

PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

SUCCESS STORY OF THE QUARTER



A NARROW ESCAPE: NINE PAKISTANI IT GRADUATES RESCUED FROM FORCED LABOR AND FRAUDULENT ACTIVITIES

Nine Pakistani IT graduates, who had accepted promising job offers from an IT company in Cambodia, found themselves trapped in a nightmare. Expecting lucrative careers, they were instead coerced into developing fraudulent software and engaging in cyber scams. When they refused, they were held captive and threatened.

One of the captives managed to send a covert message to his family, prompting immediate action. The Prime Minister's Public Affairs and Grievances Wing swiftly coordinated with intelligence agencies, Cambodian law enforcement, and diplomatic channels to locate and rescue the individuals. Within three days, a joint operation led by Cambodian police freed the nine graduates.

They received medical care and protection, and the Pakistani embassy facilitated their safe return to Pakistan.

This harrowing incident underscores the growing threat of fraudulent overseas employment schemes and highlights the importance of verifying job offers. The Grievances Wing urged job seekers to exercise caution and consult official channels to avoid falling victim to such scams. The successful resolution of this case showcases the Government's unwavering commitment to safeguarding its citizens abroad and the crucial role of swift, collaborative action in crisis situations.





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SUCCESS STORIES

A DELAYED CLAIM DELIVERED: POSTAL LIFE INSURANCE PAYMENT FINALLY RELEASED

Mr. Khalid Javed Mirza, a resident of Jhelum, endured a prolonged wait for his matured Postal Life Insurance claim, despite repeated attempts to resolve the issue. The delay left him under considerable stress and uncertainty.

In desperation, Mr. Mirza reached out to the Prime Minister's Public Affairs and Grievances Wing. The Wing quickly escalated the matter to the Ministry of Communication, which directed Postal Life Insurance Limited (PLICL) to resolve the grievance without further delay.

Within just two weeks, PLICL expedited the processing of Mr. Mirza's claim, and he received a payment of Rs. 201,930.

Overwhelmed with relief and gratitude, Mr. Mirza thanked the Wing for their swift intervention and tireless commitment to justice. This case serves as a testament to the Government's dedication to ensure that citizens receive their due entitlements and highlights the essential role of the Grievances Wing in delivering fair and prompt redressal of public grievances.





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SUCCESS STORIES

RESTORING DIGNITY: A RETIRED WORKER'S PENSION FINALLY DELIVERED

Riaz Hussain, a retired mill worker, endured prolonged delays in receiving his pension from the Employees' Old-Age Benefits Institution (EOBI) despite fulfilling all procedural requirements. The financial strain and emotional distress caused by the delays left him in a dire situation.

Having exhausted all avenues with EOBI, Riaz turned to the Prime Minister's Public Affairs and Grievances Wing for help. The Wing immediately intervened, urging EOBI to review and expedite his case.

Within a month, the matter was resolved. Riaz received his pension card along with all withheld payments, bringing him much-needed relief and stability.

Grateful for the timely support, Riaz acknowledged the efforts of the Wing in alleviating his hardships. His story underscores the critical role of government intervention in safeguarding citizens' rights and emphasizes how persistence and effective grievance mechanisms can transform lives.





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RESTORING JUSTICE: A RETIRED CLERK'S REFUND RESOLVED AFTER YEARS OF NEGLECT

Muhammad Iqbal, a retired clerk, faced years of frustration after depositing Rs. 21,025 with the State Life Insurance Corporation (SLIC) in 2012 and 2013, only to have his refund requests ignored.

Tired of the prolonged delays, Mr. Iqbal sought help from the Prime Minister's Public Affairs and Grievances Wing. The Wing swiftly escalated the matter to the Federal Secretary of the Commerce Division, who instructed the Chairman of SLIC to address the issue.

After a thorough investigation, SLIC acknowledged the oversight and processed the refund by November 28, 2024.

Relieved and grateful, Mr. Iqbal praised the Grievances Wing for timely and effective intervention.

This case underscores the government's dedication to citizen welfare and highlights the pivotal role of grievance redressal mechanisms in resolving long-standing issues, rebuilding trust, and ensuring accountability in public institutions.





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TURNING DESPAIR INTO HOPE: A STRUGGLING FATHER FINDS RELIEF

Mr. Ghulam Rasool, a resident of Kiyani Town, Islamabad, faced the harsh realities of destitution after losing his job as an office boy at a media house. With two school-going daughters and a son to support, his life became an endless struggle as he sought employment but met rejection at every turn.

A sincere friend suggested he install a stall in the city's weekly bazaar to earn a livelihood. He turned to the Prime Minister's Public Affairs and Grievances Wing for assistance.

Understanding his plight, the Wing promptly forwarded his application to the Secretary, Ministry of Interior. The case was referred to the Deputy Director (DMA), MCI Islamabad, and pursued relentlessly by the Wing.

Ultimately, Mr. Ghulam Rasool was granted permission to install his stall at the weekly bazaar in Islamabad. Grateful for the unwavering support, he shared his heartfelt appreciation for those who worked tirelessly to help him overcome his financial hardships and rebuild his life.





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SUCCESS STORIES

RELIEF PROVIDED TO FEMALE DOCTOR

Dr. Rabia Eesar, a dedicated medical professional from Islamabad, endured immense challenges in securing her NOC and experience certificate. Despite fulfilling all contractual obligations with the Women Medical College, Abbottabad, her repeated visits and persistent requests to the college management yielded no results, leaving her both frustrated and exhausted.

Determined to find a solution, she sought help from the Prime Minister's Public Affairs and Grievances Wing.

Acting swiftly, the Wing took up her case with the Secretary of the Ministry of National Health Services, Regulations & Coordination, as well as the concerned federal and provincial health departments.

Their persistent efforts bore fruit, compelling the college management to issue the long-awaited documents. Grateful for the support, Dr. Rabia extended her heartfelt gratitude to all those who assisted her during this challenging time.





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SUCCESS STORIES

RELIEF PROVIDED TO PENSIONER

Mr. Naseem, a former employee of the Education Department in Azad Jammu and Kashmir (AJK) and a resident of Hajira, Poonch, faced significant hurdles in receiving his due pension. Despite exhausting all available channels for resolution, his efforts remained fruitless until he approached the Prime Minister's Public Affairs and Grievances Wing.

The Wing swiftly referred his case to the Chief Secretary of AJK and ensured continuous follow-up.

When the matter was forwarded to the Divisional Director of Schools, Poonch, AJK, the Wing actively pursued it and kept Mr. Naseem updated on the progress.

As a result of persistent efforts of the Wing, his pension was finally disbursed. Deeply grateful, Mr. Naseem expressed his appreciation and thanked all those who contributed to resolving his grievance.