



MINISTRY OF PARLIAMENTARY AFFAIRS

GOVERNMENT OF PAKISTAN

NEWSLETTER

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MINISTRY'S PERFORMANCE AND SUCCESS STORIES IN HALF-YEAR OF FY 2025

The Ministry of Parliamentary Affairs reaffirms its commitment to strengthen the liaison between the legislature and the executive to facilitate effective legislative processes in Parliament.

TOP NEWS

1

President Asif Ali Zardari's Address to the Joint Session of Parliament at the Commencement of the Parliamentary Year

2

19 Acts passed by the both Houses of Parliament

3

Followed up 75 Assurances given on the floors of National Assembly and the Senate

4.

8865 complaints of aggrieved citizens processed by Prime Minister's Public Affairs and Grievances Wing

5

23 Meetings of Senate & NA Standing Committees on Parliamentary Affairs, Rules of Procedure and Assurances held



**Prime Minister of Islamic
Republic of Pakistan**

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NATIONAL ASSEMBLY AND THE
SENATE**
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NATIONAL ASSEMBLY



**First Constituent Assembly of
Pakistan (1947-1954)**

MESSAGE BY FEDERAL MINISTER



I am pleased to present the Half-Yearly Newsletter of the Ministry of Parliamentary Affairs—an initiative designed to keep the public and our stakeholders informed

about the Ministry's activities, achievements, and priorities. This publication reflects our enduring commitment to excellence, transparency, and accountability in parliamentary affairs.

In this edition, we spotlight key legislative developments, significant milestones, and notable progress in addressing public grievances—underscoring our dedication to effective and responsive public service.

The newsletter also outlines our strategic goals, providing insight into the Ministry's proactive efforts to strengthen legislative frameworks and tackle emerging governance challenges.

I extend my sincere appreciation to the entire team for their dedication and hard work in bringing this publication to fruition.

We trust that this newsletter will serve as a valuable source of information and insight, embodying our shared vision of a stronger, more accountable government.

Dr. Tariq Fazal Chaudhry

FROM SECRETARY'S DESK



The Ministry of Parliamentary Affairs serves as a cornerstone for effective coordination between the legislative and executive branches of government.

Through the Prime Minister's Public Affairs and Grievances Wing, we remain deeply committed to resolving public grievances and fostering an inclusive environment where every voice is heard and valued.

This edition of our Half-Yearly Newsletter, covering the period from January to June 2025, highlights several key achievements. During this period, the National Assembly held six sessions including budget session and two joint sessions totaling over 77 working days, while the Senate convened for seven sessions spanning 61 working days. In addition, it provides insights into the deliberations of the Senate and National Assembly Standing Committees, reflecting our strong commitment to legislative oversight and accountability.

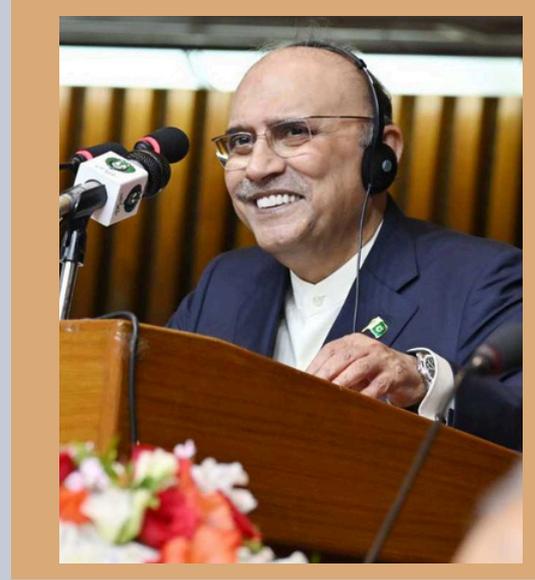
Addressing public complaints continues to be a top priority for the Ministry. We are pleased to share a selection of success stories that exemplify our efforts to deliver meaningful resolutions and uphold the principles of good governance. These stories illustrate the real-world impact of our work and our dedication to responsive public service.

As we move forward, the Ministry reaffirms its commitment to facilitate legislative and parliamentary business, citizen engagement, and effective grievance redressal. I would like to express my appreciation to my team and other stakeholders for their collaboration in advancing our shared goals.

Waseem Ajmal Chaudhary

PRESIDENT ASIF ALI ZARDARI'S ADDRESS TO THE JOINT SESSION OF PARLIAMENT

President Asif Ali Zardari, addressing the joint session of Parliament on March 10, 2025, emphasized the need for political unity, good governance, and economic reforms.



He called for expanding the tax net fairly, increasing salaries and pensions, supporting SMEs, and promoting digital and IT sectors to drive economic growth. Highlighting inclusive development, he stressed equitable infrastructure investment, especially in underdeveloped regions like Balochistan and Gilgit-Baltistan. The president urged improvements in education, healthcare, agriculture, and climate resilience, and advocated for strengthening national security and counterterrorism efforts.

On foreign policy, he reaffirmed ties with China, regional allies, and support for the causes of Kashmir and Palestine. He cautioned against unilateral federal policies, particularly on water resources, and called for consensus-based governance to preserve national harmony.



NATIONAL ASSEMBLY

In the first half of 2025, the National Assembly demonstrated a proactive legislative agenda and commitment to democratic governance. Key achievements included the passage of several critical bills aimed at digitalization, prevention of electronic crime, trafficking in persons, smuggling of migrants as well as amendments in various Acts etc. The Assembly also strengthened oversight functions through regular committee sittings and increased engagement with stakeholders. Notably, debates remained robust and inclusive, reflecting a deepening culture of accountability and transparency. These efforts underscore the Assembly's dedication to addressing national priorities and improving the quality of life for all citizens. Notable acts included The Biological & Toxin Weapons Convention (Implementation) Bill, 2024, The Digital Nation Pakistan Bill, 2024, The Prevention of Electronic Crimes (Amendment) Bill, 2024, The Prevention of Trafficking in persons (Amendment) Bill, 2025, The Prevention of Smuggling of Migrants (Amendment) Bill, 2025 etc.



SESSIONS HELD: 06
JOINT SITTING: 02
BILLS PASSED: 28
REPORTS LAID: 06
ORDINANCE LAID: 04



SENATE

During the first half of 2025, the Senate played a vital role in shaping national policy through diligent legislative review and strategic oversight. It successfully reviewed and passed key bills with a focus on digitization, IT development, prevention of smuggling of migrants and trafficking in persons etc. The Senate also made constructive deliberations and debates to reinforce the Senate's commitment to democratic principles and effective governance. Overall, the Senate's performance reflected a strong dedication to national progress and institutional integrity.

Key bills included The National Technology Zones Authority (Amendment) Bill, 2025, The Digital Nation Pakistan Bill, 2025, The Prevention of Electronic Crimes (Amendment) Bill, 2025, The Prevention of smuggling of Migrants (Amendment) Bill, 2025, The Prevention of Trafficking in persons (Amendment) Bill, 2025, The Emigration (Amendment) Bill, 2025, The Special Technology Zones Authority (Amendment) Bill, 2025.



SESSIONS HELD: 07
BILLS PASSED: 14
REPORTS LAID: 06



SENATE STANDING COMMITTEES



Standing Committees of the Senate include:

- Standing Committee on Parliamentary Affairs
- Standing Committee on Rules of Procedure & Privileges
- Standing Committee on Government Assurances

Senate Standing Committees' Meetings:

- The Senate Standing Committee on Parliamentary Affairs held five meetings.
- The Senate Committee on Rules of Procedure & Privileges held five meetings.
- The Senate Standing Committee on Government Assurances also held two meetings.



SENATE STANDING COMMITTEES ACTIVITIES



SENATE COMMITTEES

The Senate Committees remained active on matters of legislation, governance, and public service delivery. Key discussions included:

- **Parliamentary Affairs:** Review of Prime Minister's Grievances Wing performance and Election reforms.
- **Rules & Privileges:** Consideration of amendments to Senate Rules and examination of privilege motions moved by Senators.
- **Government Assurances:** Follow-up on assurances including matters of public importance, inter alia, 4G service gaps, highway maintenance in KPK, solarization of tube wells in Balochistan, provision of MRI machines, registration of foreign doctors, promotion of female teachers etc.



NATIONAL ASSEMBLY STANDING COMMITTEES



Standing Committees of the National Assembly include:

- Standing Committee on Parliamentary Affairs
- Standing Committee on Rules of Procedure & Privileges
- Standing Committee on Government Assurances



National Assembly Standing Committees' Meetings:

- The National Assembly Standing Committee on Parliamentary Affairs convened four meetings.
- The National Assembly Standing Committee on Rules of Procedure & Privileges held five meetings.
- The National Assembly Standing Committee on Government Assurances held two meetings.

Follow-up on Assurances:

- The Ministry has followed up on 53 assurances given on the floor of the National Assembly and 22 assurances given on the floor of the Senate.
- These follow-ups were conducted in accordance with the assigned work outlined in the Rules of Business, 1973.



NATIONAL ASSEMBLY STANDING COMMITTEES ACTIVITIES



NATIONAL ASSEMBLY COMMITTEES

The National Assembly Committees focused on strengthening oversight, citizens' services, and rules amendments. Highlights include:

- **Parliamentary Affairs:** Analysis of comparison of PM's Grievances Wing with the Citizen Portal and coordination with provincial complaint systems.
- **Rules & Privileges:** Consideration of multiple amendments in the NA Rules of Procedure and privilege motions moved by MNAs.
- **Government Assurances:** Follow-up on assurances including load shedding, overbilling, flood-damaged highways, emigrants' office in Mansehra, road conditions in KPK etc.



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 the country and overseas Pakistanis, specially those without digital access. The Wing is dedicated to alleviating hardships and redressing grievances for all citizens, without bias toward region, caste, creed, or gender, thereby uniting the diverse federating units of Pakistan. With doors always open to the public, the Wing stands as a last resort for many, striving to restore trust in government by delivering timely resolution to problems and healing broken spirits.

"We make a living by what we get, but we make a life by what we give."

Winston Churchill



Recently, several cases have seen successful outcomes, with citizens expressing satisfaction and gratitude in writing, highlighting the Wing's unbiased commitment to serving the people.

We are pleased to share some randomly selected cases wherein the aggrieved citizens have been provided relief and have expressed their satisfaction, appreciating the role of the Wing.



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.

IMPORTANCE OF REGULATORY FRAMEWORK THROUGH LEGISLATIVE INSTRUMENT REFLECTING WILL OF THE PEOPLE

Mr. Badar Ahsan Ullah
Deputy Secretary, MoPA



In constitutional democracies, the legitimacy of state authority derives not from arbitrary command but from norms enacted through representative institutions. The legislative process, therefore, is not merely a procedural formality but a substantive expression of the people's collective wisdom. As governance becomes increasingly complex, the equilibrium between legislative sovereignty and executive rule-making assumes central importance. The vitality of regulatory governance depends upon legislative instruments that both reflect democratic intent and conform to constitutional constraints.

Drawing upon Rousseau's conception of the "volonté Générale" and the modern theory of representative democracy, statutory law embodies the deliberate will of the polity as filtered through legislative deliberation. In this scheme, legislative enactments are not mere policy outputs but foundational expressions of sovereignty. They establish the normative contours within which all administrative and regulatory activity must operate. Unlike executive orders or administrative regulations, statutes possess the dual imprimatur of popular legitimacy and constitutional authority. As such, a robust legislative framework is indispensable for preserving the integrity of democratic governance.

The Constitution functions as both the font and the limit of state power. It is through constitutional authorization that legislatures derive their law-making competence, and it is under constitutional scrutiny that their outputs are evaluated. The principle of constitutionality serves not merely as a legal doctrine but as a normative touchstone that safeguards fundamental rights, institutional checks and balances, and the supremacy of law. In this context, even legislation that purports to reflect majoritarian will must be assessed against constitutional benchmarks. The judiciary, as the custodian of constitutionalism, performs a vital function in reviewing not only primary legislation but also delegated legislation and executive's directives that may transgress constitutional boundaries.

The proliferation of delegated legislation — a phenomenon often justified by the functional imperatives of regulatory complexity — has led to a discernible shift in the locus of normative authority from legislature to executive. While administrative agencies possess technical expertise, the legitimacy of their rule-making power rests entirely on the authority conferred by primary legislation. Delegation, therefore, must be circumscribed by clear statutory mandates, purpose clauses, and procedural safeguards. Indeterminate delegations or excessive discretion threaten to undermine democratic oversight and erode the principle of legality. Furthermore, the opacity of regulatory processes necessitates the reinforcement of institutional mechanisms such as legislative scrutiny committees, public consultation requirements, and judicial review to maintain the accountability of executive action.

In nutshell, the legislative function remains the cornerstone of democratic constitutionalism. In an era marked by administrative expansion and technocratic governance, there is an urgent need to reaffirm the primacy of legislative instruments as the legitimate source of regulatory norms. Laws must not only respond to the exigencies of governance but must also do so through processes that respect democratic deliberation and constitutional fidelity. Delegated legislation, though pragmatically essential, must operate within a rigorously defined and constitutionally sanctioned framework. Ultimately, the health of a constitutional democracy is measured not merely by the efficiency of its executive apparatus, but by the resilience of its legislative foundations and the extent to which lawmaking reflects the will of the people under the discipline of constitutionalism.



FROM COMPLAINTS TO CHANGE: ENHANCING GOVERNANCE THROUGH EFFECTIVE GRIEVANCE MECHANISMS

Mr. Mureed Hussain Jasra
Deputy Secretary, MoPA

A grievance mechanism is essential in any democratic society. It plays a critical role in addressing citizens' concerns and ensuring governmental accountability. It promotes transparency, fosters public trust, and encourages responsiveness from government institutions. In Pakistan, where many people have limited internet access, grievance mechanisms, such as the Prime Minister's Grievance Wing, are even more important. They offer citizens a way to voice complaints, bridging the gap between marginalized communities and government officials.

An effective grievance system combats administrative inefficiency, corruption, and bureaucratic delays that can undermine public confidence in state institutions. Without such a mechanism, citizens may feel powerless, leading to frustration with governance. A well-functioning system not only resolves individual complaints but also identifies systemic issues within government departments, driving policy reforms that enhance efficiency and ensure equitable public services. Furthermore, it reinforces democracy by holding government authorities accountable to the people they serve.

The success of a grievance mechanism relies on its accessibility and interdepartmental coordination. Pakistan has established several channels for reporting complaints, including hotlines, postal correspondence, and online platforms. The Prime Minister's Grievance Wing ensures that complaints are forwarded to the relevant departments. However, Pakistan's digital divide, with 56% of the population (https://finance.gov.pk/survey/chapter_24/) having internet access, restricts the effectiveness of digital platforms, particularly for rural and marginalised communities. The PM Grievances Wing with its hybrid approach, combining both traditional and digital methods, ensure that all citizens can engage with it effectively.

This grievance mechanism a kind of last resort for justice for many underprivileged individuals. Numerous deserving cases have been resolved through this system, including pension delays, land disputes, and public service inefficiencies. These successes build public trust, but ensuring that grievances are actively pursued remains a challenge.

To maximise its impact, Pakistan's existing grievance systems including PMGW need to constantly strive for better coordination with stakeholders, reduce response time, ensure public awareness, and independent monitoring. Strengthening these aspects will enhance transparency and foster a more accountable and effective governance system.

PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

حکومت پاکستان

وزارت پارلیمانی امور

وزیراعظم پاکستان کا شکایت عامہ ونگ

★★★★★

وزیراعظم کے عوامی شکایت ونگ کی جانب سے تمام اہل وطن اور تارکین وطن کو سلام!

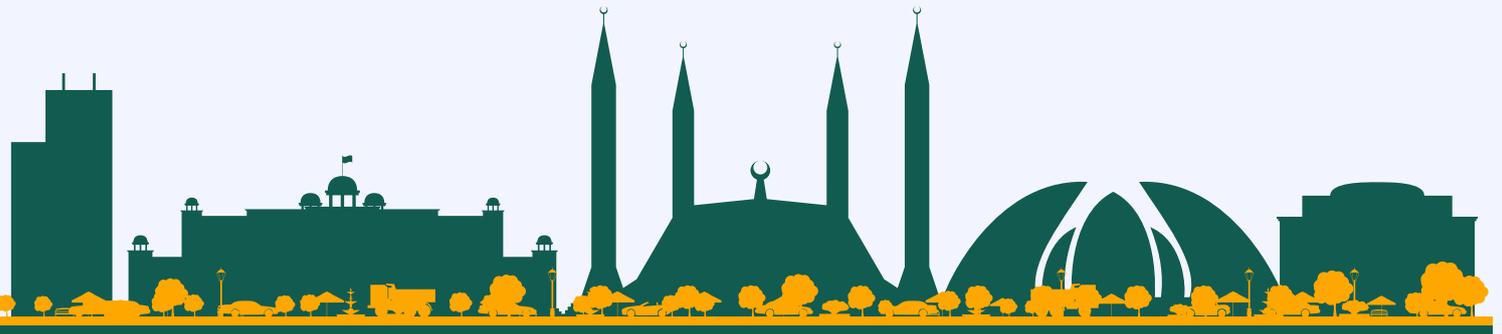
آپ سب کو مخاطب کرنے کا مقصد یہ ہے کہ آپ کو مطلع کیا جائے کہ وطن عزیز کے تمام شہریوں بشمول تارکین وطن کے شکوے شکایات کے بروقت ازالے کیلئے وزیراعظم شکایت ونگ وزارت پارلیمانی امور کے زیر نگرانی اپنی ذمہ داریاں ادا کرنے میں کوشاں ہے۔ ونگ کا بنیادی مقصد آپ کے مسائل کے بروقت حل میں آپ کی مدد کرنا، آپ کی مشکلات کم کرنا، آپ کی زندگیوں میں آسانیاں پیدا کرنا ہے۔ الغرض مشکل گھڑی میں آپ کی دادرسی کرنا یا آپ کے مسائل کے حل میں آپ کی مدد کرنا ہمارا نصب العین ہے۔

ہم سینکڑوں کی تعداد میں وطن عزیز کے طول و عرض سے مختلف نوعیت کی درخواستیں وصول کرتے ہیں جن میں درخواست گزاران یا شکایت کنندہ گان وزیراعظم پاکستان کو مخاطب کر کے اپنے مسائل یا شکوے شکایات کے ازالے کی استدعا کرتے ہیں۔ چونکہ وزیراعظم پاکستان یعنی مملکت کے سب سے اعلیٰ منصب کو مخاطب کر کے شہری ہمیں اپنی شکایات ارسال کرتے ہیں اس لیے ان درخواستوں کو متعلقہ حکام تک بغیر کسی تاخیر کے پہنچانا اور ان کے بروقت حل میں وطن عزیز کے شہریوں کی مدد کرنا ہمارے فرائض منصبی میں شامل ہے۔

آپ کی طرف سے موصول درخواستوں یا شکایات کے بارے میں متعلقہ محکموں یا اداروں کے ذمہ دار حکام کو بھی آگاہ کیا جاتا ہے کہ وہ ملکی قوانین کے مطابق آپ کے مسائل کے حل میں ہماری مدد کریں۔

یہاں یہ امر بھی ہمارے لیے باعث اطمینان ہے کہ وزیراعظم کے عوامی شکایت ونگ اور متعلقہ اداروں کے باہمی ارتباط و تعاون کے نتیجے میں ہزاروں شہریوں کے جائز مسائل حل ہو جاتے ہیں اور یہ شہری اپنے نیک جذبات کا اظہار اپنی تحریروں میں کر کے ہمیں بھی اپنے خوشیوں میں شریک کرتے ہیں

وزیراعظم کا عوامی شکایت ونگ، وزارت پارلیمانی امور،
کمرہ نمبر 3058-A، تیسری منزل کینٹ بلاک، اسلام آباد۔
0315-8334456
051-111-555-554
0519203452, 0519103613
pmgrievanceswing@mopa.gov.pk
contact.pagw@mopa.gov.pk
https://www.instagram.com/pa.gw.mopa
https://www.facebook.com/pa.gw.mopa



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
UAN: 051-111-555-554**

For more information, contact us via:

- **Phone: 0315-8334456, 051-9203452, 051-9103613**
- **Email: pmgrievanceswing@mopa.gov.pk | contact.pagw@mopa.gov.pk**
- **Social Media:**
 - **Instagram: <https://www.instagram.com/pa.gw.mopa>**
 - **Facebook: <https://www.facebook.com/pa.gw.mopa>**