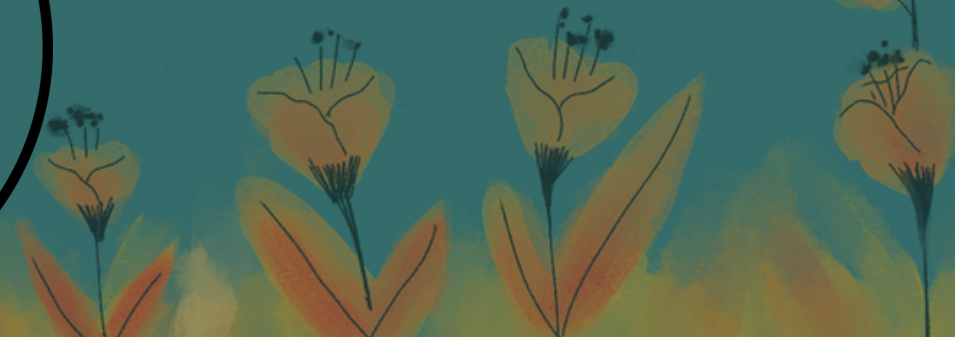
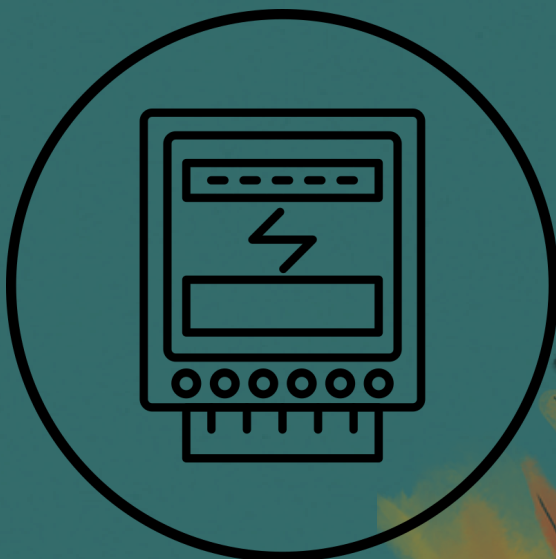
The Prime Minister's Public Affairs and Grievances Wing, Islamabad successfully resolved a grievance lodged by Mr. Ghulam Hussain Rind, a resident of District Badin, Sindh, regarding the malfunctioning of his Sui gas meter.

The applicant reported that his gas meter had been non-functional despite gas pressure being available. He lodged a complaint via the SSGC Helpline (1199) and was informed that a technical team would be dispatched to address the issue. However, despite multiple follow-ups through repeated complaints, no action was taken by SSGC authorities.

As a result, Mr. Rind escalated the matter to the Prime Minister's Public Affairs and Grievances Wing, Islamabad. The Wing promptly took up the issue and referred it to the Sui Southern Gas Company, Karachi. After continuous follow-up at various levels, the issue was resolved and a new gas meter was successfully installed at the applicant's residence.

Mr. Ghulam Hussain Rind conveyed his sincere gratitude to the Prime Minister's Public Affairs and Grievances Wing via WhatsApp message, acknowledging the resolution of an issue that had remained unresolved for over three months.

This successful resolution exemplifies the Wing's unwavering commitment to addressing citizens' grievances in a transparent, fair, and timely manner.



TIMELY RESOLUTION OF THE OUT-STANDING PENSION CASE OF A WIDOW



This success story relates to a widow and a mother of a daughter from Abbottabad. She approached Prime Minister's Grievances Wing for resolution of the pension case of her father which was pending for the last four years. She stated that the amount of the pension is very important for her as a sole source of income and support to the family.

On receipt of the complaint the case forwarded to Controller Military Accounts (Pension), (MAG) Lahore for early resolution. MAG further referred the case to CMA, POF Wah Cantt for seeking original documents/file. Upon, receiving original file the case was resolved by Military Accountant General (MAG). Pension Payment Order (PPO) was issued and the pension was started.

The applicant expressed her satisfaction and trust on the Prime Minister's Grievances Wing for resolving her pending pension issue which was a bread and butter for her family. She further appreciated the efforts of the wing for redressing her grievance in a short time.

