

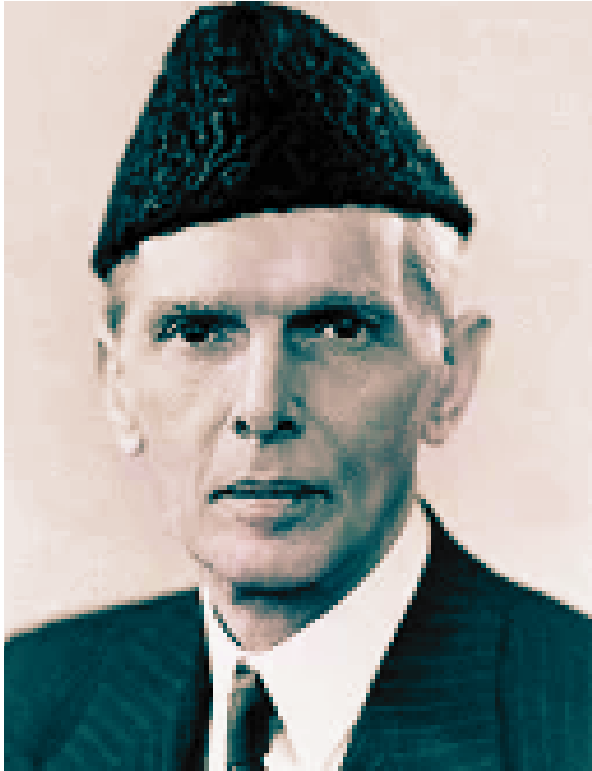


TOP NEWS

- 43 Acts passed by both Houses of Parliament
- 37 Government and 11 Private Members Bills passed by the National Assembly
- 32 Government Bills passed by the Senate
- Followed up 12 Assurances given on the floors of National Assembly and the Senate
- 5403 complaints of aggrieved citizens processed by Prime Minister's Public Affairs and Grievances Wing
- 13 Meetings of Senate & NA Standing Committees on Parliamentary Affairs, Rules of Procedure and Assurances attended.

MINISTRY'S PERFORMANCE AND SUCCESS STORIES DURING THE FIRST SIX MONTHS OF 2026

In line with its mandate under the Rules of Business, 1973, the Ministry of Parliamentary Affairs serves as the coordinating link between the Federal Government and Parliament, ensuring the smooth, efficient, and transparent conduct of parliamentary business. The Ministry also administers the Prime Minister's Public Affairs and Grievances Wing, which serves as the principal platform for receiving, processing, and redressing public complaints from citizens across the country and overseas Pakistanis, thereby reinforcing responsive and accountable governance.



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Highlights

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2. From Secretary, Ministry of Parliamentary Affairs
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5. Standing Committees in the National Assembly and the Senate
6. Success Stories
7. Food for Thought

National Assembly of Pakistan



Address of the Founder of Pakistan Quaid-e-Azam Muhammad Ali Jinnah on 11th August, 1947 to 1st Constituent Assembly.

Message by Federal Minister



I am pleased to present this newsletter documenting the Ministry of Parliamentary Affairs' performance during the first six months of 2026. The period has been one of significant legislative activity and sustained democratic engagement, reflecting Parliament's unwavering commitment to the constitutional process and the national interest.

Both Houses remained actively engaged throughout the period. A total of 43 Acts of Parliament were enacted, covering governance, institutional reform, public welfare, economic development, justice, education, human rights, and social protection. The active participation of Honourable Parliamentarians in legislative business, questions, motions, and committee deliberations reinforced the strength of Pakistan's democratic institutions and the importance of parliamentary oversight as a pillar of accountable government.

I am particularly pleased to note the performance of the Prime Minister's Public Affairs and Grievances Wing, which received 7,880 complaints during the period and disposed of 6,655, granting relief in 1,763 cases. Each resolved complaint represents a citizen who turned to this Ministry as a last resort and was not disappointed. This is governance at its most meaningful, and I commend the Wing's officers for their diligence and commitment to the public.

I extend my sincere appreciation to the Honourable Parliamentarians, the Secretariats of both Houses, and Secretary, Ministry of Parliamentary Affairs and her team for their dedication and professionalism during this period. I am confident that through our collective efforts, we will continue to strengthen Pakistan's parliamentary democracy and advance the well-being of our nation.

Dr. Tariq Fazal Chaudhary
Federal Minister for
Parliamentary Affairs

“ From Secretary's Desk ”



It gives me immense pleasure to present this newsletter covering the Ministry of Parliamentary Affairs' performance during January to June 2026. Under the Rules of Business, 1973, the Ministry serves as the coordinating arm between the Federal Government and Parliament, and I am pleased to report that this role has been discharged with diligence and institutional commitment throughout the reporting period.

On the legislative front, the Ministry facilitated parliamentary business across 08 National Assembly sessions and 08 Senate sessions, including two Joint Sitzings. A total of 43 Acts of Parliament were enacted during the period, the National Assembly completing 71 working days and the Senate 57 working days. The timely laying of statutory and institutional reports before both Houses contributed to informed parliamentary deliberations and upheld the standards of transparency and accountability expected under the constitutional framework.

With respect to Standing Committee oversight, the Ministry coordinated 13 meetings of six Committees dealing with Parliamentary Affairs, Rules of Procedure and Privileges, and Government Assurances across both Houses. Follow-up on 12 assurances given on the floor of the National Assembly was maintained in close coordination with the concerned Ministries and Divisions, covering matters ranging from flood-damaged NHA infrastructure to healthcare deficiencies in Islamabad's rural areas.

The Prime Minister's Public Affairs and Grievances Wing received 7,880 complaints during the period and disposed of 6,655, achieving a disposal rate of 84.45 per cent. Relief was granted in 1,763 cases and partial relief in 129 cases. Although the emphasis is on the complaints from digitally less enabled citizens, the Wing's dual-channel approach, covering conventional complaint submission alongside the dedicated Helpline 1733 launched in May 2026, has measurably improved citizen access to the grievance redressal system.

I extend my appreciation to all officers and officials of the Ministry for their commitment during this period. Institutional effectiveness is built through consistent, disciplined discharge of assigned functions, and the record of this half-year reflects well on the Ministry's efforts in this direction.

Sarah Saeed
Secretary
Ministry of Parliamentary Affairs

National Assembly of Pakistan

1st January - 30th June, 2026



Parliamentary Sitting

- 06 Sessions (23rd to 28th Session) of National Assembly were held during the period
- 02 Joint Sittings held on 23rd January, and 2nd March, 2026
- A total of 71 working days were completed.

Legislative Business

- 36 Government Bills introduced
- 40 Government Bills passed
- 04 Ordinances laid
- 20 Private Members' Bills introduced
- 11 Private Members' Bills passed
- A total of 43 Acts/Laws enacted

Other Business

05 Reports were laid during the period:

- The Report of Biannual Monitoring on the Implementation of 7th NFC Award for the period January to June, 2023, July to December, 2023 and January to June, 2024
- The Fiscal Policy Statement January, 2026 & Debt Policy Statement January, 2026 and Performance Monitoring Report FY 2024-25
- Mid-year Budget Review Report for the year, 2025-26.
- The Annual Reports of National Economic Council (NEC) for Financial Year 2023-24.
- Appropriation Accounts of the Government of Pakistan for the Financial year 2024-25 and Audit Reports of the Auditor-General of Pakistan Relating to the Accounts of the Federation for the Audit Year 2025-26.

11 Resolutions were passed during the period, including:

- Resolution Condemning Terrorism and Paying Tribute to the Martyrs of the Pakistan Armed Forces
- Resolution to Commemorate Marka-e-Haq and Honour the Courage, Sacrifices, and Professional Excellence of the Pakistan Armed Forces
- Resolution to Commemorate the 75th Anniversary of the establishment of diplomatic relations between the Islamic Republic of Pakistan and the People's Republic of China
- Resolution Commending Pakistan's Diplomatic Role in Facilitating the United States–Iran Peace Agreement.
- Expression of profound grief, solidarity with the victims, and urgent calls for systemic reform following the catastrophic fire at Gul Plaza Shopping Mall, Karachi.

The Senate

1st January - 30th June, 2026



Parliamentary Sitings

- 05 Sessions (358th to 362nd Session) of the Senate were held during the period
- A total of 51 working days were completed.

Legislative Business

- 15 Government Bills introduced
- 32 Government Bills passed
- 43 Acts' Laws enacted
- 25 Private Members' Bills introduced
- 30 Private Members' Bills passed

Other Business

02 Reports were laid by the Government:

- The 2nd Biannual Report on Monitoring of the Implementation of 7th NFC Award for the period from January to June, 2023, July to December, 2023 and January to June, 2024,
- The Annual Report of the National Economic Council for the Financial Year 2023-24

09 Resolutions were passed during the period, including:

- Resolution to condemn recent incidents of terrorism in Balochistan.
- Resolution to reaffirm Pakistan's unwavering support for the right to self-determination of the people of Jammu and Kashmir
- Resolution to pay tribute to Pakistan Armed Forces for thier courage, professionalism and sacrifices in safegaurding Pakistan's sovereignty, security, territorial integrity and national interest.
- Resolution to Commemorate the 75th Anniversary of the establishment of diplomatic relations between the Islamic Republic of Pakistan and the People's Republic of China.

Key Legislation



- The Finance Act, 2026
 - The Fiscal Responsibility and Debt Limitation (Amendment) Act, 2026
 - The Virtual Assets Bill, 2026
 - The Special Economic Zones (Amendment) Act, 2026
 - The Export Development Fund (Amendment) Act, 2026
 - The Domestic Violence (Prevention and Protection) Act, 2026
 - The Islamabad Capital Territory Senior Citizens (Amendment) Act, 2026
 - The Islamabad Capital Territory Charities Registration, Regulation and Facilitation (Amendment) Act, 2026
 - The Islamabad Capital Territory (Prohibition of Plastic Book Covers) Act, 2026
 - The National Agri-Trade and Food Safety Authority Act, 2026
 - The Daanish Schools Authority Act, 2026
 - The Daanish University Islamabad Act, 2026
 - The Pakistan Nursing and Midwifery Council Act, 2026
 - The Pakistan Citizenship (Amendment) Act, 2026
 - The Pakistan Names and Emblems (Prevention of Unauthorised Use) (Amendment) Act, 2026
 - The Pakistan Institute of Management, Sciences and Technology Act, 2026.
 - The Ghurki Institute of Science and Technology Act, 2026.
 - The Akhuwat Institute Kasur Act, 2026
 - The Nippon Institute of Advanced Sciences (NIAS) Act, 2026
-

Standing Committees

Overview

The Ministry of Parliamentary Affairs represents Government in six key Standing Committees of both Houses of Parliament in accordance with its mandate under the Rules of Business, 1973 (Schedule-II, Entry No. 28). These Committees are as follows:

- National Assembly Standing Committee on Parliamentary Affairs.
- National Assembly Standing Committee on Rules of Procedure & Privileges.
- National Assembly Standing Committee on Government Assurances.
- Senate Standing Committee on Parliamentary Affairs.
- Senate Standing Committee on Rules of Procedure & Privileges.
- Senate Functional Committee on Government Assurances.

These Standing Committees play a vital role in strengthening parliamentary oversight, promoting transparency, and enhancing accountability. They examine matters of public importance, consider issues relating to parliamentary privileges and procedural rules, and monitor the implementation of assurances, commitments, and undertakings made by the Government on the floor of the House.



National Assembly Standing Committees

Highlights

A total of 07 meetings were held during the period:

- National Assembly Standing Committee on Parliamentary Affairs: 03 meeting
- National Assembly Standing Committee on Rules of Procedure and Privileges: 01 meeting
- National Assembly Standing Committee on Government Assurances: 03 meetings

Standing Committee on Parliamentary Affairs: The Committee considered two proposed Election (Amendment) Bills, 2025, moved by Syed Naveed Qamar and Ms. Shazia Marri MNA, and by Sahibzada Sibghatullah MNA, respectively. The Committee evaluated the effectiveness of the Prime Minister's Public Affairs and Grievances Wing in handling public complaints, and reviewed the pension disbursement systems of EOBI and Pakistan Railways to improve service delivery and support for pensioners.

Standing Committee on Rules of Procedure and Privileges: The Committee considered amendments proposed by Dr. Nafisa Shah MNA in Rules 30, 31, 205, 295 and 296; and by Syed Rafiullah MNA in Rules 2, 43(4), 247 and for insertion of a new rule after Rule 39B, in the "Rules of Procedure and Conduct of Business in the National Assembly, 2007."

Standing Committee on Government Assurances: The Ministry followed up on twelve (12) assurances covering flood-damaged NHA infrastructure, minimum wage compliance, pensionary benefits for Radio Pakistan retirees, AIOU's inclusion in the Laptop Scheme, hockey promotion, electricity billing grievances, Benevolent Fund fee reimbursement, graduate attestation, Senior Citizens Act rules, and rural healthcare facilities in Islamabad.



Senate Standing Committees

Highlights

A total of 06 meetings were held.

- Senate Standing Committee on Parliamentary Affairs: 02 meetings
- Senate Standing Committee on Rules of Procedure & Privileges: 04 meetings
- Senate Functional Committee on Government Assurances: Nil

The Senate Standing Committee addressed several critical issues related to privilege motions moved by Members of the National Assembly (MNAs) while also focusing on key legislative reforms.

Standing Committee on Parliamentary Affairs: The Committee dedicated one session to deliberations on “The Election Act, 2017”, moved by Dr. Zarqa Suharwardi Taimur, and another session to the Private Member’s Bill, “The Members of Parliament (Salaries and Allowances) (Amendment) Bill, 2026”, moved by Senator Mohammad Abdul Qadir.

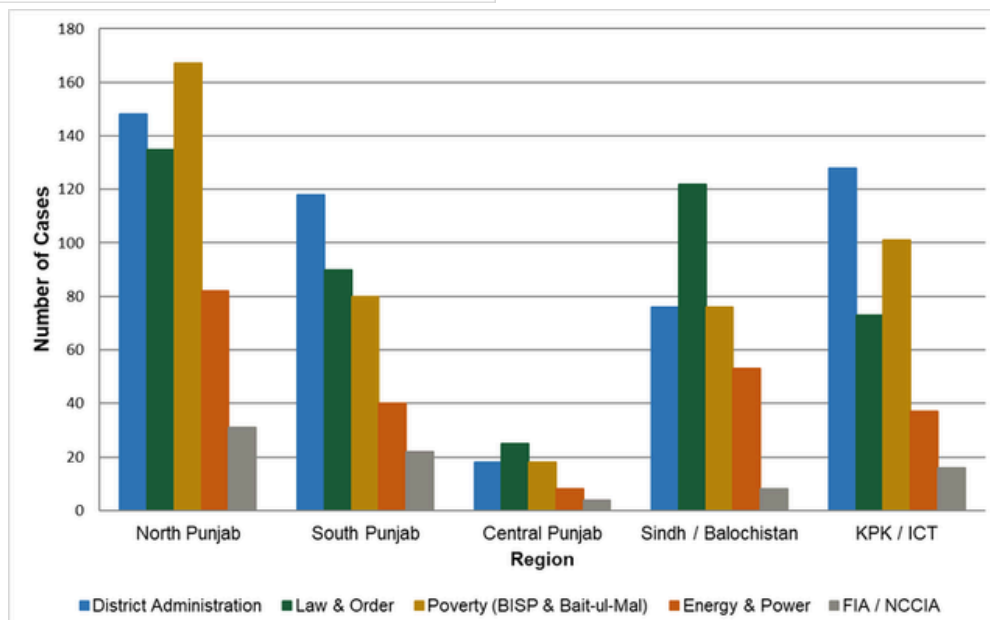
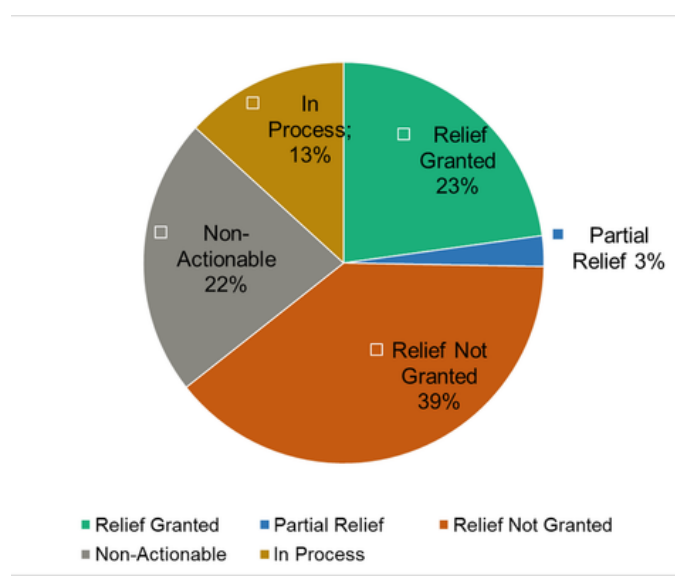
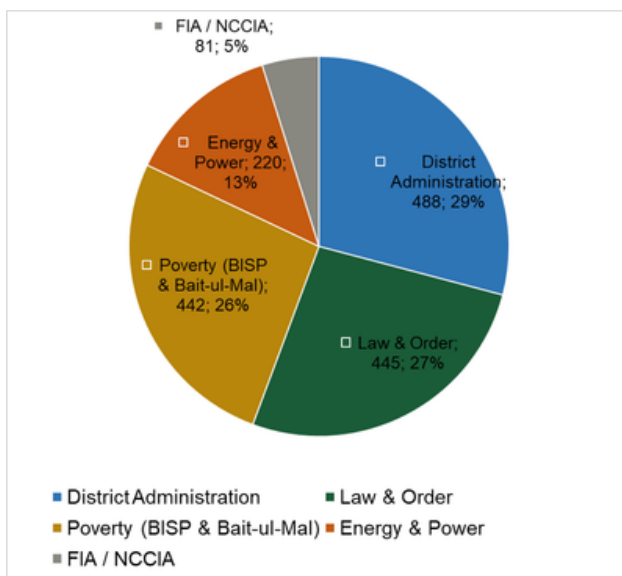
Standing Committee on Rules of Procedure and Privileges: The Committee deliberated on privilege motions moved by Senators and considered proposed amendments to Rule 209 of the Rules of Procedure and Conduct of Business in the Senate, 2012.



Prime Minister's public Affairs and grievances wing



The Prime Minister's Public Affairs and Grievances Wing of the Ministry of Parliamentary Affairs remains committed to addressing the concerns of citizens from every corner of Pakistan, including overseas Pakistanis, with particular attention to those who lack access to digital grievance platforms. During the period, the Wing demonstrated strong performance in grievance redressal by processing a total of 7,880 complaints across the country. Out of these, 84.45% cases were disposed of reflecting the office's commitment to citizen facilitation and responsive governance.



Prime Minister's public
Affairs and grievances wing

Success Stories



Redressal of Grievance Regarding Overbilling of Electricity Charges by the Lahore Electric Supply Company (LESCO)

Mr. Altaf Hussain, resident of Shad Bagh, Lahore, submitted a grievance to the the Prime Minister's Public Affairs and Grievances Wing, Islamabad, on 25th March, 2026, soliciting therein necessary intervention in the matter of excessive/erroneous billing of electricity charges.

The applicant stated that he had made repeated representations to the Lahore Electric Supply Company (LESCO) Administration for the rectification of the aforementioned anomaly; however, no remedial action was forthcoming from the concerned quarters.

Upon receipt and preliminary examination of the said grievance, the Prime Minister's Public Affairs and Grievances Wing, referred the matter to Chief Executive Officer, LESCO for redressal of grievance in accordance with relevant law/rules/policy.

The Complaint Manager, LESCO, informed that after scrutiny of the billing record, the excessive charges were rectified by extending a credit adjustment amounting to Rs. 17,342/-. Consequently, the revised bill was issued for an amount of Rs. 1,275/- on the 8th day of April, 2026.

The complainant was contacted telephonically who confirmed the rectification of the bill and expressed his complete satisfaction with the prompt and efficacious intervention of the Prime Minister's Public Affairs and Grievances Wing.

 LAHORE ELECTRIC SUPPLY COMPANY'S ELECTRICITY CONSUMER BILL		LESCO G.S.T # 309377160291		www.lesco.gov.pk	
اپنے لیے LESCO Smart Mobile App یا 118 SMS: 8118 پر سبسکرائب کریں					
CUSTOMER ID	TARIKH	CORRECTION DATE	MONTH	ISSUE DATE	DUE DATE
10782515	A-1a(01)	01 AUG 24	2	1.5%	MAR 26
30 MAR 26	01 APR 26	10 APR 26			
REFERENCE NO	METER NO	Occupant Detail		DISC NO	RAZDARY BAGAJ
14 11152 1409103U	S-461184			DISC DIVISION	SHAD BAGAJ
OLD REFERENCE NO	STATUS	NAME		FEDERATION	
		CNIC		021327	
		GST		GOAL BAGAJ	
		RTN			
NAME & ADDRESS		WEB REVISED BILL			
ALTAH HUSAIN Y M RANHEED					
HAFEE SHERAF SHAD BAGAJ					
METER TARIFF	PREVIOUS	PRESNET	UNITS	WATT	PAYMENT
4152	4152	1			
NE PRA ARAAN APPROACH					
LESCO CHARGES					
UNITS CONSUMED	0	ELECTRICITY DUTY		ARREAR / AGE	626 / 1
COST OF ELECTRICITY		GOVT. CHARGES		CURRENT BILL	648.00
METER RENT		GST		INSTALLMENT	55
SERVICE RENT		INCOME TAX		SURCHARGES	
TAX PRICE ADJUSTMENT		EXTRA TAX		TOTAL FPA	0
F.C. SURCHARGE		PURCHASER TAX		PAYABLE WITHIN DUE DATE	1275
QUARTERLY THREE ADJUSTMENT		AS TAX		PAYABLE AFTER DUE DATE	55
FIXED CHARGES	550	GST ON FPA		PAYABLE AFTER DUE DATE	1303
TOTAL	550.00	TOTAL		99.00	
BILL CALCULATION					
NET					
STATIC SINGLE PHASE TWO WIRE ENERGY METER					
LAHORE ELECTRIC SUPPLY COMPANY'S ELECTRICITY CONSUMER BILL					
Web Revised Bill					
BILL NO: 1520356					
FOR BASIC STAMP					
30 MAR 26 10782515 14 11152 1409103U 1275 10 APR 26 1303 13 APR 26 - 6					
HILL MONTH DUE DATE REFERENCE NUMBER CUSTOMER ID PAYABLE WITHIN DUE DATE 1275					
PAYABLE AFTER DUE DATE 1303					
30 MAR 26 10782515 14 11152 1409103U 1275 10 APR 26 1303 13 APR 26 - 6					

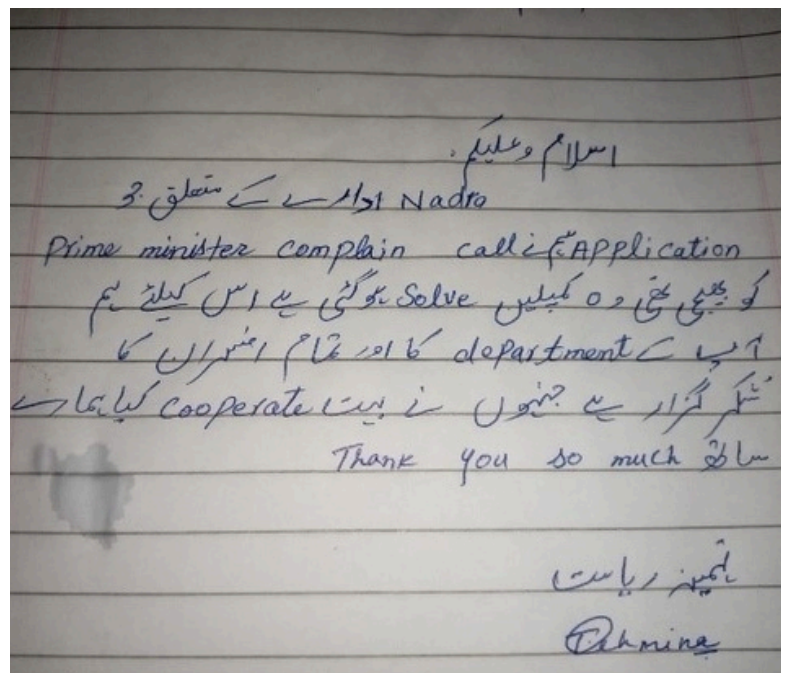
Timely Intervention by Prime Minister's Public Affairs & Grievances Wing Resolves Citizen's NADRA Issue

Ms. Tehmia Riasat, a resident of District Nankana Sahib, submitted an application dated 13th May, 2026 to the Prime Minister's Public Affairs & Grievances Wing, stating that an unknown individual had mistakenly been included in her Family Registration Certificate (FRC). As a result of this discrepancy, the Computerized National Identity Cards (CNICs) of her family members were blocked, causing significant inconvenience and affecting their daily affairs.

The Prime Minister's Public Affairs & Grievances Wing referred the case to the Director General, NADRA, on 15th May, 2026 for necessary action. The incorrect entry in the Family Registration Certificate was addressed, and the blocked CNICs of the family were successfully restored by NADRA.

Following the resolution of her grievance, Ms. Tehmia Riasat submitted a written expression of satisfaction and conveyed her sincere gratitude to the Prime Minister's Public Affairs & Grievances Wing and NADRA for their prompt response and efficient handling of her case.

This case reflects the Government's commitment to responsive governance and citizen-centric service delivery, ensuring that public grievances are resolved efficiently through effective institutional coordination.



Redressal of Grievance Pertaining to Illegal Dumping of Solid Waste and Resultant Environmental Hazard at K-Block, District Attock

On 5th March, 2026, Mr. Tajamal Hussain, resident of District Attock, highlighted that the residents of the locality had adopted the reprehensible and unlawful practice of indiscriminately dumping domestic and solid waste directly in front of the applicant's residence. Upon accumulation of substantial quantities, the said waste was routinely set ablaze by unidentified persons, resulting in the emission of noxious and toxic fumes, along with dense particulate smoke, causing health hazards. It was added that despite repeated verbal entreaties made by the applicant to the inhabitants of the locality, and formal written complaints lodged with the concerned Union Council Administration to desist from such unlawful dumping, no remedial or preventive measures were undertaken. Therefore, the applicant had requested for immediate removal of accumulated solid waste in order to ensure sanitation and cleanliness of the area.

The Prime Minister's Public Affairs and Grievances Wing, Islamabad forwarded the complaint to the Deputy Commissioner, Attock for necessary action to redress the grievance of the complainant as per law/rules/policy, who referred the matter to the Managing Director, Rawalpindi Waste Management Company (RWMC) for necessary action.

On the 11th day of May, 2026, the Managing Director, RWMC successfully executed the complete sanitation and removal of solid waste from the entire locality. Mr. Tajamal Hussain, confirmed the complete removal of waste and expressed his profound satisfaction and gratitude for the prompt and efficacious efforts undertaken by the Prime Minister's Public Affairs and Grievances Wing, Islamabad.



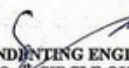
Resolution of Grievance-Installation of Electricity Meter

The Prime Minister's Public Affairs and Grievances Wing, Islamabad, has successfully addressed a complaint lodged by Muhammad Tufail, a resident of District Okara, Punjab. The complainant reported that his electric meter was removed due to non-payment of Bill. Later on, the complainant cleared all the outstanding bills but still the meter was not installed despite repeated requests to LESCO sub-division office.

Upon receipt of the complaint on February 03, 2026, the Prime Minister Public Affairs and Grievance Wing Islamabad, assigned the matter to the Complaint Manager, LESCO as per law/rules/policy.

The concerned responded via memo No.2286 dated Feb, 11-2026 confirming that the subject meter has been installed at the consumer's premises, as evidenced by LESCO memo No.2531 dated 13-02-2026.

This success story of Muhammad Tufail reinforces the commitment of the Prime Minister's Public Affairs and Grievance Wing, Islamabad, to a transparent and fair citizen grievance mechanism.

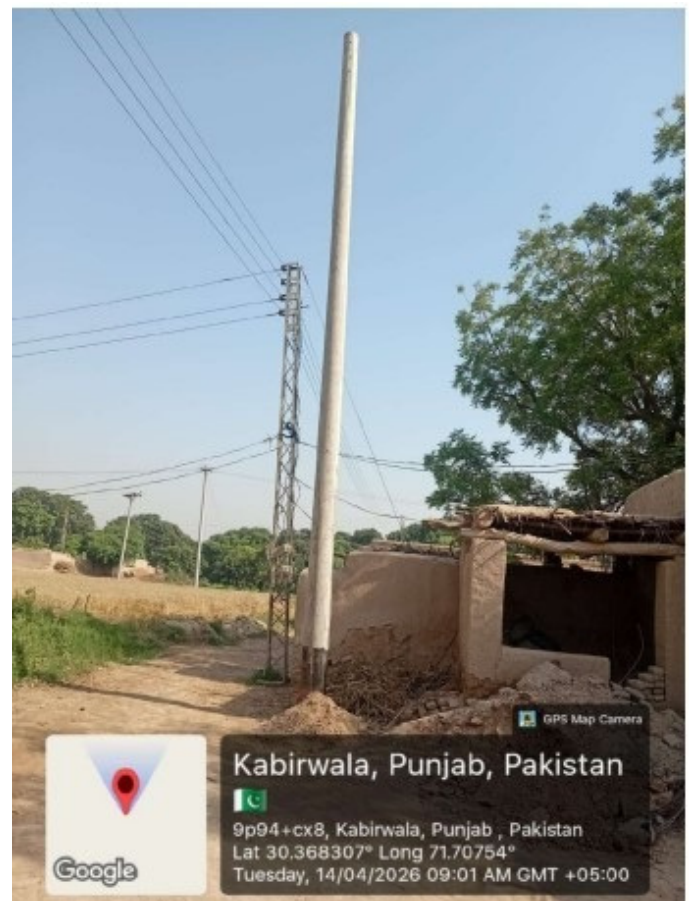
	LAHORE ELECTRIC SUPPLY COMPANY LIMITED SUPERINTENDING ENGINEER (OPERATION), 4 th Circle, LESCO District Complex, Okara. Phone: 044-9200201 Fax: 044-9200202
SUBJECT: <u>REPLY OF PMDU COMPLAINT NO. PU030226-92386320 IN THE NAME OF M.TUFAIL FOR RCO (DISCONNECTION OF METER)</u>	
Ref: Your Good office memo no. 1023-25/CCC/PMDU-SP-05/029/VOL-III dated 06.02.26	
In pursuance of complaint, it is submitted that matter has been investigated and found DMO Renala Division reported vide No. 4672 dated 11.02.2026, that consumer meter has been installed at site and supply running smoothly.	
Keeping in view the above complaint may please be closed.	
DA/as Above	
 SUPERINTENDING ENGINEER (OP) LESCO-4 th CIRCLE OKARA	
To, Manager / InCharge Central Complaints Cell LESCO H/Q Lahore	
Memo No. <u>2531</u> /	Dated. <u>13-02</u> /2026.

Resolution of Grievance-Removal and Replacement of Old Electric Pole

The Prime Minister's Public Affairs and Grievances Wing, Islamabad, has successfully addressed a complaint lodged by Muhammad Adil, a resident of Tehsil Kabirwala, District Khanewal. The complainant had reported that deteriorated electric poles were posing a safety threat to the school going children as these electric poles were in the middle of the public walkways or adjacent to boundary wall of the residential houses. The complainant requested to replace these old electric poles with new ones.

Upon receipt of the complaint on 20-01-2026 Prime Minister's Public Affairs and Grievances Wing assigned the matter to CEO, MEPCO on 06-02-2026, for corrective action.

MEPCO closed the complaint under the status of "Resolved". The complaint was reopened in 09-02-2026 and the concerned office, CEO, MEPCO was requested to grant full relief to the citizen. The concerned SDO, Kabirwala vide letter No.1114-15 dated 14-04-2026 reported that old electric poles have been replaced with new poles and electricity supply has been restored. Complainant was contacted telephonically by Prime Minister's Public Affairs and Grievances Wing, Islamabad, who conveyed his full satisfaction on granted relief.



Resolution of Grievance-Recovery of Rs.500,000/- Allegedly Taken on Behalf of RPO, DG KHAN

Mr Ghulam Haider a resident of Sarwar wali, district DG Khan, lodged a complaint against two accused individuals, Mr. Rabanawz & Mr. Hussain, for taking a bribe of Rs. 5 lacs on behalf of RPO, DG KHAN to help recover possession of his house. The complainant approached the concerned Police station; however, the matter was not resolved.

The complaint was received on 13-05-2026 and was uploaded and forwarded to DPO, DG Khan on the same day for necessary action. The DPO considered the matter, initiated an inquiry and prepared a detailed report on 3rd July, 2026. Meanwhile, Sardar Saif-ud-Din khan khosa, MPA, personally intervened in the matter and through his efforts and arbitration, the matter was settled out of Police Station. Consequently, the entire bribery amount of Rs.500,000/- was returned to the complainant. The complainant submitted formally to the DPO that his grievances have been fully addressed and did not want to pursue for legal action.

The complainant was contacted telephonically. He confirmed the recovery of amount and submitted his thanks to the Prime Minister.

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03/07/26



WRITER'S CORNER

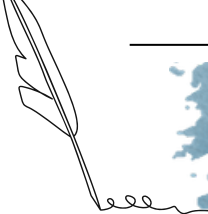
Strengthening Public Trust Through Effective Grievance Redressal

Mr. Muhammad Kamran
Deputy Secretary

From File to Platform: What Procurement Reform Looks Like from a Section Officer's Desk

Mr. Fayaz Thaheem
Section Officer





Strengthening Public Trust Through Effective Grievance Redressal



Good governance is not only about formulating sound policies; it is equally about ensuring that citizens are heard and their concerns are addressed effectively. The Principles of Policy enshrined in the Constitution of Pakistan emphasize the promotion of public welfare, transparency, accountability and responsive administration. An effective grievance redressal system serves as an important bridge between citizens and the government in this regard.

The Prime Minister's Public Affairs & Grievances Wing, functioning under the Ministry of Parliamentary Affairs, plays a vital role in facilitating communication between citizens and public institutions, providing a platform for individuals to seek assistance on administrative and service delivery issues and facilitating their resolution through coordination with relevant Ministries and Departments.

The complaint resolution process follows a structured mechanism. Complaints received by the Wing are scrutinized at the relevant desks and categorized in accordance with approved guidelines. Actionable complaints are uploaded on the Pakistan Citizens Portal (PCP) and simultaneously forwarded to the concerned departments for appropriate action, while copies are endorsed to the applicants for their information. Continuous follow up through correspondence, telephone calls and coordination with departments helps ensure timely disposal of cases.

A notable strength of the Wing is its inclusive approach. While digital platforms have improved access to public services, many citizens, particularly in remote and underserved areas, continue to face challenges related to internet access and digital literacy. By maintaining both conventional and digital channels of communication, the Wing ensures that grievance redressal remains accessible to a broader segment of society.

The importance of this mechanism is particularly evident in matters relating to police, law enforcement, land administration, pensions, public utilities, service delivery deficiencies and procedural delays. Timely intervention not only provides relief to affected citizens but also strengthens public confidence in state institutions. During Financial Year 2024–25, the Wing received 17,975 complaints, while 16,139 complaints have been received upto April 2026 in the current Financial Year. Complaints falling within the Wing's mandate are pursued with the concerned departments for resolution, reflecting the growing trust of citizens in the system.

To further strengthen public outreach, the Ministry has established a dedicated helpline (1733). Since May 2026, the helpline has handled approximately 2,000 telephone calls, offering an accessible channel for the public to seek information and register complaints.

The continued effectiveness of the grievance redressal system reflects the commitment of the Ministry's leadership towards citizen facilitation and responsive governance. Under the guidance of the Minister for Parliamentary Affairs, and close supervision of the Secretary, Ministry of Parliamentary Affairs, efforts have been made to enhance coordination, monitoring, accessibility and service delivery within the Wing.

As Pakistan continues its journey towards citizen-centric governance, effective grievance redressal remains essential for transparency, accountability and public trust, with the Wing continuing to contribute meaningfully towards improving governance standards and public service delivery nationwide.

Muhammad Kamran
Deputy Secretary



From File to Platform What Procurement Reform Looks Like from a Section Officer's Desk



Public procurement in Pakistan has long operated through an established rhythm. A demand is raised, a file is opened, quotations are invited, comparative statements are prepared, and the case moves through the prescribed approval chain. It is a system built for accountability, supported by clearly defined rules and procedures at every stage. The established process continues to provide a sound foundation for public procurement across government.

That rhythm is evolving. The Public Procurement Regulatory Authority's upgraded e-Pakistan Acquisition and Disposal System, EPADS 2.0, was launched under the banner "One Nation, One System" and has been rolled out to federal and provincial procuring agencies. The Ministry of Parliamentary Affairs is one of them, and the benefits are visible in routine areas, including the annual procurement of stationery, IT accessories and toners.

For a case of this size, spread across several lots and dozens of items, the procurement process requires careful preparation of demand proformas, bidding documents and comparative evaluations. On EPADS 2.0, the same case moves through a structured, timestamped workflow. Bidding documents are standardised, supplier registration is open and free, bid evaluation is recorded systematically, and every stage leaves a clear record that can be readily examined by the grievance committee whenever required. This strengthens institutional transparency while making the process easier to follow and administer.

The reform is part of the Government's broader commitment to modern and accountable governance. PPRA's initiatives, including EPADS 2.0, are being carried out under the directions of the Honourable Prime Minister of Pakistan, Muhammad Shehbaz Sharif, to modernise procurement and further strengthen accountability across federal ministries. For a ministry like ours, this translates into streamlined processing, stronger documentation and a more efficient journey from raising a demand to awarding a contract.

The EPADS platform does not remove the human element from the process; rather, it supports the dealing officer in performing each responsibility with greater clarity and confidence. The transition is, therefore, both technological and institutional. Through training, guidance and continued use, officers are becoming increasingly familiar with conducting and documenting procurement through the digital system. The Ministry of Parliamentary Affairs remains committed to supporting this important reform and contributing to the Government's vision of transparent, efficient and technology-enabled public procurement.

Fayaz Thaheem
Section Officer

Prime Minister's public Affairs and Grievances Wing

Government of Pakistan Ministry of Parliamentary Affairs Prime Minister's Public Affairs and Grievances Wing

Take a step to solve your issue.

We kindly encourage you to share any concerns or issues you may be facing, so that prompt and appropriate action can be taken. As a citizen of Pakistan, it is your fundamental right to speak out against injustice and seek resolution to your issues. We are committed to addressing your grievances and ensuring that your voice is heard.

Please note the following instructions while submitting your complaint to Prime Minister's Public Affairs and Grievances Wing:

- Your application must include your National Identity Card Number and contact information.
- Provide a comprehensive description of the issue in your region or affecting you personally.
- If the issue pertains to a federal institution, ensure to attach relevant documents or evidence with your application.

You can submit your complaint to:

Prime Minister's Public Affairs and Grievances Wing,
Ministry of Parliamentary Affairs,
Room No. 3058-A, Pak Secretariat, Islamabad.
Contact Number: 0315-8334456

Helpline : 1733

Website: www.mopa.gov.pk

For more information, contact us via:

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