



Ministry of Parliamentary Affairs

Newsletter

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OCTOBER - DECEMBER, 2025

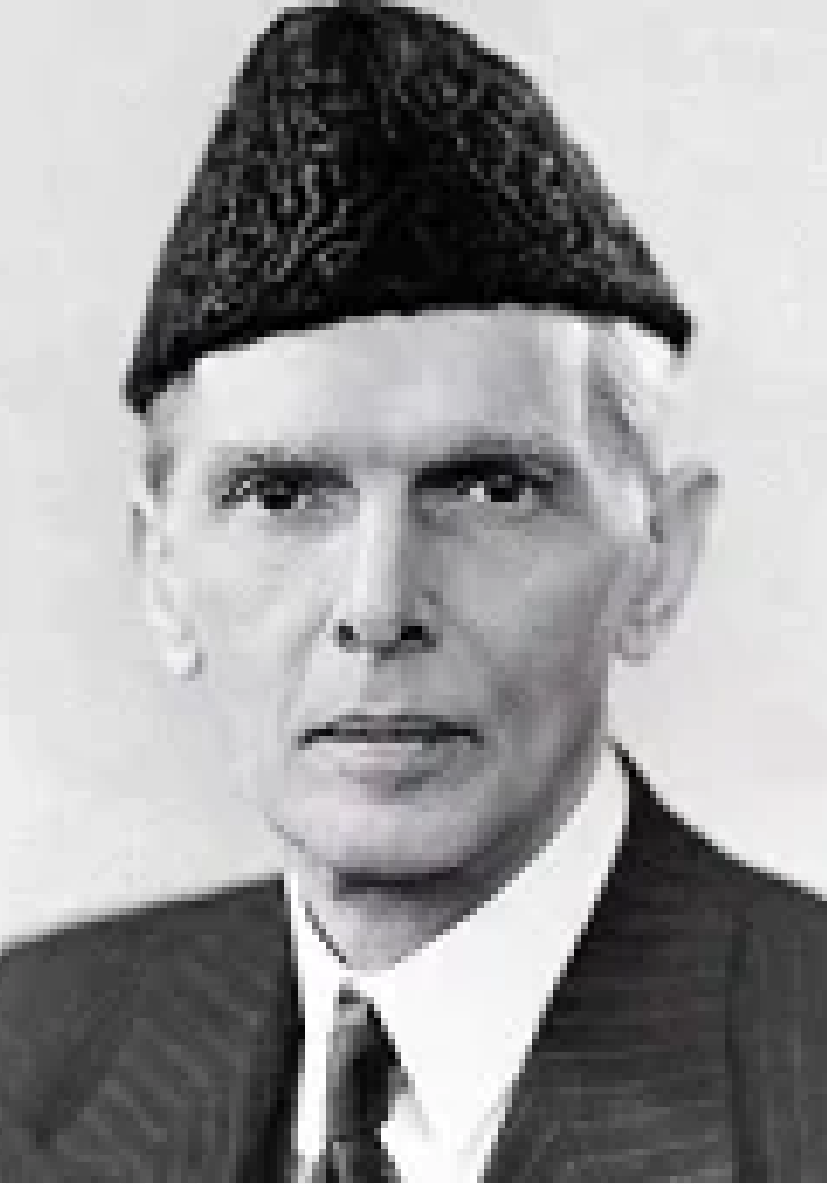
Ministry's performance and success stories in last quarter of year 2025

In line with its mandate under the Rules of Business, 1973, 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.



TOP NEWS

1. **10 Acts passed by both Houses of Parliament**
2. **13 Government and 02 Private Members Bills passed by the National Assembly**
3. **14 Government Bills passed by the Senate**
4. **Followed up 23 Assurances given on the floors of National Assembly and the Senate**
5. **5403 complaints of aggrieved citizens processed by Prime Minister's Public Affairs and Grievances Wing**
6. **14 Meetings of Senate & NA Standing Committees on Parliamentary Affairs, Rules of Procedure and Assurances held.**



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

Editorial Board

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NATIONAL ASSEMBLY



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 share that during October to December 2025, the Parliament of Pakistan continued to perform its vital constitutional responsibilities with commitment and effectiveness.

The Senate and the National Assembly remained actively engaged in legislative business, parliamentary oversight, and matters of national importance, reflecting the strength and continuity of our democratic process.

During this period, the Senate held four sessions completing 31 working days, with meaningful progress in the introduction and passage of important government legislation. Likewise, the National Assembly held three sessions, along with a Joint Sitting, completing 35 working days and demonstrating strong legislative productivity. A number of Bills were introduced, debated, and passed, covering key areas such as constitutional reforms, judicial improvements, governance, defence services, economic facilitation, education, human rights, and institutional strengthening.

In addition to legislative activity, both Houses further reinforced accountability and transparency through parliamentary oversight. Several important national reports, including those relating to the State Bank of Pakistan, Council of Common Interests, and Auditor General of Pakistan, were laid before Parliament for record and consideration.

I also commend the constructive role played by the Standing Committees of both Houses in examining issues of public interest, procedural matters, and follow-up of parliamentary assurances. Their work remains essential in ensuring effective governance and meaningful service delivery.

Alongside parliamentary progress, the Government remained equally focused on public facilitation through the Prime Minister's Public Affairs & Grievances Wing, which continued to serve as a vital platform for addressing citizens' complaints and ensuring timely redressal. The Grievances Wing plays an important role in strengthening public trust by promoting responsiveness, improving service delivery, and ensuring that public concerns are heard and acted upon through transparent and coordinated follow-up mechanisms.

The Ministry of Parliamentary Affairs remains committed to supporting Parliament in advancing democratic traditions, strengthening institutions, and promoting responsive and accountable governance. I extend my appreciation to my team at the Ministry for their dedication and efforts during this quarter.

Dr. Tariq Fazal Chaudhary

From Secretary's Desk



I am pleased to share that during the quarter, Ministry of Parliamentary Affairs remained engaged to perform its role as a coordinating and facilitative arm of the Federal Government as assigned in Rules of Business, 1973, ensuring orderly conduct of parliamentary business and effective liaison between the Executive and Parliament.

The Ministry continued to provide procedural support for the functioning of both Houses, including coordination relating to legislative business and parliamentary oversight. Particular emphasis was placed on facilitating the placement of statutory and institutional reports before Parliament, enabling informed consideration by the Houses and contributing to transparency and accountability within the constitutional framework.

In addition, the Ministry supported the work of Standing Committees of the Senate and the National Assembly, particularly those dealing with Parliamentary Affairs, Rules of Procedure & Privileges, and Government Assurances. Systematic follow-up of parliamentary assurances and committee recommendations was undertaken in coordination with the concerned Ministries and Divisions, in line with the assigned mandate, to support improved administrative responsiveness and governance outcomes.

Simultaneously, the Prime Minister's Public Affairs and Grievances Wing, functioning under the administrative control of the Ministry, continued to act as a central platform for citizen facilitation by receiving, examining, and pursuing public grievances from across the country and overseas Pakistanis. Through structured coordination and sustained follow-up with the concerned Ministries and Departments, complaints were processed in accordance with prescribed procedures, contributing to timely redressal and improved public service delivery.

The Ministry of Parliamentary Affairs shall continue to perform its responsibilities with diligence, in furtherance of effective parliamentary functioning and democratic governance.

Waseem Ajmal Chaudhary

NATIONAL ASSEMBLY



Highlights

National Assembly remained actively engaged in its constitutional, legislative, and oversight responsibilities, contributing to effective parliamentary functioning and democratic governance. The lower house continued its role in law-making, democratic oversight, and addressing key national priorities, reinforcing parliamentary accountability and public interest governance.

Acts of Parliament

During the quarter, 10 Acts received Presidential assent, including:

- Constitution (Twenty-Seventh Amendment) Act, 2025
- Pakistan Army, Navy and Air Force (Amendment) Acts, 2025
- Supreme Court (Practice and Procedure) (Amendment) Act, 2025
- Asaan Karobar Act, 2025
- National Commission for Minorities Rights Act, 2025
- Qanun-e-Shahadat (Amendment) Act, 2025

Legislative Business

- 25 Bills introduced, including 24 Government Bills and 1 Private Member's Bill.
- 15 Bills passed by the National Assembly, including 13 Government Bills and 2 Private Members' Bills.
- 7 Bills were passed by Majlis-e-Shoora (Parliament) in Joint Sitting.

Key legislation focused on constitutional amendments, judicial reforms, defence services, economic management, governance, education, human rights, and media regulation.

Parliamentary Sitzings

- 3 National Assembly sessions were held during the quarter, along with a Joint Sitting of Parliament.
- A total of 35 working days were completed, reflecting sustained legislative engagement.

Parliamentary Oversight

5 major national reports were laid before the House, including reports of the State Bank of Pakistan, Council of Common Interests, and the Auditor General of Pakistan.

Resolutions

The National Assembly adopted 3 resolutions, addressing matters of national recognition, international sports solidarity, and national sovereignty.

SENATE



Highlights

During the quarter, the Senate remained actively engaged in legislative business, parliamentary oversight, and constitutional responsibilities, contributing to effective parliamentary functioning and democratic governance.

Legislative Business

- 3 Government Bills introduced during the period.
- 14 Government Bills passed by the Senate.

Key legislation passed included:

- Qanun-e-Shahadat (Amendment) Bill, 2025
- Constitution (Twenty-Seventh Amendment) Bill, 2025
- Pakistan Army, Navy and Air Force (Amendment) Acts, 2025
- Supreme Court (Practice and Procedure) (Amendment) Bill, 2025
- National Agri-Trade and Food Safety Authority Bill, 2025
- Capital Development Authority (Amendment) Bill, 2025
- National School of Public Policy (Amendment) Bill, 2025
- King Hamad University of Nursing and Allied Medical Sciences Bill, 2025
- Daanish Schools Authority Bill, 2025

Parliamentary Oversight

6 Reports were laid before the Senate during the quarter, which includes Annual Report of the Council of Islamic Ideology, Annual Report of the State Bank of Pakistan (Board of Directors) on the State of Pakistan's Economy (FY 2024-25), Annual Report of the Governor, State Bank of Pakistan (FY 2024-25), Reports of the Council of Common Interests (FY 2021-22, 2022-23, 2023-24), Appropriation Accounts and Audit Reports of the Auditor General of Pakistan (FY 2023-24 / Audit Year 2024-25) and Performance/Implementation Reports relating to Public Sector entities.

Parliamentary Sitzings

- 3 Senate Sessions were held during the quarter, along-with a Joint Sitting of Parliament.
- A total of 31 working days were completed.



STANDING COMMITTEES

Overview

Ministry of Parliamentary Affairs facilitated and coordinated parliamentary committee work relating to six key committees of both Houses in line with mandate assigned under Rules of Business, 1973 (Schedule-II, Entry No.28):

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

These Committees play a vital role in strengthening parliamentary oversight, addressing public issues, and ensuring accountability through follow-up on commitments made on the floor of the House. The quarterly activities reflect the active engagement of the Standing Committees in examining matters of public importance, privilege, and rules of procedure, as well as in ensuring effective implementation of parliamentary assurances—thereby reinforcing the overall functioning of Parliament and promoting good governance.



NATIONAL ASSEMBLY STANDING COMMITTEES

Highlights

A total of 07 meetings were held:

- NA Standing Committee on Parliamentary Affairs: 3
- NA Standing Committee on Rules of Procedure & Privileges: 2
- NA Standing Committee on Government Assurances: 2

Activities & Agendas

The National Assembly Committees focused on legislative reforms and public welfare:

• **Parliamentary Affairs:** Dedicated three sessions to "The Election (Amendment) Bill, 2025" and held comprehensive briefings on the pension disbursement process for EOBI and Pakistan Railways.

• **Rules of Procedure & Privileges:** Addressed privilege motions regarding the non-responsiveness of officials from the Capital Development Authority (CDA), PIA management issues, and the Director General of the Sindh Solid Waste Management Board.

• **Government Assurances:** Followed up on gas connections for populations near gas fields, the charging of exorbitant prices at motorway service areas, and the payment of minimum wages within the Ministry of Information and Broadcasting.



SENATE STANDING COMMITTEES

Highlights

A total of 07 meetings were held:

- Senate Standing Committee on Parliamentary Affairs: 0
- Senate Committee on Rules of Procedure & Privileges: 4
- Senate Standing Committee on Government Assurances: 3

Activities & Agendas:

The Senate Committees addressed several critical issues ranging from parliamentary privileges to public health and infrastructure:

Rules of Procedure & Privileges: Deliberations on privilege motions moved by the Senators, consideration of the amendments in rule 209 and 166 of Senate Rules etc:

Government Assurances: Conducted three meetings focusing on the establishment of a Kidney Transplant Unit and Cancer Hospital at PIMS , 4G service availability in Abbottabad, and the status of Gawadar International Airport.

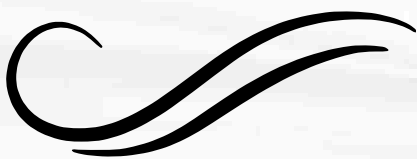




PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

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.

During the period, the Wing demonstrated strong performance in grievance redressal by processing a total of 5,403 complaints across the country. Out of these, 88.5% cases were disposed of reflecting the office's commitment to citizen facilitation and responsive governance. While only a small proportion remained under process. The highest number of complaints were received in the areas of Law & Order, Poverty-related programs including BISP & PBM, District Administration, and Power/Electricity, highlighting the platform's active engagement in addressing key public concerns.



"The purpose of human life is to serve, and to show compassion and the will to help others."

Albert Schweitzer

Resolution of Excess Electricity Billing Complaint in Kasur

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

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

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

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

MONTH	UNITS	BILL	AMOUNT
MAR-24	55	0	39,822
APR-24	55	0	39,718
MAY-24	55	0	39,807
JUN-24	55	0	39,809
JUL-24	55	0	39,745
AUG-24	55	0	40,172
SEP-24	55	0	38,969
OCT-24	55	0	38,969
NOV-24	55	0	38,969
DEC-24	55	0	38,969
JAN-25	55	0	38,969
FEB-25	55	0	38,969
MAR-25	55	0	38,969
APR-25	55	0	38,969

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

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

Legal Action Initiated Following Financial Grievance in Lahore

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

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

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

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

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

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



Pension-Related Grievance Resolved in Khushab

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

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

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

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

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

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

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

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

Subject: REVISION OF PENSION AFTER ALLOWING INCREASES ON RESTORATION OF COMMUTATION PORTION (ATTAINING THE AGE OF 72 YEARS) OF PENSION IN R/O MASOOD AHMAD S/O NOOR MUHAMMAD PPO NO: 5891.

Please refer to M.O Finance O.M No. F. 15(2) -Reg.6/2015-699 dated: 07-07-2015 adopted by CDA vide Circular No. CDA/FW (G)-44/283(Pay/Allowy)2015/503 dated: 27-07-2015 read with the clarification by the section officer (Registration - VI) Letter No. F.5(2) - Reg.6/2015 - 2010 Dated: 09-02-2016. The pension in R/O MASOOD AHMAD S/O NOOR MUHAMMAD PPO NO: 5891 after allowing the increase/benefit allowed in the above quoted O.M.

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

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

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

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

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

Accounts Officer

Accounts Officer (Pension-II)
Copy to:

1. **Divisional Accounts Officer (DCS Section)**
Individual Concerned

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

Accounts Officer (Pension-I)
Accounts Officer (Pension-I)
Director of Accounts & Accounts
P.A. 3443-1 & Accounts

Banking Grievance Resolved Through Regulatory Intervention in Nowshera

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

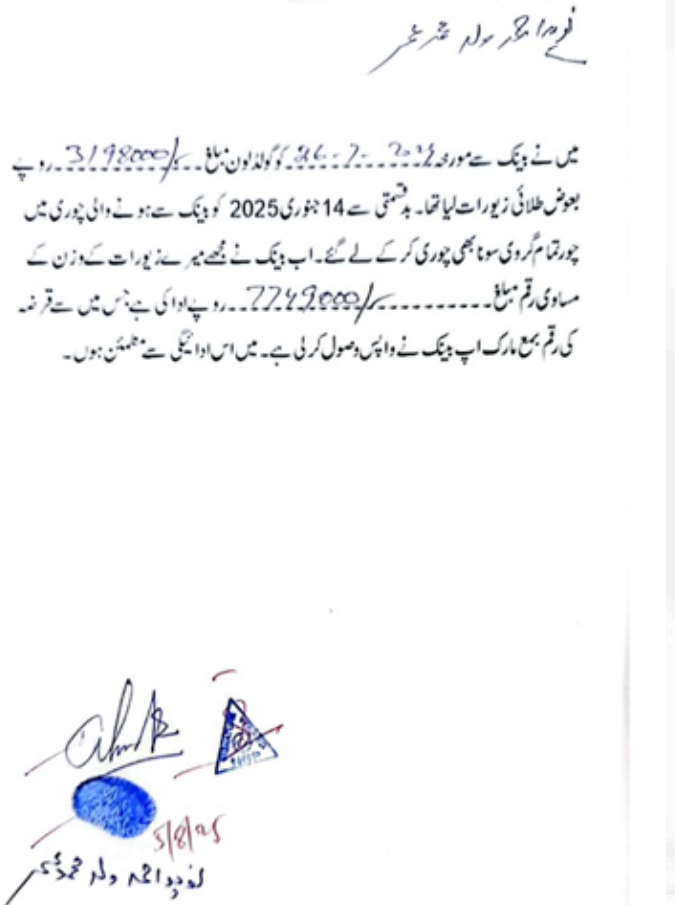
Efforts to resolve the matter directly with the concerned bank branch did not lead to any outcome, causing prolonged distress. Consequently, the complainant approached the Prime Minister's Public Affairs and Grievances Wing seeking intervention.

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

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

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

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



Prolonged NADRA Verification Issue Resolved

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

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

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

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

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

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

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





WRITER'S CORNER

Parliamentary Oversight and Executive Accountability: MoPA's Facilitative Role

Azmat Ali
Deputy Secretary

Strengthening Citizen-Centric Governance: Public Grievance Redressal and Parliamentary Coordination

Talha Arslan
Section Officer

Parliamentary Oversight and Executive Accountability: MoPA's Facilitative Role



Parliamentary oversight is a fundamental pillar of democratic governance, ensuring that the Executive remains accountable to the Legislature for its policies, administrative actions, and use of public resources. In Pakistan, this oversight function is exercised within a clearly defined constitutional and procedural framework, supported by the Rules of Procedure and Conduct of Business of both Houses of Parliament. Under Articles 66 and 67 of the Constitution of the Islamic Republic of Pakistan, each House of Parliament regulates its procedure and exercises powers to conduct its business, including oversight of the Executive. These constitutional provisions are operationalized through the Rules of Procedure and Conduct of Business in the National Assembly, 2007, and the Rules of Procedure and Conduct of Business in the Senate, 2012.

Parliamentary oversight is primarily exercised through Parliamentary Questions, governed by Chapter IX (Questions) of the National Assembly Rules and corresponding provisions in the Senate Rules. Starred and unstarred questions provide Members with a structured mechanism to seek information from the Government and to hold Ministries accountable for their performance and policy decisions.

Similarly, Calling Attention Notices, Motions, and Resolutions, regulated under the relevant chapters of the Rules of Procedure, enable Members to raise matters of urgent public importance and require formal responses from the Executive. These instruments strengthen transparency and ensure that government actions are subject to parliamentary scrutiny.

A particularly significant oversight mechanism is the functioning of Standing Committees, constituted under Rules 198–245 of the National Assembly Rules and the relevant rules of the Senate. Standing Committees are empowered to examine bills, review the performance of Ministries and attached departments, scrutinize public expenditure, and consider audit reports. They may also make recommendations to improve administrative efficiency and policy implementation, thereby reinforcing executive accountability.

In this institutional framework, Ministry of Parliamentary Affairs (MoPA) plays a central facilitative role in accordance with the prescribed rules, ensuring accuracy, completeness, and adherence to timelines. MoPA also facilitates effective executive engagement with Standing Committees, while supporting the systematic follow-up of committee recommendations of its six Standing Committees including the assurances given on the floor of the house by the government.

Through close liaison with the National Assembly and Senate Secretariats and sustained inter-ministerial coordination, MoPA contributes to the orderly conduct of parliamentary business and the effective implementation of oversight mechanisms envisaged in the rules. These efforts directly support the Parliament in discharging its constitutional oversight mandate and promote a culture of transparency, responsiveness, and rule-based governance.

Strengthening parliamentary oversight in accordance with established rules and procedures remains essential for enhancing executive accountability, improving public service delivery, and reinforcing public confidence in democratic institutions.

Azmat Ali
Deputy Secretary

Strengthening Citizen-Centric Governance: Public Grievance Redressal and Parliamentary Coordination



In Pakistan, public anger often builds not just from big policy mistakes, but from the simple fact that ordinary people feel they have nowhere reliable to turn when things go wrong. Whether a land dispute drags on for years, a police station won't register an FIR, or a utility bill arrives inflated and unexplained, the silence of the State is what hurts most. That's why the decisive progress made by the Ministry of Parliamentary Affairs in 2025 deserves attention. It shows that the State is moving away from passive record-keeping and toward a model of active, authoritative enforcement that restores public trust.

Last year, the Prime Minister's Public Affairs and Grievances Wing handled 21,281 complaints, up sharply from 12,597 in 2024, and successfully resolved 93% of them. This surge in numbers was driven by a radical commitment to accessibility. Knowing that millions, especially in rural areas, still face a digital divide, the Ministry rolled out a nationwide helpline (111-555-554) and broadcasting 123 million awareness messages via SMS. This proactive outreach ensured that the system was not just available, but reachable for every citizen regardless of their location or technology.

The Ministry's impact was most visible when it moved beyond office walls. Following the 2025 floods in Khyber Pakhtunkhwa and Punjab, the Ministry established mobile grievance desks directly in affected districts. Rather than forcing victims to navigate a distant bureaucracy, the state provided immediate, on-the-spot solutions. In regions where the government's presence is often felt only during the peak of a crisis, this direct and decisive intervention provided a sense of genuine security and support. Federal Minister for Parliamentary Affairs, Dr. Tariq Fazal Chaudhry put it plainly in a recent briefing: timely resolution of grievances is the bedrock of public confidence.

On the parliamentary side, the introduction of a real-time tracking system for questions and committee work has effectively ended the old habit of months-long ministerial delays. This system functions as a high-pressure mechanism for accountability, ensuring that public concerns are met with swift action rather than bureaucratic silence.

While critics often suggest that grievance wings and complaint cells traditionally act merely as post offices, the 2025 results of the Ministry's Public Affairs & Grievances Wing tell a different story of institutional empowerment. The Wing has evolved into a genuine force for systemic change, moving beyond simple coordination to ensure that real justice is delivered. Through a rigorous follow up mechanism with strict deadlines and trend analysis of the grievances to identify the areas where majority complaints originate, the Ministry is now able to identify and fix patterns of failure across various departments. These advancements in helplines, field desks, and tracking tools are not just modest improvements; they are the tools of a modern, responsive state that is finally closing the deep distance between citizens and the institutions meant to serve them.

Talha Arslan
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
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**

