

# NEWSLETTER

July - September 2025



## GOVERNMENT OF PAKISTAN MINISTRY OF PARLIAMENTARY AFFAIRS

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### TOP NEWS

1. **11 Acts passed by both Houses of Parliament**
2. **07 Government and 05 Private Members Bills passed by the National Assembly**
3. **10 Government Bills passed by the Senate**
4. **Followed up 21 Assurances given on the floors of National Assembly and the Senate**
5. **5591 complaints of aggrieved citizens processed by Prime Minister's Public Affairs and Grievances Wing**
6. **12 Meetings of Senate & NA Standing Committees on Parliamentary Affairs Rules of Procedure and Assurances held.**

### MINISTRY'S PERFORMANCE AND SUCCESS STORIES IN THIRD QUARTER OF YEAR 2025

Ministry of Parliamentary Affairs remains dedicated to fostering closer collaboration between the legislature and the executive to ensure an efficient and transparent legislative process in the Parliament.

### MINISTRY AT THE DOORSTEP OF THE FLOOD AFFECTEES

PM'S PUBLIC AFFAIRS & GRIEVANCES WING ESTABLISHES

**"GRIEVANCES DESK"**  
IN PUNJAB AND KPK

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## HIGHLIGHTS

1. MESSAGE BY FEDERAL MINISTER
2. FROM SECRETARY'S DESK
3. NATIONAL ASSEMBLY
4. SENATE
5. STANDING COMMITTEES IN NATIONAL ASSEMBLY AND SENATE
6. SUCCESS STORIES
7. FOOD FOR THOUGHT
8. VISITS OF FLOOD AFFECTED AREAS



Quaid-e-Azam replying in Constituent Assembly on 14 August 1947.

## EDITORIAL BOARD

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## NATIONAL ASSEMBLY



First Constituent Assembly of Pakistan (1947-1954).

## Message by Federal Minister



It gives me great pleasure to present the Quarterly Newsletter of the Ministry of Parliamentary Affairs for the period July to September, 2025. This publication serves as a reflection of the Ministry's sustained efforts in ensuring effective coordination between the Legislature and the Executive, facilitating the smooth conduct of parliamentary business, and promoting democratic governance in accordance with the Constitution of the Islamic Republic of Pakistan.

During the quarter under review, the Ministry continued to discharge its functions with dedication and efficiency, particularly in the areas of legislative support, facilitation of parliamentary proceedings, and strengthening of institutional linkages. In addition to its regular functions, a team comprising officers of the Prime Minister's Public Affairs & Grievances Wing of this Ministry visited the flood-affected areas of Khyber Pakhtunkhwa and Punjab to address the grievances of the affected people at their doorstep, in close coordination with the respective District Administrations. These endeavors underscore our commitment to transparency, accountability, and service delivery in the best interest of the public.

I extend my appreciation to all officers and officials of the Ministry for their professionalism, diligence, and teamwork in achieving the objectives entrusted to this important institution. I am confident that with continued commitment and collective resolve, we shall further enhance the Ministry's role in fostering an efficient and responsive parliamentary framework.

**Dr. Tariq Fazal Chaudhary**

## From Secretary's Desk



It gives me great satisfaction to present the Quarterly Newsletter of the Ministry of Parliamentary Affairs for the period July to September, 2025. The Newsletter encapsulates the Ministry's continued endeavors towards strengthening coordination between the Legislature and the Executive, and ensuring effective and efficient management of parliamentary business.

During this quarter, the Ministry has remained steadfast in its efforts to provide timely legislative support, streamline administrative processes, and enhance institutional capacity for improved service delivery. A team of officers of PM's Grievances Wing of this Ministry personally visited the flood-affected areas of Khyber Pakhtunkhwa and Punjab to receive public grievances and to ensure prompt redressal where possible, in coordination with the relevant authorities. These efforts reflect our commitment to easy accessibility to aggrieved citizenry, with a focus on resolution of their grievances.

I take this opportunity to commend the officers and officials of the Ministry for their dedicated and professional approach in fulfilling their assigned responsibilities. Their teamwork and commitment have been instrumental in sustaining the operational excellence of this Ministry.

I am confident that, with continued dedication and a collective sense of purpose, we shall further strengthen the Ministry's pivotal role in facilitating an effective and responsive parliamentary system, in line with the vision of the Government of Pakistan.

**Waseem Ajmal Chaudhary**

# NATIONAL ASSEMBLY

National Assembly held three sessions— 18th, 19th, and 20th—comprising a total of 17 working days. The Assembly actively transacted a wide range of legislative and parliamentary business, reflecting its continued commitment to strengthening democratic governance and ensuring effective oversight of the Executive.

A total of 21 Government and Private Members's Bills were introduced, out of which 12 were passed during this period covering areas such as justice, health, education, and social welfare. Notable among them were the Societies Registration (Amendment) Bill, 2025; the Criminal Laws (Amendment) Bill, 2025; the Pakistan Land Port Authority Bill, 2025; the National School of Public Policy (Amendment) Bill, 2025; and the Anti-Terrorism (Amendment) Bill, 2025.

The Assembly also laid 4 Ordinances and passed 11 Resolutions on significant national and international issues, including condemnation of India's illegal actions in Jammu and Kashmir, reaffirmation of Pakistan's support for the Palestinian cause, recognition of fundamental constitutional rights, and observance of Youm-e-Istehsal and Eid Milad-un-Nabi (PBUH).

During this quarter, 11 reports from various Ministries and statutory bodies were laid before the House, including annual reports from the Council of Islamic Ideology, National Commission on the Status of Women, National Commission on the Rights of Child, Election Commission of Pakistan, and Finance Division on the 7th NFC Award implementation.

Furthermore, the Ministry maintained continuous liaison with the National Assembly Secretariat regarding the scheduling and prioritization of Government business, thereby ensuring effective presentation and consideration of legislative and procedural matters before the House.



# SENATE

During the quarter July to September 2025, the Senate of Pakistan conducted two sessions—352nd and 353rd—comprising a total of 19 working days. The Upper House remained actively engaged in legislative, oversight, and procedural business, ensuring continuity of parliamentary work and effective scrutiny of Government policies.

A total of 6 Government Bills were introduced and 10 Bills were passed during this period. The important legislative measures taken by the Senate included the Extradition (Amendment) Bill, 2025; the Pakistan Citizenship (Amendment) Bill, 2025; the Criminal Laws (Amendment) Bill, 2025; the Federal Board of Intermediate and Secondary Education (Amendment) Bill, 2025; the Anti-Terrorism (Amendment) Bill, 2025; the Petroleum (Amendment) Bill, 2025; and the Pakistan Land Port Authority Bill, 2025. These legislative initiatives covered key areas of governance, public safety, education, and economic regulation.

During this period, 5 reports from various statutory and constitutional bodies were laid before the House. These included the First Biannual Report on Monitoring the Implementation of the 7th NFC Award (July–December 2022); the Annual Report 2024–25 of the National Commission on the Rights of Child; the Annual Report 2020–21 of the Council of Islamic Ideology; the Gender Parity Report–ICT (2023) of the National Commission on the Status of Women; and the Annual Report 2024 of the Election Commission of Pakistan.

Throughout the quarter, the Ministry of Parliamentary Affairs maintained close coordination with the Senate Secretariat and concerned Ministries for timely submission of replies to questions, provision of background material, ensuring smooth and timely from government ministries. The Ministry's efforts contributed towards the efficient conduct of Government business and the effective functioning of the Upper House in accordance with constitutional and parliamentary norms.



## NATIONAL ASSEMBLY STANDING COMMITTEES

During this quarter, the National Assembly Standing Committees relating to Ministry of Parliamentary Affairs i.e Standing Committee on Parliamentary Affairs, Standing Committee on Rules of Procedure and Privileges, and Standing Committee on Government Assurances remained engaged in detailed legislative and procedural business.

A total of 9 meetings of these Committees were held during the quarter. The Standing Committee on Parliamentary Affairs deliberated upon legislative business including the Election (Amendment) Bill, 2025 moved by both treasury and opposition benches Members. The Committee also received briefings from the Federal Investigation Agency (FIA) and Pakistan Telecommunication Authority (PTA) regarding actions taken against websites disseminating blasphemous content.

The Standing Committee on Rules of Procedure and Privileges held 3 meetings during the quarter to examine amendments to the Rules of Procedure and Conduct of Business in the National Assembly, 2007, and to consider various questions of privilege raised by Honourable Members.

The Standing Committee on Government Assurances held 3 meetings, during which fourteen assurances made on the floor of the National Assembly were followed up. The Committee reviewed the implementation status of assurances concerning public utility services, infrastructure, education, and social welfare. Matters discussed included unscheduled load shedding in Karachi, gas shortages, poor condition of national highways, shortage of teachers in Islamabad schools, and non-availability of medical and administrative facilities in various regions.

Through these efforts, the National Assembly Committees ensured effective parliamentary oversight and strengthened Government accountability mechanisms.



## SENATE STANDING COMMITTEES

Standing Committee on Parliamentary Affairs, Committee on Rules of Procedure and Privileges, and Standing Committee on Government Assurances remained active in pursuing various matters of parliamentary significance.

A total of 3 meetings of these Committees were held during the quarter. The Senate Committee on Rules of Procedure and Privileges convened two meetings, wherein issues pertaining to privilege motions moved by Honourable Senators were considered and discussed with relevant authorities to take appropriate action.

The Committee also held detailed deliberations on complaints regarding ethnic profiling, freedom of expression, and the role of media in maintaining parliamentary dignity.

The Senate Standing Committee on Government Assurances held 1 meeting, during which various assurances given by Ministers on the floor of the House were reviewed. The Committee discussed the implementation status of commitments relating to the provision of public services, such as telecommunications coverage, health facilities, and infrastructure development.

Overall, the Senate Standing Committees played an important role in ensuring ministerial accountability, safeguarding parliamentary privileges, and overseeing compliance with assurances made in the Upper House.



## 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.

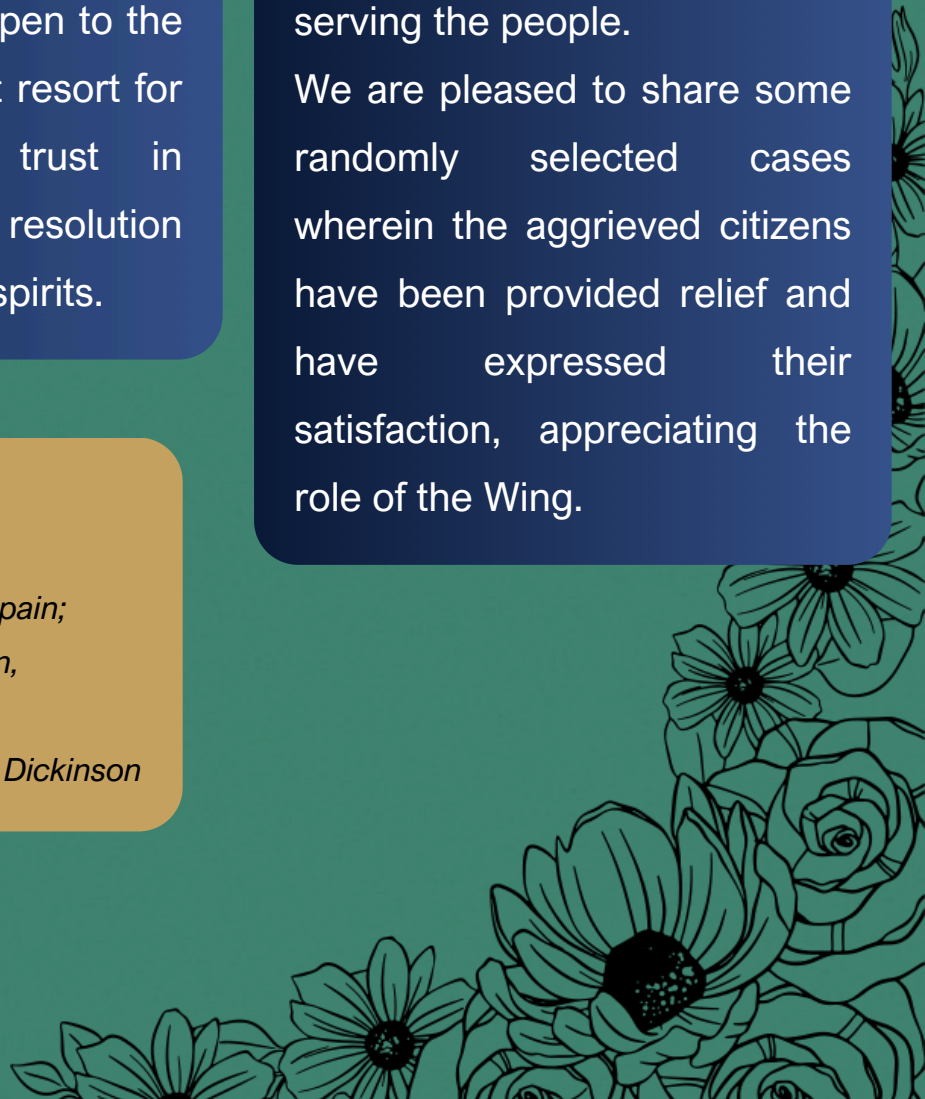


Recently, several cases have seen successful outcomes, with citizens expressing satisfaction and gratitude in writing, highlighting the Wing's unbiased commitment to serving the people.

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.

*"If I can stop one heart from breaking,  
I shall not live in vain;  
If I can ease one life the aching, or cool one pain;  
Or help one fainting robin unto his nest again,  
I shall not live in vain."*

*Emily Dickinson*



## GRANT OF RELIEF IN COMPLAINT REGARDING ELECTRICITY SUPPLY

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



## SWIFT RESOLUTION OF ELECTRICITY OVER BILLING

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

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

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



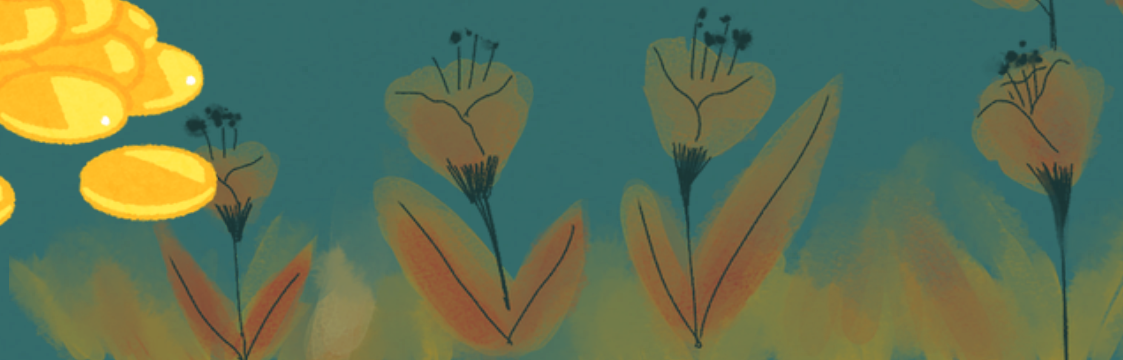
## PROMPT RESOLUTION OF THE PAYMENT OF RS. 7749000 TO THE AGGRIEVED IN LIEU OF 30 TOLA GOLD



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

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

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



## SUCCESSFUL DISPOSAL OF COMPLAINT REGARDING THE RELEASE PENSION FROM EOBI



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

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

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



## REPLACEMENT OF FAULTY SUI GAS METER AT APPLICANT'S RESIDENCE



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

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

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

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

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



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



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

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

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





**PRIME MINISTER'S  
PUBLIC AFFAIRS AND  
GRIEVANCES WING  
REACHES OUT TO THE  
FLOOD AFFECTEES IN  
PUNJAB AND KPK**





### PM'S GRIEVANCES DESKS IN FLOOD AFFECTED DISTRICTS OF PUNJAB

Pursuant to the directives of the Honorable Minister for Parliamentary Affairs and the Secretary, Parliamentary Affairs, Prime Minister's "Grievances Desks" were established at the Deputy Commissioner's offices in **Gujrat, Sialkot, and Mandi Bahauddin** districts of Punjab, specifically targeting flood-affected villages. A team comprising Mr. Mureed Hussain Jasra, Deputy Secretary, and Mr. Salman Tayyab, Section Officer, visited the worst flood-affected districts to facilitate aggrieved citizens in redressing their grievances. The team displayed banners and distributed pamphlets among the affected populace to disseminate information regarding the grievance redressal mechanism. During the visit, the officers provided a patient hearing to the grievances of the flood-affected citizens, which were subsequently brought to the notice of the concerned relief authorities, resulting in the redressal of grievances on-the-spot to the satisfaction of the citizens.

Furthermore, the team assisted the affected citizens in registering their grievances, collecting a total of 372 applications, which have been uploaded on the Pakistan Citizen Portal (PCP) for prompt redressal. The applications primarily pertain to compensation for damages, rehabilitation assistance, livelihood restoration, and other related grievances. The citizens expressed their profound appreciation for the efforts of the wing in providing succor to the distressed populace in the time of need.





### PM'S GRIEVANCES DESKS IN FLOOD AFFECTED DISTRICTS OF KPK

On the directions of the Honorable Minister for Parliamentary Affairs and Secretary, Parliamentary Affairs, Prime Minister's "Grievances Desks" were established at **Swat, Shangla and Buner** districts of KPK. A team of the Wing; Mr. Zakirullah Deputy Secretary and Mr. Abdul Rauf, Section Officer visited the worst flood-affected districts to facilitate the affected citizens in redressing their grievances. Banners were displayed and pamphlets distributed among the affected citizens of the area. The officers heard the grievances of the affected citizens which were brought into the notice of the concerned relief officers and a number of grievances were redressed on the spot to the satisfaction of the citizens.

The team also helped the affected citizens in registering their grievances. Applications were collected from the citizens, which have been uploaded on the Pakistan Citizen Portal (PCP) for early redressal. The applications primarily pertain to compensation for damages, rehabilitation assistance, livelihood restoration, and other related grievances. The citizens appreciated the efforts of the wing for helping the distressed people in their difficulty and need.





# WRITER'S CORNER



## **The Role of Legislature in Promoting Good Governance**

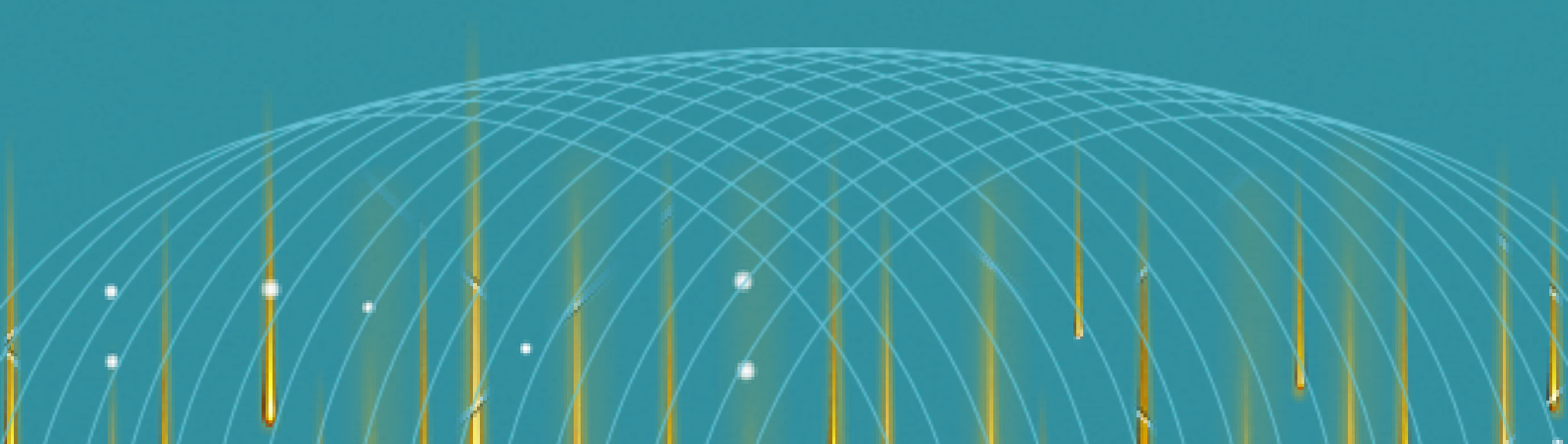
**KHURRAM SHEHZAD WARRAICH**  
**DEPUTY SECRETARY**

## **Grievance Redressal Mechanisms: An Important and Effective Approach Towards Good Governance and Public Service Delivery**

**MUHAMMAD UMAIR**  
**SECTION OFFICER**

## **Navigating the Procedure of the Private Members' Bills in Pakistan Parliament**

**MUHAMMAD KAMRAN**  
**SECTION OFFICER**



# THE ROLE OF LEGISLATURE IN PROMOTING GOOD GOVERNANCE



Good governance is the cornerstone of a stable, prosperous, and just society. It encompasses transparency, accountability, rule of law, responsiveness, and inclusiveness. Among the key institutions that uphold these principles, the legislature plays a pivotal role. As the representative body of the people, the legislature is not only responsible for lawmaking but also for overseeing the executive, safeguarding democratic values, and ensuring that governance remains aligned with public interest.

## Legislative Functions and Good Governance

### 1. Law-Making Authority

The legislature formulates laws that shape the political, economic, and social landscape of a country. By enacting clear, fair, and enforceable laws, it provides the legal framework necessary for good governance. These laws regulate public administration, protect rights, and promote justice.

### 2. Oversight and Accountability

Through parliamentary committees, question hours, and debates, the legislature monitors the actions of the executive. This oversight ensures that government policies and expenditures are transparent and accountable. Legislators can summon officials, demand reports, and investigate irregularities, thereby curbing corruption and inefficiency.

### 3. Representation of the People

Legislators serve as the voice of their constituents. By bringing local issues to the national stage, they ensure that governance reflects the diverse needs of the population. This participatory role strengthens democratic legitimacy and fosters inclusive development.

### 4. Budget Approval and Fiscal Discipline

The legislature scrutinizes and approves the national budget, ensuring that public funds are allocated efficiently and equitably. This process promotes fiscal responsibility and aligns spending with national priorities such as education, health, and infrastructure.

## Strengthening Democratic Institutions

### 1. Rule of Law and Constitutionalism

The legislature upholds the constitution and ensures that laws are consistent with democratic principles. It acts as a guardian of civil liberties and fundamental rights, reinforcing the rule of law.

### 2. Checks and Balances

In a democratic setup, the legislature acts as a counterbalance to the executive and judiciary. This separation of powers prevents authoritarianism and promotes institutional integrity.

### 3. Policy Formulation and Debate

Legislative debates provide a platform for diverse viewpoints, enabling informed policy decisions. This deliberative process enhances the quality of governance and ensures that policies are well-considered and evidence-based.

## Promoting Transparency and Public Trust

### 1. Public Engagement and Communication

Legislatures often hold public hearings and consultations, inviting citizens to participate in the law-making process. This openness fosters trust and strengthens the social contract between the state and its people.

### 2. Information Dissemination

By publishing proceedings, reports, and legislative records, the legislature ensures that governance is transparent. Citizens can access information, evaluate performance, and hold their representatives accountable.

## Challenges and the Way Forward

While the legislature plays a crucial role in good governance, it faces challenges such as political polarization, limited capacity, and executive dominance. To overcome these, governments must invest in legislative strengthening through:

- Capacity building and training for legislators
- Enhancing research and support services
- Promoting bipartisan cooperation
- Ensuring independence and adequate resources

The legislature is the bedrock of democratic governance. Its role in law-making, oversight, representation, and budgetary control is indispensable for promoting transparency, accountability, and public welfare. A robust and empowered legislature not only ensures good governance but also reinforces the trust and participation of citizens in the democratic process. Governments must therefore prioritize legislative strengthening as a strategic pillar of national development and democratic consolidation.

**KHURRAM SHEHZAD WARRAICH**  
**DEPUTY SECRETARY**

## GRIEVANCE REDRESSAL MECHANISMS: AN IMPORTANT AND EFFECTIVE APPROACH TOWARDS GOOD GOVERNANCE AND PUBLIC SERVICE DELIVERY



In order to establish legitimacy, democratic governments rely significantly on good governance and public service delivery. Good governance, as mandated by the Principles of Policy in the Constitution of Islamic Republic of Pakistan, 1973, requires transparency, accountability, responsiveness, and participation. The Federal Government functions as the primary engine in the form of a procedural facilitator and a central hub for ensuring good governance.

Within its constitutional mandate, the Federal Government has introduced interventions over the time to ensure good governance. In order to approach the universally accepted pillars of good governance successfully, broader and effective participation from all segments of governance loop is necessary. Grievance redressal mechanisms one of the crucial components, help governments achieve the ultimate objective of good governance through efficient service delivery with a vigilant eye on the performance of agents and processes involved. These mechanisms assist the governments to enhance accountability resulting in introduction of better agents and processes for improved service delivery.

For redressal of grievances of public belonging to any and all strata of society, Government of Pakistan has introduced several channels for reporting complaints / grievances, including hotlines, postal correspondence, and online platforms. The biggest challenge towards broader and indiscriminate outreach is that only 56% of the population has access to internet ([https://finance.gov.pk/survey/chapter\\_24/](https://finance.gov.pk/survey/chapter_24/)), restricting the effectiveness of digital platforms, particularly for rural and under privileged people. However, the PM's Grievances Wing with its hybrid approach, combining both traditional and digital methods, ensure that all citizens can engage with it effectively. Complaints are received in this Wing from people, mainly those belonging to under privileged areas with no or limited access to digital fora, which are processed and resolved through effective coordination and follow up.

This grievance redressal mechanism has served and emerged as a last resort for service delivery and protection of constitutional / legal rights for The marginalized populace. Applicable relief has been granted in numerous cases range from the more mundane issues involving to law & order, crime, pension delays, land disputes and public service inefficiencies etc. Speedy and successful grievance redressal mechanism is therefore helpful in further building public trust in government and its institutions.

As there is always room for improvement, especially when it comes to public service and governance; therefore, as the even better coordination with stakeholders, enhanced public awareness, and dedicated and independent monitoring at all levels, the impact of PM's GW in public service delivery.

**MUHAMMAD UMAIR**  
**SECTION OFFICER**

## NAVIGATING THE PROCEDURE OF THE PRIVATE MEMBERS' BILLS IN PAKISTAN PARLIAMENT



Private Members' Bills provide legislators who are not part of the Federal Cabinet with a chance to contribute directly to the legislative process. These bills are governed by Article 70 of the Constitution, which allows them to originate in either House of Parliament — the National Assembly or the Senate — except in the case of Money Bills, which must originate exclusively in the National Assembly under Article 70(3). According to Rule 94 of the Rules of Procedure and Conduct of Business in the Senate, 2007, and Rule 118 of the corresponding National Assembly Rules, 2007, a Private Member may give notice of his or her intention to introduce a Bill. The Speaker of the National Assembly or the Chairman of the Senate, depending on the House, decides whether the proposed legislation requires the prior consent of the Federal Government or the sanction of the President, as required under certain constitutional provisions.

Once a bill is found admissible, it is forwarded by the respective Parliamentary Secretariat to the concerned Ministry or Division, marking the beginning of the Executive's involvement. Under Rule 28 of the Rules of Business, 1973, the concerned Division is responsible for reviewing the bill's administrative and financial implications and for consulting other Divisions, including the Finance Division, if required. The Division must also examine whether the proposal falls within the ambit of Articles 73 and 74 of the Constitution. It is further required to consult the Law and Justice Division, which advises on the constitutionality, competence of Parliament, legal implications and whether the Federal Government's consent or the President's prior sanction is necessary. Timely coordination and clarity at this stage are crucial, as delays or incomplete reviews can cause procedural complications once the bill reaches the Parliament.

Based on these assessments, the Minister-in-Charge must decide the Government's position under Rule 28(3) of the Rules of Business, 1973, before the bill is taken up on a Private Members' Day. The Minister may support, oppose, or give his consent to refer the bill to the relevant Standing Committee for detailed scrutiny. Once introduced, the bill is formally referred to the concerned Committee for examination and report. During Committee proceedings, the presence and input of the concerned Ministry / Division become even more important. Ministries / Divisions are expected to provide background information, technical data and policy guidance to help Members understand the Executive's viewpoint. This stage offers Ministries a valuable opportunity to engage constructively with Parliamentarians and to help shape legislation through informed input.

If a bill is passed by one House, it is transmitted to the other House where the same scrutiny is repeated. When both Houses pass the bill, it is sent to the President for assent under Article 75 of the Constitution, after which it becomes an Act of Parliament. At every stage, effective coordination by Ministries / Divisions ensures that the Government's position is well-prepared, coherent and effectively presented. The handling of Private Members' Bills should not be seen as a routine or secondary task; rather, it reflects the Executive's readiness and respect for the legislative process. Proactive engagement by Ministries in this process ensure administrative efficiency and well-considered legislation.

**MUHAMMAD KAMRAN**  
**SECTION OFFICER**

# 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 داد دینی 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 A-3058، تیسری منزل کینٹ بلاک، اسلام آباد۔



0519203452, 0519103613



# PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

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

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**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](mailto:pmgrievanceswing@mopa.gov.pk) | [contact.pagw@mopa.gov.pk](mailto:contact.pagw@mopa.gov.pk)**

