



# NEWSLETTER

MINISTRY OF PARLIAMENTARY AFFAIRS  
GOVERNMENT OF PAKISTAN

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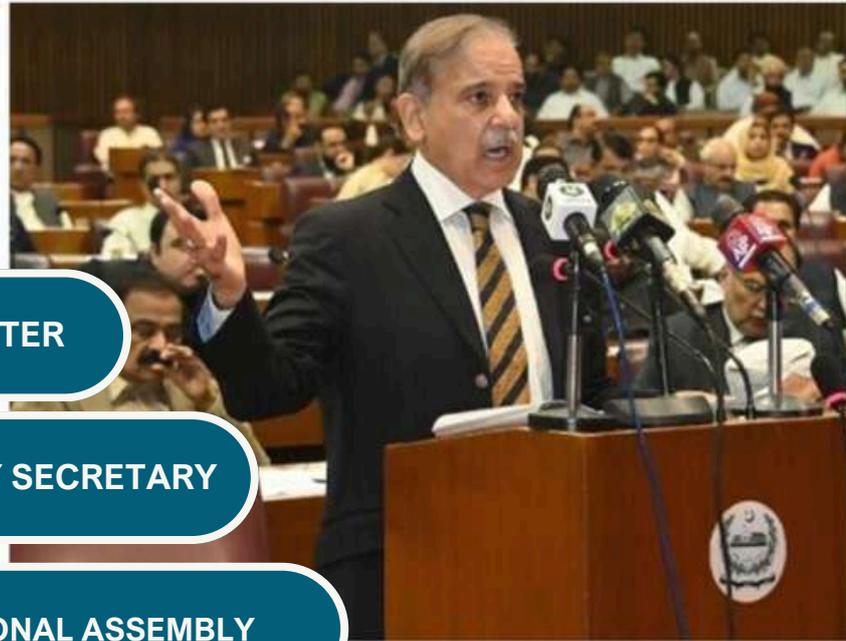
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## MESSAGE FROM FEDERAL MINISTER FOR PARLIAMENTARY AFFAIRS

*I am pleased to share the Quarterly Newsletter of Ministry of Parliamentary Affairs created to keep the public and stakeholders informed of our activities, achievements, and future priorities. This newsletter forms an essential resource to spotlight the Ministry's dedication to excellence, transparency, and accountability in Parliamentary affairs. The edition provides in-depth coverage of a range of critical topics, including major legislative developments, key milestones achieved, and notable accomplishments in redressing public grievances, that reflect our unwavering commitment to public service.*



*The Quarterly Newsletter also delves into the Ministry's strategic goals, shedding light on our proactive approach in addressing emerging issues and enhancing our legislative frameworks for effective governance. Through these updates, readers will gain insights into our continuous efforts to shape a responsive and efficient system that upholds highest standards of public service. Additionally, readers will find profiles on some of our initiatives, celebrating the hard work of our team members and dedication of those behind the scenes who contribute tirelessly to our mission. I extend my deepest appreciation to my team for their dedication in continuing this activity. I am confident that this newsletter will become a trusted source of knowledge and information, successfully highlighting our shared goals for a stronger, more accountable government.*

***Azam Nazeer Tarar***



## SECRETARY'S DESK



*The Ministry of Parliamentary Affairs plays a vital role in ensuring effective coordination between the legislative and executive branches of the State, enabling seamless collaboration for strong governance. Central to its mission is comprehensive oversight of the legislative process, covering each stage from proposal through to enactment. In addition, the Prime Minister's Public Affairs and Grievances Wing of the Ministry is dedicated to resolving public grievances with unwavering commitment, promoting an inclusive environment where every individual feels valued and empowered.*

*This issue, covering activities from July to September, 2024, offers insights into the Ministry's recent efforts and achievements. During this period, the National Assembly convened three sessions spanning over 35 days, while the Senate held three sessions of 28 days. The newsletter also features key activities from the meetings of the Senate and National Assembly Standing Committees, emphasizing our dedication to comprehensive legislative oversight.*

*The Ministry is steadfast in its mission to ensure thorough attention and satisfactory resolution of all public complaints directed to the Prime Minister. In this regard, we are pleased to include five success stories that illustrate the Ministry's commitment to addressing public grievances, providing readers with a closer look at the positive impact of our efforts.*

***Humaira Ahmed***

## NATIONAL ASSEMBLY



Prime Minister's Address during 8th Session of National Assembly on 31-July-2024

### ACTIVITIES OF NATIONAL ASSEMBLY (JULY- SEPTEMBER, 2024)

From July to September 2024, the 16th National Assembly demonstrated significant legislative progress across multiple domains. During this period, the Assembly held three sessions over 35 days, during which 4 Government bills and 31 Private Members' bills were introduced. Out of these, 9 Government bills and 5 Private Members' bills were passed, with 1 ordinance also laid before the National Assembly. Additionally, 10 acts were enacted, 8 reports were submitted, and 7 resolutions were adopted, marking a productive quarter.

Among the key Government bills passed by the National Assembly during the period include the State-owned Enterprises (Governance and Operations) (Amendment) Bill; the Islamabad Capital Territory Local Government (Amendment) Bill; the Apostille Bill; the Cannabis Control and Regulatory Authority Bill (which was passed by the Senate with amendments on September 12, 2024); the Establishment of Telecommunication Appellate Tribunal Bill; the Privatization Commission (Amendment) Bill; the Pakistan Coast Guards (Amendment) Bill; the Elections (Amendment) Bill; and the National University of Technology (Amendment) Bill.

These legislative actions reflect the Assembly's ongoing commitment to governance reforms, institutional development, and enhanced regulatory frameworks across various sectors.

***Three sessions over 35 days yield key governance and reform legislation.***

## SENATE

**ACTIVITIES OF SENATE  
(JULY- SEPTEMBER, 2024)**

From July 1 to September 30, 2024, the Senate of Pakistan held three sessions over a total of 28 days, marking a productive quarter of legislative activity. During this period, two Government Bills—the Banking Companies (Amendment) Bill, 2024, and the Deposit Protection Corporation (Amendment) Bill, 2024—were introduced in the Senate. Additionally, the Senate passed nine Government Bills, reflecting its dedication to advancing regulatory and governance reforms. The quarter's legislative achievements include the passage of several critical bills, including the Elections (Amendment) Bill, 2024; the State-Owned Enterprises (Governance and Operations) (Amendment) Bill, 2024; and the Islamabad Capital Territory Local Government (Amendment) Bill, 2024.

In addition to these legislative actions, five reports addressing various issues were presented before the Senate, demonstrating the Senate's commitment to thorough oversight and informed decision-making.

***Senate of Pakistan  
concludes productive  
quarter: three sessions in  
28 days.***

## NATIONAL ASSEMBLY STANDING COMMITTEES ON PALIAMENTARY AFFAIRS



On 26-07-2024, a meeting of the National Assembly Standing Committee on Parliamentary Affairs was held at the Parliament House. Rana Iradat Sharif Khan (MNA) chaired the meeting.



On 31-07-2024, a meeting of the National Assembly Standing Committee on Parliamentary Affairs was held at the Parliament House. Rana Iradat Sharif Khan (MNA) chaired the meeting.



On 27-09-2024, a meeting of the National Assembly Standing Committee on Rules of Procedure and Privileges was held at the Parliament House. Mr. Muhammad Afzal (MNA) chaired the meeting.

## SENATE STANDING COMMITTEES ON PALIAMENTARY AFFAIRS



On 13-09-2024, a meeting of the Senate Standing Committee on Government Assurances was held at the Parliament House. Senator Abdul Shakoor chaired the meeting.

On 20-08-2024, a meeting of the Senate Standing Committee on Government Assurances was held at the Parliament House. Senator Abdul Shakoor chaired the meeting.



On 22-07-2024, a meeting of the Senate Standing Committee on Parliamentary Affairs was held in the old PIPS Hall, Parliament Lodges, Islamabad. Senator Senator Mohammad Humayun Mohmand chaired the meeting.



On 03-09-2024, a meeting of the Senate Standing Committee on Parliamentary Affairs was held in the old PIPS Hall, Parliament Lodges, Islamabad. Senator Senator Mohammad Humayun Mohmand chaired the meeting.



## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

## SUCCESS STORIES

*"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*



The Prime Minister's Public Affairs and Grievance Wing of the Ministry of Parliamentary Affairs remains committed to addressing the concerns of citizens from every corner of the country, specially those without digital access and overseas Pakistanis. 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 resolutions and healing broken spirits.

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

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



## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

## SUCCESS STORIES

### LAND DISPUTE RESOLUTION

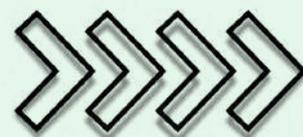
In a swift response, the IG directed the District Police Officer (DPO) of Shangla to assess and address the matter in coordination with local authorities. The DPO took immediate steps to mediate the issue, coordinating with relevant parties to ensure a fair and just outcome. Through diligent intervention and oversight, the DPO was able to facilitate the peaceful resolution of the longstanding dispute, bringing relief to Mr. Zaman and his family after years of uncertainty.



Following the successful resolution of his longstanding issue, Mr. Khan Zaman reached out once again—this time to express his heartfelt gratitude to the Prime Minister's Grievance Wing for their exceptional efforts. In a formal letter of appreciation, he commended the Wing for its proactive approach, unwavering support, and dedication to ensuring that his matter was resolved effectively and efficiently.

Mr. Zaman highlighted the pivotal role played by the Grievance Wing in addressing his concerns, emphasizing the significance of their intervention in restoring justice and resolving his critical issue. He praised the professionalism, responsiveness, and genuine concern demonstrated by the Wing throughout the process, which not only brought resolution to his matter but also reaffirmed his faith in the government's commitment to serving its citizens.

His heartfelt letter of gratitude is now on record, serving as a testament to the Grievance Wing's dedication to upholding fairness, delivering justice, and addressing the needs of the people. This acknowledgment underscores the broader impact of the Wing's work in restoring public confidence in the government's ability to act as a reliable and compassionate institution for all.



**PRIME MINISTER'S PUBLIC  
AFFAIRS AND GRIEVANCES WING****SUCCESS STORIES****RESIDENT OF KOTLI EXITS FROM EXIT  
CONTROL LIST**

Mr. Muhammad Bashir Tahir, a resident of Kotli, turned to the Prime Minister's Grievance Wing for assistance after his name was mistakenly placed on the Exit Control List (ECL) by officials from the Federal Investigation Agency (FIA). The error had disrupted his plans to travel abroad, creating significant distress. Recognizing the urgency of the matter, the Grievance Wing immediately escalated the issue to the Ministry of Interior for swift resolution. The Deputy Secretary overseeing FIA matters personally intervened, ensuring a detailed investigation into the circumstances that led to Mr. Tahir's name being erroneously added to the ECL.

Their diligent efforts resulted in the prompt removal of Mr. Tahir's name, clearing the way for him to resume his travel plans without further complications. Following the successful resolution of his case, Mr. Tahir expressed his heartfelt gratitude to the Prime Minister's Grievance Wing. In a letter of appreciation, he commended their professionalism, swift response, and commitment to resolving the issue with efficiency and care. His acknowledgment serves as a testament to the Grievance Wing's dedication to upholding fairness, and restoring confidence in government mechanisms designed to serve the public.



*“Now it is evident that the form of government is best in which every man, whoever he is, can act best and live happily.”*

*Aristotle*

## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

## SUCCESS STORIES

### COMPENSATION AWARDED TO CITIZENS

Mr. Nasir Khan, a resident of District Malakand, reached out to the Prime Minister's Grievance Wing to seek compensation for damages to his house caused by heavy rain. Understanding the urgency of his situation, the Grievance Wing promptly escalated the matter to the Chief Secretary of Khyber Pakhtunkhwa for immediate action. In response, the Chief Secretary assigned the case to the Additional Deputy Commissioner (ADC) of Relief and Human Resources in Malakand. Thanks to their coordinated efforts, the compensation amount was swiftly disbursed to Mr. Khan, allowing him to proceed with necessary repairs to his home.

After receiving the compensation, Mr. Khan contacted the Grievance Wing to express his gratitude. He commended the Wing for their effective handling of his case, highlighting their role in resolving his issue promptly and efficiently. His positive feedback reflects the commitment of the Grievance Wing to serve citizens in their time of need, reinforcing public trust in government support systems.



Mr. Sardar Ali, a resident of Peshawar, submitted a complaint to the Prime Minister's Grievance Wing concerning significant delays in pension payments to pensioners of Radio Pakistan Broadcasting Corporation (PBC). Understanding the urgency of the situation, the Grievance Wing acted swiftly, forwarding Mr. Ali's complaint to the Secretary of the Ministry of Information and Broadcasting for immediate intervention.

In response to the complaint, the Director General of Pakistan Broadcasting Corporation promptly investigated the matter. He confirmed that the delays had been resolved and that all overdue pensions had been successfully disbursed to the PBC pensioners. This swift action ensured that the affected individuals received their rightful entitlements without further delay.

Following the resolution, Mr. Ali expressed his gratitude for the efforts of the Grievance Wing in addressing his concerns. He conveyed his satisfaction with the outcome, highlighting the effectiveness of the Wing's prompt actions in resolving the issue and supporting the well-being of pensioners.



## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

## SUCCESS STORY OF THE QUARTER

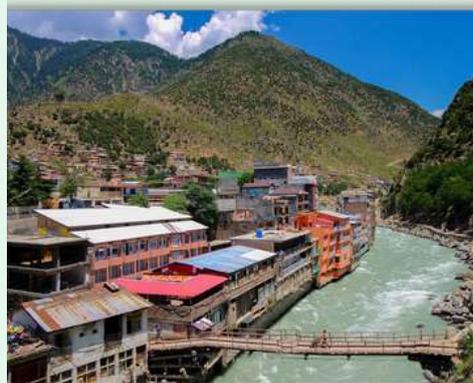
### RIPPLE OF HOPE: HOW TWO SCHOOL GIRLS SPARKED ACTION TO PROTECT THE SWAT RIVER

While examining citizens' complaints addressed to the Prime Minister, the Secretary of the Ministry of Parliamentary Affairs came across heartfelt letters from two young schoolgirls from Swat. These students expressed concerns about a potential alteration to the flow of the Swat River in Bahrain, earnestly requesting the Prime Minister to "please not change the direction of the river" and to "save the River Swat." The Secretary, moved by their appeal, ensured that their concerns were conveyed to the relevant authorities for prompt action.

The Chief Secretary of Khyber Pakhtunkhwa took immediate notice of the matter, instructing the Project Manager responsible for the river project to address the girls' concerns without delay. In response, the Project Manager arranged for a site visit, with the Social and Environmental Team meeting the girls to review the project in detail and discuss any potential impact on the community.

The team assured the girls that safeguarding the local environment and community interests was a top priority. They further engaged local representatives and district officials to reinforce the project's benefits for the residents and explain the planned mitigation measures.

Following the visit and discussion, the Project Manager reported that the girls appeared reassured and expressed satisfaction with the explanation provided. Subsequently, the girls addressed the Ministry, acknowledging the efforts made to address their concerns and appreciating the role of the ministry in amplifying their voices. Their feedback underscores the Ministry's commitment to responsive governance and community-centered projects that prioritize citizens' needs.




**WRITER'S CORNER**
**LEGISLATION: THE FOUNDATION OF JUSTICE,  
STABILITY AND PROGRESS IN PAKISTAN**


Legislation serves as the backbone of any society, providing a structured framework that governs interactions, ensures justice, and promotes stability. In the context of Pakistan, the importance of legislation becomes even more pronounced given the complex social, economic, and political landscape of the country. Laws in Pakistan are essential not only for maintaining order but also for safeguarding the rights and liberties of its citizens. The absence of a robust legal framework would lead to chaos, where disputes could easily escalate into violence, and the weaker segments of society would be left unprotected. Legislation ensures that there is a standardized process for addressing grievances, thereby preventing the descent into anarchy. For instance, the laws governing property rights in Pakistan play a crucial role in preventing land disputes, which are common in both rural and urban areas. By providing a clear legal mechanism for ownership and transfer of property, these laws help in maintaining social stability and preventing conflicts.

Furthermore, legislation in Pakistan is vital for promoting social justice and protecting vulnerable groups, particularly women and minorities. The Acid Control and Acid Crime Prevention Act, passed in 2011, is a pertinent example of how legislation can address specific social issues. Acid attacks, which were alarmingly prevalent in Pakistan, often targeted women and were used as a means of settling personal vendettas or enforcing patriarchal control. This law made acid attacks a distinct offense, with stringent punishments for perpetrators, thereby providing a legal recourse for victims. The existence of such legislation not only serves as a deterrent but also reflects the state's commitment to protecting its citizens from grievous harm. Moreover, the enforcement of this law has led to a significant reduction in the number of acid attack cases, demonstrating the tangible impact that legislation can have on societal behavior.

Economic growth in Pakistan is also closely tied to the presence of a sound legislative framework. Laws related to business operations, taxation, and trade provide the necessary environment for economic activities to flourish. For example, the introduction of the Companies Act, 2017, which modernized corporate regulations in Pakistan, has facilitated easier business operations, thereby encouraging both local and foreign investments. This legislation provides a clear legal framework for businesses to operate, which in turn contributes to economic stability and growth. Without such laws, the business environment would be unpredictable, discouraging investment and stifling economic progress. The existence of clear and enforceable laws helps in creating a level playing field where businesses can compete fairly, and consumers are protected from malpractices.

Lastly, legislation in Pakistan plays a crucial role in shaping and reflecting social values. Laws not only embody the values and norms of society at a given time but also have the power to influence and transform those values. The passage of the Protection of Women Against Violence Act, 2016, in Punjab is an example of how legislation can be used to promote progressive social values. This law, which provides legal protection for women against various forms of violence, including domestic abuse, reflects a growing awareness and rejection of gender-based violence in Pakistani society. By legally recognizing and addressing these issues, the law has helped to shift societal attitudes and has encouraged more victims to come forward and seek justice. In this way, legislation in Pakistan does more than just regulate behavior; it plays an active role in guiding the moral and ethical compass of the nation.

*Mureed Hussain Jasra  
Deputy Secretary*

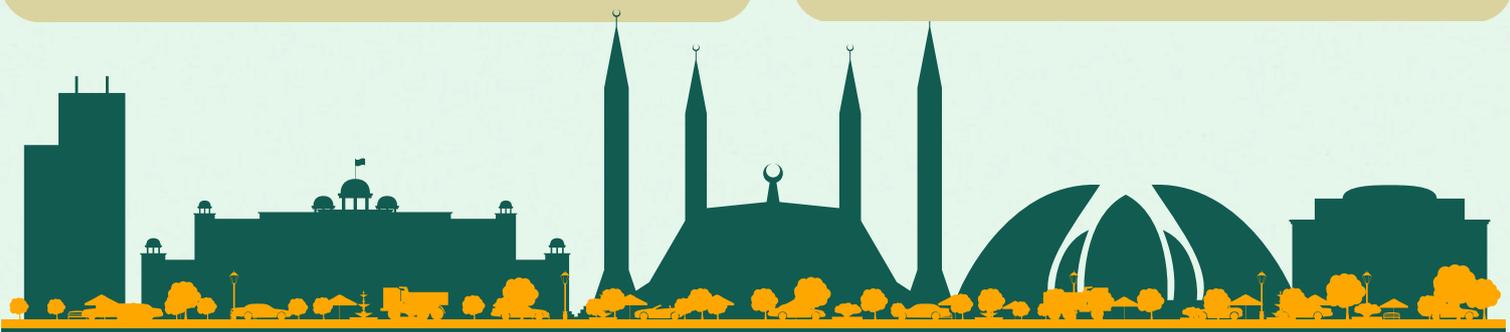

**WRITER'S CORNER**
**SIGNIFICANCE OF GOVERNMENT ASSURANCES IN  
PARLIAMENTARY BUSINESS**


Government assurances made by ministers on the floor of Parliament represent not only promises but also commitments and undertakings by the government during debates and discussions in either house. These assurances encompass a broad spectrum of topics, including the implementation of specific policies within defined time frames, resource allocation for various initiatives, investigations into pressing issues, accountability measures, and commitments to address particular concerns raised by members of Parliament. They serve as a crucial instrument for maintaining transparency and accountability within the governmental framework.

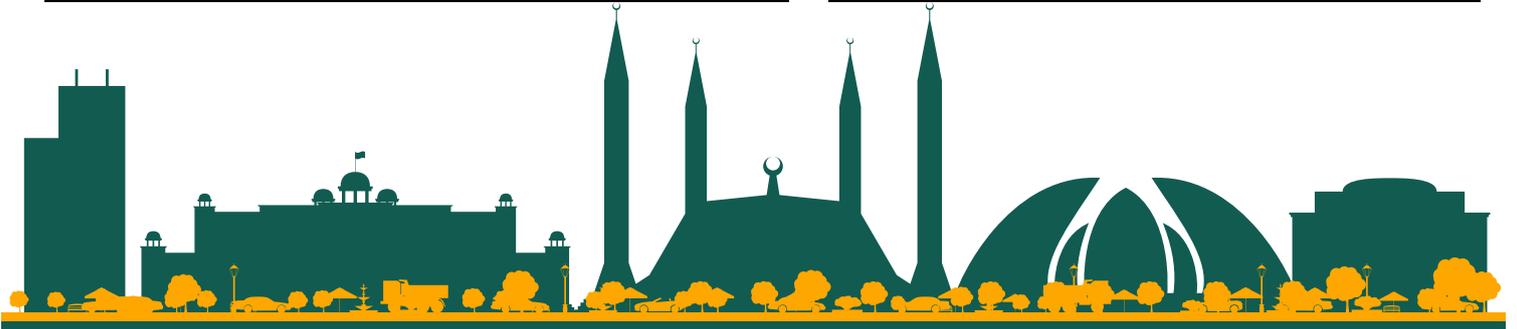
The importance of government assurances in shaping governance, public perception, and the legislative process cannot be overstated. They clarify the government's position on specific issues, aiding parliamentarians in understanding the implications of proposed policies and legislation. By articulating commitments in Parliament, government officials signal their responsiveness to public needs, enhancing confidence in their actions and policies. This accountability promotes trust between the government and citizens, demonstrating a willingness to listen and act upon the electorate's concerns. Moreover, these assurances serve as benchmarks for scrutiny, providing tangible standards against which opposition parties and watchdog organizations can measure the government's performance. By holding the government accountable, the opposition and civil society promote a culture of transparency and responsibility, benefiting those affected by governmental policies and enhancing the democratic process.

These assurances are meticulously recorded and communicated to the relevant ministries for compliance. To ensure effective oversight, parliaments typically establish designated standing committees responsible for following up on compliance. In Pakistan, the Functional Committees on Government Assurances in both Houses of Parliament play a pivotal role in monitoring the fulfillment of these commitments. These committees conduct hearings, hold briefings, and request compliance reports from relevant ministries or departments. They thoroughly discuss each assurance, examining the degree of implementation and assessing whether it has been executed in a timely and effective manner. This follow-up mechanism is essential for maintaining the integrity of the democratic process and ensuring the government fulfills its commitments. By providing oversight, these committees encourage constructive dialogue between different arms of government, enabling lawmakers to collaborate effectively on pressing national issues. In this way, government assurances become a vital component of the legislative framework, supporting accountability and the effective functioning of democracy in Pakistan. Ultimately, they symbolize the government's commitment to transparency and responsiveness, strengthening public trust in governmental institutions and enhancing the overall effectiveness of public service.

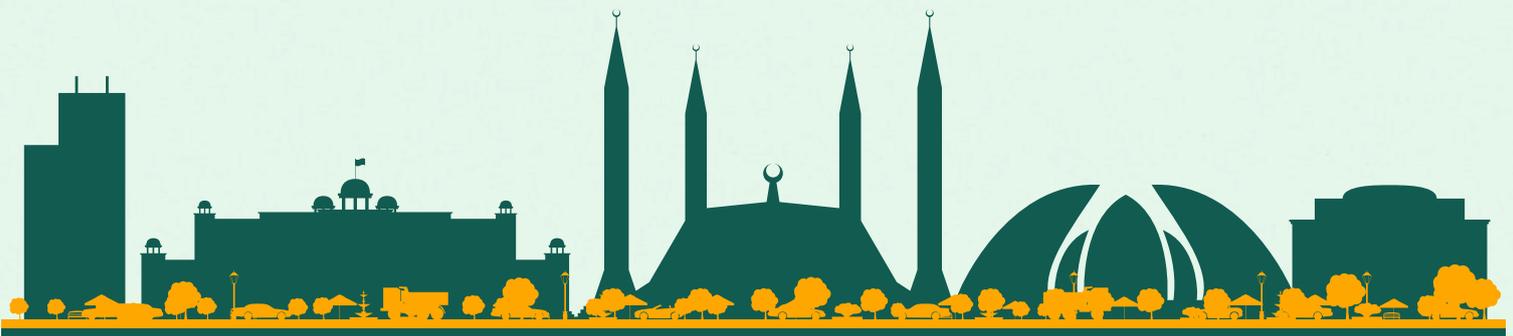
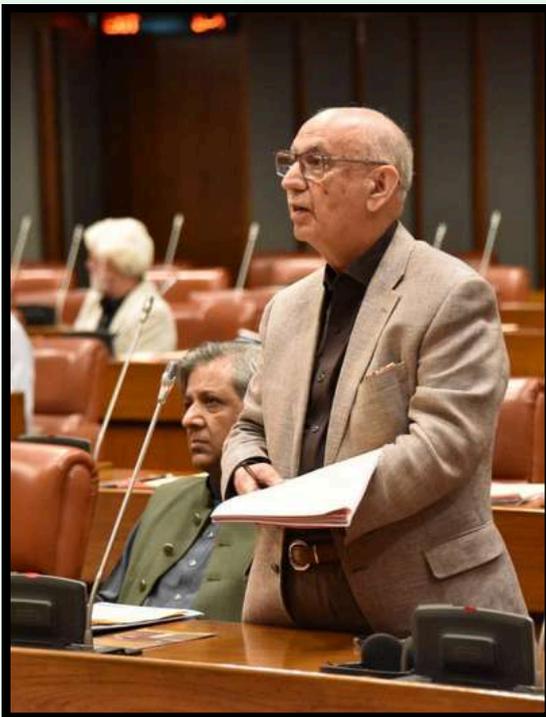
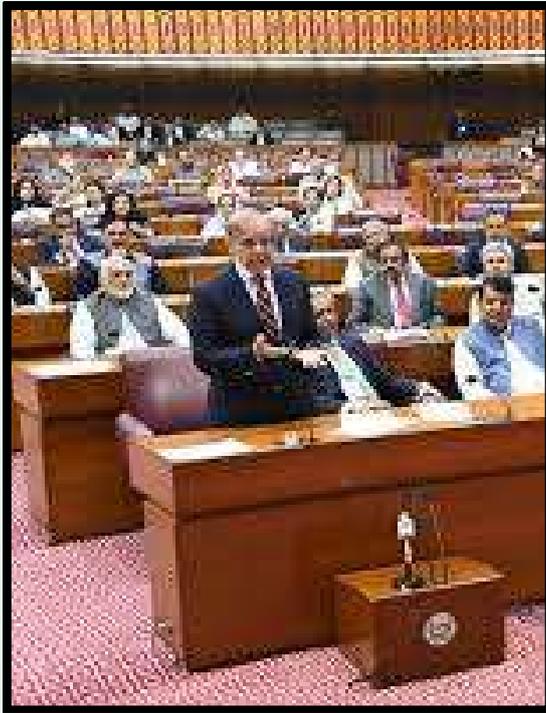
*Attia Sultana*  
Section Officer



# SNAPSHOTS FROM THE GALLERY



# SNAPSHOTS FROM THE GALLERY



## 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 قائم ہے جو کہ کافی عرصے سے وزارت پارلیمانی امور کے زیر نگرانی اپنی ذمہ داریاں ادا کرنے میں کوشاں ہے۔ ونگ کا بنیادی مقصد پاکستانی شہریوں یعنی آپ کے مسائل کے بروقت حل میں آپ کی مدد کرنا، آپ کی مشکلات کم کرنا، آپ کی زندگیوں میں آسانیاں پیدا کرنا یا یہ الفاظ دیگر آپ کے جائز اور قابل حل شکوے شکایات کے ازالے کے لیے ہر ممکن کوشش کر کے ان کا حل تلاش 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۔

ہمارے لیے یہ بات حد درجہ باعث مسرت ہے کہ ہم سینکڑوں کی تعداد میں روزانہ کے حساب سے 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۔ یاد رہے کہ اس حوالے سے کوئی کوتاہی برداشت نہیں کی جاتی۔

آپ سب کے لیے یہ جاننا بھی ضروری ہے کہ آپ کی طرف سے موصول درخواستوں یا شکایات کو پہلی فرصت میں پاکستان سٹیزن پورٹل پر اپ لوڈ کیا جاتا ہے اور ساتھ ہی 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 ہمارے معاون بن کر وزیراعظم کے عوامی شکایات ونگ کا وقار بڑھانے میں اپنا مطلوبہ کردار ادا 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۔

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**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,  
Room No. 3058-A, Pak Secretariat, Islamabad.  
Contact Number: 0315-8334456

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)
- Social Media:
  - Instagram: <https://www.instagram.com/pa.gw.mopa>
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## National Assembly Hall



## Senate Hall



# Parliament Building

