

Resolution of Excess Electricity Billing Complaint in Kasur

An unusually high electricity bill became a source of serious concern for Muhammad Abdullah, a resident of Kasur, when LESCO issued a bill amounting to Rs. 59,446. According to the complainant, the billed amount was inconsistent with his normal electricity consumption and did not reflect actual usage. Repeated visits to the concerned LESCO offices and submission of written requests failed to produce any corrective response.

Seeking institutional support, the complainant approached the Prime Minister's Public Affairs and Grievances Wing for redressal of the issue. After examining the grievance, the Wing initiated formal proceedings and referred the matter to the relevant Complaint Manager at LESCO for verification and necessary action. The case was taken up on priority, and communication was maintained with both the service provider and the complainant during the review stage.

Subsequently, LESCO authorities carried out a detailed examination of billing records, meter readings, and past consumption data. The scrutiny revealed an error in the billing process, resulting in an unjustified excess charge. Accordingly, the bill was revised, and financial relief amounting to Rs. 54,396 was granted to the complainant.

As a result of the revision, the financial burden on Mr. Abdullah was significantly reduced. He later conveyed his satisfaction with the resolution through a recorded audio message, confirming that the grievance had been addressed satisfactorily.

MONTH	UNITS	BILL	AMT	EXCESS
MAR-24	55	0	39,822	
APR-24	55	0	39,218	
MAY-24	55	0	39,807	
JUN-24	55	0	39,809	
JUL-24	55	0	39,809	
AUG-24	55	0	39,809	
SEP-24	791	0	57,345	2,800
OCT-24	55	0	40,172	
NOV-24	55	0	39,809	
DEC-24	55	0	39,809	
JAN-25	55	0	39,814	
FEB-25	55	0	39,250	
MAR-25	55	0	39,346	
APR-25	55	0	39,842	

UNITS CONSUMED	GOVT. CHARGES	TOTAL CHARGES
75	TV FEE	ARRAR / AGE
	GST	CURRENT BILL
	INCOME TAX	INSTALLMENT
	EXTRA TAX	SUBSIDIES
	PROFIT TAX	TOTAL FPA
	STAY ON FPA	PROXIMATE WITHIN DUE DATE
	STAY ON FPA	PROXIMATE AFTER DUE DATE
	STAY ON FPA	5149
	STAY ON FPA	54396

In broader terms, this case underscores the significance of institutional oversight in resolving service delivery complaints. Through effective coordination and timely follow-up, the grievance redressal mechanism ensured accountability on the part of the utility provider and reinforced public confidence in government responsiveness to citizen concerns.

Legal Action Initiated Following Financial Grievance in Lahore

Financial distress prompted Ali Rizwan, a resident of Lahore, to approach the Prime Minister's Public Affairs and Grievances Wing regarding the non-repayment of a private loan amounting to Rs. 500,000. Despite repeated personal requests, the borrower failed to return the amount, leaving the complainant without an effective remedy.

After registration of the grievance, the Prime Minister's Public Affairs and Grievances Wing formally referred the matter to the Inspector General of Police (IGP), Punjab, to ensure that the complaint was examined within the legal framework. The referral aimed to facilitate lawful intervention through appropriate institutional channels.

On receipt of the referral, the concerned police authorities undertook a preliminary inquiry and completed the required procedural formalities. Following due process, FIR No. 2746/25 was registered at Model Town Police Station, Lahore, by the Superintendent of Police, thereby initiating formal legal proceedings against the accused.

With the registration of the FIR, the complainant was enabled to pursue recovery of the loan through lawful means. Throughout this process, the Prime Minister's Public Affairs and Grievances Wing remained in contact with the applicant, providing updates regarding the status of the complaint.

Subsequently, Mr. Ali Rizwan confirmed his satisfaction with the action taken and stated that the initiation of legal proceedings restored his confidence in institutional grievance redressal mechanisms.

Viewed in its entirety, this case reflects the role of coordinated governance in ensuring access to justice. By facilitating institutional engagement and adherence to due process, the grievance redressal mechanism supported resolution of a financial dispute in a transparent and lawful manner.



Pension-Related Grievance Resolved in Khushab

Living on a fixed income after retirement, Masood Ahmad of Khushab faced prolonged financial uncertainty when the commuted and surrendered portion of his pension gratuity, along with pending arrears, was not restored. As a retired government employee, timely receipt of pensionary benefits was essential for meeting basic household needs and maintaining financial stability.

Repeated correspondence with the Capital Development Authority (CDA) failed to yield any response, leaving the applicant without clarity or relief. With departmental channels exhausted, he approached the Prime Minister's Public Affairs and Grievances Wing seeking institutional facilitation of his legitimate claim.

After formal examination of the grievance, the matter was taken up with the Chairman, CDA, for necessary review. Pension records relating to commutation, surrender, and arrears were scrutinised in accordance with applicable rules. The Prime Minister's Public Affairs and Grievances Wing ensured regular follow-up so that the case progressed without unnecessary delay.

Following completion of the review process, the commuted and surrendered portion of the pension gratuity was restored, and all outstanding arrears were released. The settlement provided immediate financial relief and addressed a long-standing concern of the applicant.

Subsequently, Mr. Masood Ahmad confirmed receipt of his dues and conveyed satisfaction with the resolution. He acknowledged that the matter had been resolved through lawful and transparent procedures.

Overall, this case demonstrates the value of an effective grievance redressal mechanism in addressing pension-related issues. Through structured coordination and consistent monitoring, the grievance was resolved in a manner that upheld the rights of a retired public servant and reinforced confidence in institutional accountability.

**CAPITAL DEVELOPMENT AUTHORITY
DIRECTORATE OF ACCOUNTS
PENSION SECTION-I**

No. CDA/DA/Pen-I/Rest/PPO/589/2025 Dated: 09/10/2025

Subject: REVISION OF PENSION AFTER ALLOWING INCREASES ON RESTORATION OF COMMUTATION PORTION (ATTAINING THE AGE OF 72 YEARS) OF PENSION IN R/O MASOOD AHMAD S/O NOOR MUHAMMAD PPO NO: 589.

Please refer to M.O Finance O.M No. F. 15(2) -Reg.6/2015-699 dated: 07-07-2015 adopted by CDA vide Circular No. CDA/FW (G)-44/283(Pay/Allowy)2015/503 dated: 27-07-2015 read with the clarification by the section officer (Registration - VI) Letter No. F.5(2) - Reg.6/2015 - 2010 Dated: 09-02-2016. The pension in R/O MASOOD AHMAD S/O NOOR MUHAMMAD PPO NO: 589 after allowing the increase/benefit allowed in the above quoted O.M.

2. The arrear of pension from the date of restoration to **30/09/2025** is worked out to **Rs.588,440/80(Five Hundred Eighty Eight Thousand Four Hundred and Forty)**. His revised rate of pension is as under:

C.N.L.C No	38201-0996821-1	OLD PPO NO	NIL
Designation / BPS	EX - ASSTT	Date of Birth	10/12/1953
Date of Appointment	09/07/1975	Date of Retirement / Death	03/11/2001
Bank Name	ABL	Branch	
Branch Code		Account No	0010056919890025

Revised Rate **01-10-2025** **Rs.45,593/91**
 Medical Allowance (Fixed) **01-10-2025** **Rs.1,855/81**

3. The payment may please be made to the above named pensioner through his Bank Account as mentioned above after the personal identification and verification. Necessary Entry of the revised rate of the pension may be made in the Direct Credit System and other connected record maintained at your own level.

4. The pensioner drawing pension through direct credit shall be bound to produce a life certificate (under rule 343 of FTR-Annexed) to pension disbursing bank branch in person or through representative on or before **10th March** and **10th September of each year**. In case of family pension, the widow/widower, unmarried / Widow / Divorced daughter or sister, as the case may be, shall produce a non-marriage certificate on or before **10th March** and **10th September of each year**. This Authority may be treated as a permanent proof of as a pensioner and it is responsibility of pensioner concerned to keep it save custody for the future reference and identification being virtual pensioner.

Accounts Officer

Accounts Officer (Pension-II)
Copy to:

1. Divisional Accounts Officer (DCS Section)
Individual Concerned

C/Signature
Masood Ahmad
Deputy Director
(Accounts)
Directorate of Accounts
CDA Islamabad

Accounts Officer
(Pension-I)
Masood Ahmad
ACCOUNTS OFFICER (PENSION-I)
Dir. of Accounts & Accounts
P.O. 44444 & Accounts

Banking Grievance Resolved Through Regulatory Intervention in Nowshera

Financial security was seriously affected for Naveed Ahmad of Nowshera when the National Bank of Pakistan failed to return 30 tola of gold pledged as collateral, despite full repayment of his loan. The pledged asset represented a substantial portion of his personal savings.

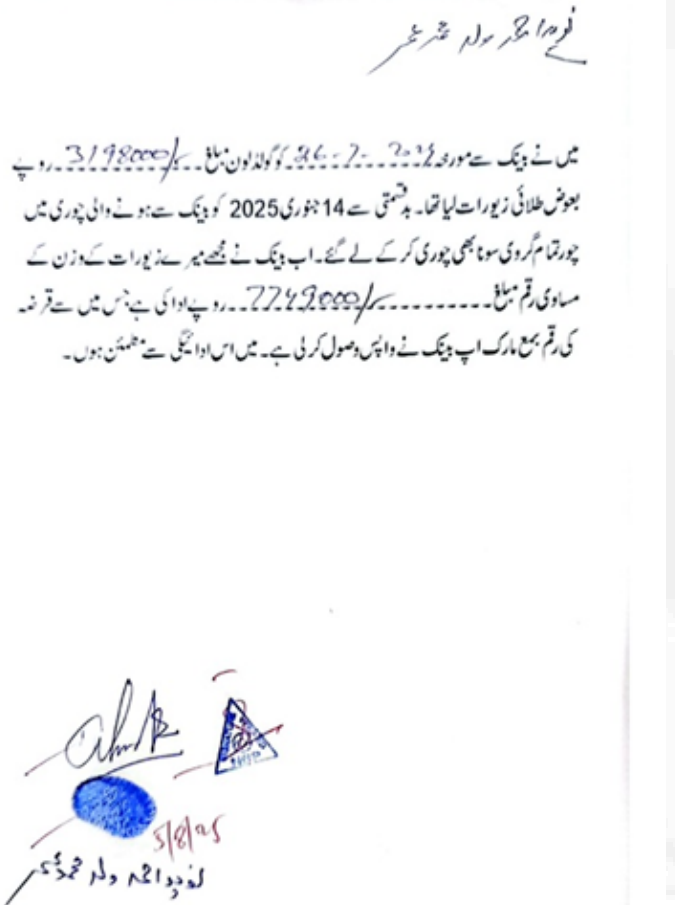
Efforts to resolve the matter directly with the concerned bank branch did not lead to any outcome, causing prolonged distress. Consequently, the complainant approached the Prime Minister's Public Affairs and Grievances Wing seeking intervention.

After a preliminary assessment, the grievance was escalated to the State Bank of Pakistan for regulatory review. The case was examined in light of banking regulations governing collateral and customer rights. Follow-up was maintained to ensure compliance by the concerned financial institution.

Upon completion of the regulatory process, the National Bank of Pakistan compensated the complainant with Rs. 7,749,000 in lieu of the pledged gold. The compensation provided full financial restitution to the applicant.

Written confirmation was later received from Mr. Naveed Ahmad, indicating satisfaction with the resolution.

Taken together, this case demonstrates the role of grievance redressal in enforcing accountability within financial institutions. Through regulatory oversight and institutional coordination, the grievance was resolved transparently, reinforcing public confidence in the banking system and governance structures



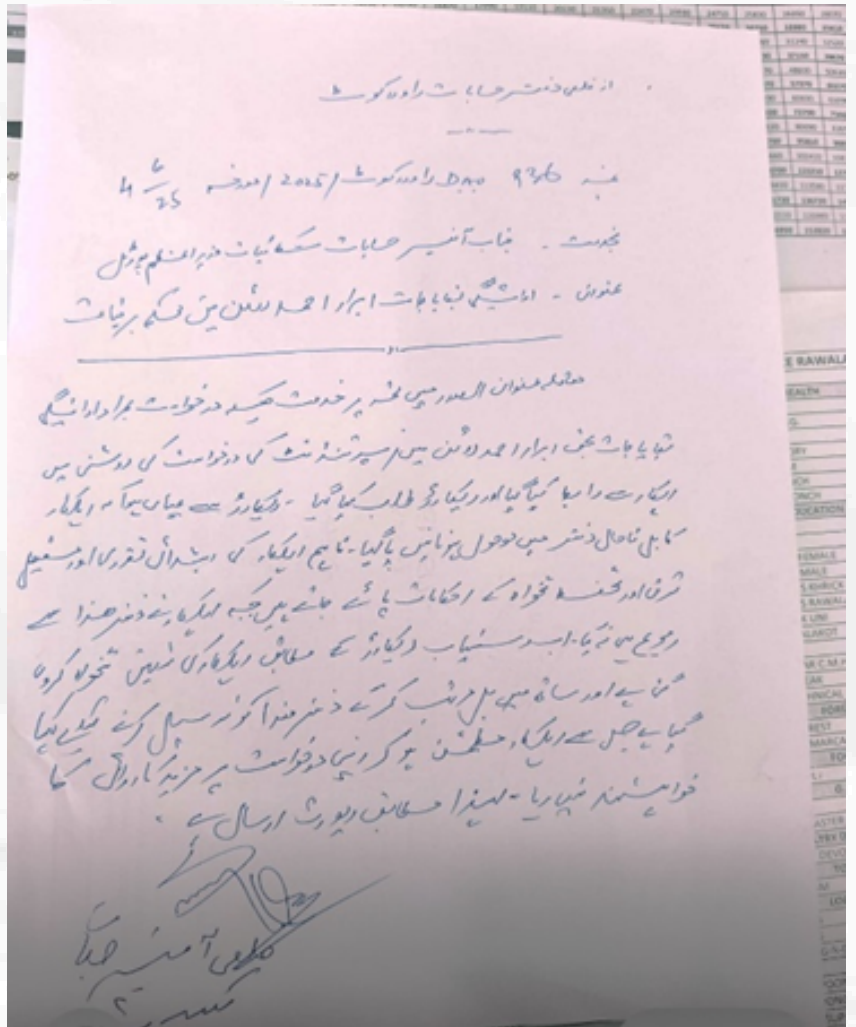
Payment of Arrears after Retirement

The Prime Minister Public Affairs and Grievances Wing has successfully addressed a complaint lodged by Mr. Ibrar Ahmad Zakki, a resident of Sub Division Hajera District Poonch (AJK). The Complainant reported that he was a retired employee of Department of Electricity and his arrears of some previous employment were not included in the pension. The subject case was pending in the office of the Accountant General AJK

The Prime Minister's Public Affairs and Grievances Wing (PA&GW), Islamabad took prompt action on the complaint and pursued the matter with the concerned authorities in Azad Jammu & Kashmir. Through effective coordination and follow-up, the grievance was successfully resolved by the office of the Accountant General, AJK to the complete satisfaction of the complainant.

In a written note addressed to the Hon'ble Prime Minister, Mr. Ibrar Ahmad Zakki expressed his sincere gratitude to the Prime Minister and the relevant authorities for the timely and efficient resolution of his case.

The positive outcome reflects PA&GW's continued commitment to ensuring fair, transparent, and expeditious redressal of citizens' grievances, reinforcing its role in promoting responsive and accountable governance.



Prolonged NADRA Verification Issue Resolved

Extended delays in identity verification caused severe distress for a citizen whose National Identity Card (CNIC) remained under process for an indefinite period. The complainant namely Abu Siddique r/o Landhi Karachi reported that the delay not only affected his own documentation but also disrupted multiple official and personal matters involving his entire family.

Despite repeated visits to three NADRA registration centres, including the Mega Centre, no progress was made on the verification or issuance of the CNIC. The absence of clear timelines and responses resulted in mounting frustration, as several dependent processes remained stalled due to the unresolved status of the identity document.

With all routine avenues exhausted, the complainant approached the Prime Minister's Public Affairs and Grievances Wing seeking assistance. The grievance highlighted the adverse impact of administrative delays on daily life and legal documentation.

Upon receipt of the complaint, the matter was taken up by the concerned section without delay. The grievance was formally communicated to NADRA for examination and submission of a factual report. Coordination was maintained to ensure that the issue received attention at the appropriate level.

Through effective follow up of the matter, the pending verification was completed and the matter was resolved. A formal report confirming completion of the required action was shared, indicating that the issue had been addressed.

Subsequently, the complainant confirmed that the CNIC-related issue had been resolved and expressed relief over the conclusion of a prolonged and distressing process.

From an administrative standpoint, this case highlights the importance of responsive grievance redressal in addressing prolonged documentation delays. Through institutional follow-up and coordination, the grievance mechanism ensured resolution of an issue that had significantly affected the complainant's personal and legal affairs, thereby reinforcing confidence in public service delivery

