

QUARTERLY  
NEWSLETTER

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October - December, 2024



Top News

Establishment of Gender Mainstreaming Parliamentary Committees in National as well as Provincial & Legislative Assemblies

30 bills passed by the Senate and National Assembly

Followed up 43 Assurances given on the floors of National Assembly and the Senate

3181 complaints of aggrieved citizens processed by Prime Minister's Public Affairs and Grievances Wing

MINISTRY'S PERFORMANCE  
AND SUCCESS STORIES IN  
2ND QUARTER OF FY 2024-25

As we step into the new year, the Ministry of Parliamentary Affairs takes pride in a productive quarter, characterized by pioneering initiatives and strengthened coordination between the legislature and executive branches.

These efforts have significantly improved parliamentary processes and reaffirmed our dedication to promoting efficient and transparent governance.



Prime Minister of Islamic Republic of Pakistan



## Editorial Board

- **Patron**
  - Minister
- **Chief Editor**
  - Secretary
- **Editor**
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- **Sub Editor**
  - Joint Secretary

## HIGHLIGHTS

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2. **From Secretary's Desk**
3. **National Assembly**
4. **Senate**
5. **Standing Committees in National Assembly and the Senate**
6. **Success Stories**
7. **Articles**

## NATIONAL ASSEMBLY



First Constituent Assembly of Pakistan (1947-1954)

# Message by Federal Minister



I am delighted to share the Quarterly Newsletter of the Ministry of Parliamentary Affairs, an initiative aimed at keeping the public and stakeholders informed of our activities, achievements, and priorities. This newsletter reflects the Ministry's unwavering commitment to excellence, transparency, and accountability in parliamentary affairs.

In this edition, we highlight key legislative developments, significant milestones, and notable accomplishments in addressing public grievances, showcasing our dedication to effective public service. The newsletter also outlines our strategic goals, offering insights into the Ministry's proactive efforts to enhance legislative frameworks and address emerging challenges for better governance.

I extend my heartfelt appreciation to the entire team for their hard work and commitment to making this publication a success.

I am confident that this Quarterly Newsletter will serve as a valuable resource for knowledge and information, reflecting our shared vision of a stronger, more accountable government.

**Azam Nazeer Tarar**

# From Secretary's Desk



The Ministry of Parliamentary Affairs serves as a cornerstone for effective coordination between the legislative and executive branches. The Ministry's Prime Minister's Public Affairs and Grievances Wing remains dedicated to resolving public grievances, promoting an inclusive environment where every complainant feels heard and valued.

This edition of the Quarterly Newsletter, covering activities from October to December 2024, highlights the Ministry's recent achievements. During this period, the National Assembly held two sessions spanning over 30 days, while the Senate convened for two sessions, over 28 days.

The newsletter also sheds light on proceedings of the meetings of Senate and National Assembly Standing Committees, underscoring our commitment to comprehensive legislative oversight.

Resolving public complaints remains a top priority for the Ministry. To this end, we are pleased to share success stories among others that demonstrate our dedication to addressing public grievances. These stories reflect the tangible impact of our efforts, showcasing the Ministry's unwavering commitment to contribute to effective governance and public service.

As we move forward, the Ministry remains committed to serving the nation by promoting legislative transparency and responsiveness and push for better governance, through impactful grievance handling. I would like to extend my sincere appreciation to all stakeholders for their unwavering support and collaboration in furthering our goals.

**Humaira Ahmed**

# National Assembly

During the quarter, the National Assembly of Pakistan showcased its dedication to legislative efficiency and strengthened parliamentary oversight :

**Sessions Held: 02**

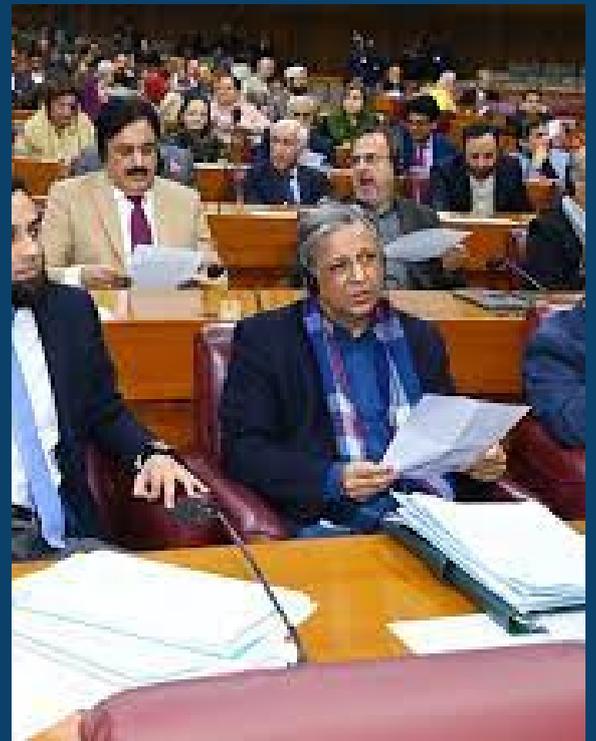
**Bills Passed: 16**

**Reports Laid: 05**



The National Assembly of Pakistan enacted several key legislations aimed at strengthening governance and addressing national issues. Notable acts included the Constitution (Twenty-sixth Amendment) Act, 2024 and Establishment of Special Court (Overseas Pakistanis Property) Act, 2024. Other important amendments included Banking Companies (Amendment) Act, 2024, Supreme Court (Number of Judges) (Amendment) Act, 2024, and reforms to the judicial system like Islamabad High Court (Amendment) Act, 2024.

The National Assembly also addressed agricultural and public safety issues with Seed (Amendment) Act, 2024 and National Forensics Agency Act, 2024, alongside Societies Registration (Amendment) Act, 2024, reinforcing its commitment to diverse legislative reforms.



**Federal Minister Azam Nazeer Tarar at National Assembly**



# Senate

During the quarter, the Senate of Pakistan demonstrated its commitment to legislative efficiency and parliamentary oversight :

**Sessions Held: 02**

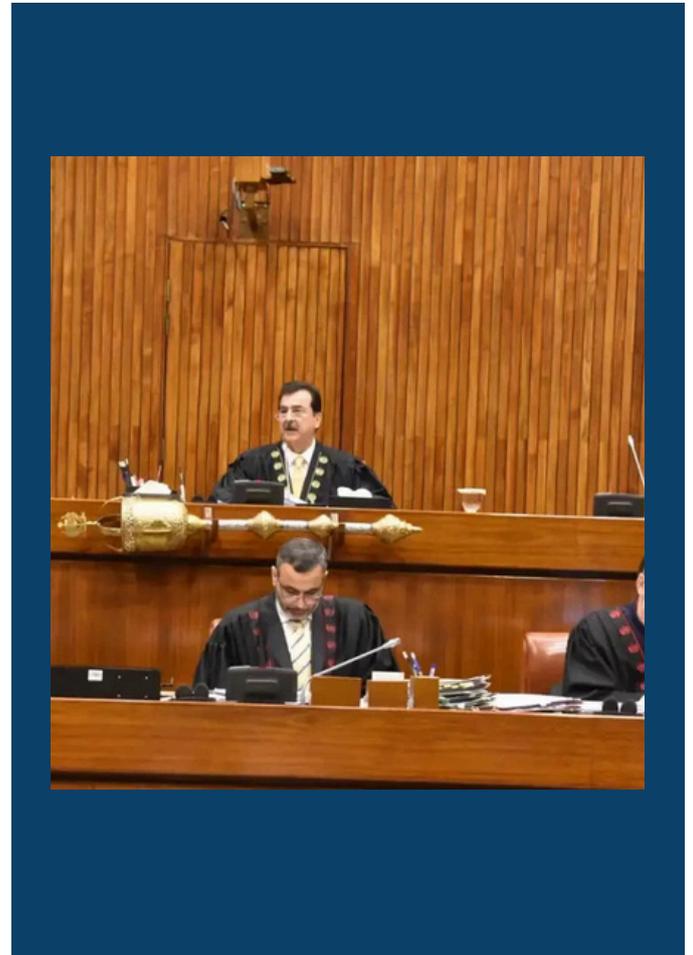
**Bills Passed: 14**

**Reports Laid: 04**

The Senate of Pakistan introduced and passed several important bills, reflecting its commitment to legislative progress. Key bills included Deposit Protection Corporation (Amendment) Bill, 2024, Establishment of Special Court (Overseas Pakistanis Property) Bill, 2023, Banking Companies (Amendment) Bill, 2024, and Constitution (Twenty-sixth Amendment) Bill, 2024.

Notable amendments, include Legal Aid and Justice Authority (Amendment) Bill, 2024 and National Forensics Agency Bill, 2024 .

These legislative developments highlight the Senate's proactive approach to governance and policy reforms.





## SENATE STANDING COMMITTEES

Standing Committees of the Senate include:

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

### Senate Standing Committees' Meetings:

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



# NATIONAL ASSEMBLY STANDING COMMITTEES

Standing Committees of the National Assembly include:

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



## National Assembly Standing Committees' Meetings:

- The National Assembly Standing Committee on Parliamentary Affairs convened once.
- The National Assembly Standing Committee on Rules of Procedure & Privileges held four meetings.

## Follow-up on Assurances:

- The Ministry has diligently followed up on 32 assurances given on the floor of the National Assembly.
- Additionally, the Ministry has followed up on 11 assurances given on the floor of the Senate.
- These follow-ups were conducted in accordance with the assigned work outlined in the Rules of Business, 1973.



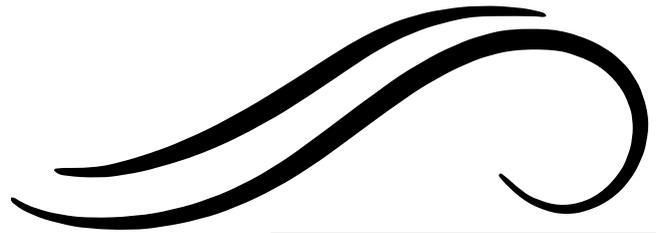
## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING



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.



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

**Winston Churchill**

## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

### SUCCESS STORY OF THE QUARTER



#### A NARROW ESCAPE: NINE PAKISTANI IT GRADUATES RESCUED FROM FORCED LABOR AND FRAUDULENT ACTIVITIES

Nine Pakistani IT graduates, who had accepted promising job offers from an IT company in Cambodia, found themselves trapped in a nightmare. Expecting lucrative careers, they were instead coerced into developing fraudulent software and engaging in cyber scams. When they refused, they were held captive and threatened.

One of the captives managed to send a covert message to his family, prompting immediate action. The Prime Minister's Public Affairs and Grievances Wing swiftly coordinated with intelligence agencies, Cambodian law enforcement, and diplomatic channels to locate and rescue the individuals. Within three days, a joint operation led by Cambodian police freed the nine graduates.

They received medical care and protection, and the Pakistani embassy facilitated their safe return to Pakistan.

This harrowing incident underscores the growing threat of fraudulent overseas employment schemes and highlights the importance of verifying job offers. The Grievances Wing urged job seekers to exercise caution and consult official channels to avoid falling victim to such scams. The successful resolution of this case showcases the Government's unwavering commitment to safeguarding its citizens abroad and the crucial role of swift, collaborative action in crisis situations.





## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

### SUCCESS STORIES

#### A DELAYED CLAIM DELIVERED: POSTAL LIFE INSURANCE PAYMENT FINALLY RELEASED

Mr. Khalid Javed Mirza, a resident of Jhelum, endured a prolonged wait for his matured Postal Life Insurance claim, despite repeated attempts to resolve the issue. The delay left him under considerable stress and uncertainty.

In desperation, Mr. Mirza reached out to the Prime Minister's Public Affairs and Grievances Wing. The Wing quickly escalated the matter to the Ministry of Communication, which directed Postal Life Insurance Limited (PLICL) to resolve the grievance without further delay.

Within just two weeks, PLICL expedited the processing of Mr. Mirza's claim, and he received a payment of Rs. 201,930.

Overwhelmed with relief and gratitude, Mr. Mirza thanked the Wing for their swift intervention and tireless commitment to justice. This case serves as a testament to the Government's dedication to ensure that citizens receive their due entitlements and highlights the essential role of the Grievances Wing in delivering fair and prompt redressal of public grievances.





## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

### SUCCESS STORIES

#### RESTORING DIGNITY: A RETIRED WORKER'S PENSION FINALLY DELIVERED

Riaz Hussain, a retired mill worker, endured prolonged delays in receiving his pension from the Employees' Old-Age Benefits Institution (EOBI) despite fulfilling all procedural requirements. The financial strain and emotional distress caused by the delays left him in a dire situation.

Having exhausted all avenues with EOBI, Riaz turned to the Prime Minister's Public Affairs and Grievances Wing for help. The Wing immediately intervened, urging EOBI to review and expedite his case.

Within a month, the matter was resolved. Riaz received his pension card along with all withheld payments, bringing him much-needed relief and stability.

Grateful for the timely support, Riaz acknowledged the efforts of the Wing in alleviating his hardships. His story underscores the critical role of government intervention in safeguarding citizens' rights and emphasizes how persistence and effective grievance mechanisms can transform lives.





## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

### SUCCESS STORIES

#### RESTORING JUSTICE: A RETIRED CLERK'S REFUND RESOLVED AFTER YEARS OF NEGLECT

Muhammad Iqbal, a retired clerk, faced years of frustration after depositing Rs. 21,025 with the State Life Insurance Corporation (SLIC) in 2012 and 2013, only to have his refund requests ignored.

Tired of the prolonged delays, Mr. Iqbal sought help from the Prime Minister's Public Affairs and Grievances Wing. The Wing swiftly escalated the matter to the Federal Secretary of the Commerce Division, who instructed the Chairman of SLIC to address the issue.

After a thorough investigation, SLIC acknowledged the oversight and processed the refund by November 28, 2024.

Relieved and grateful, Mr. Iqbal praised the Grievances Wing for timely and effective intervention.

This case underscores the government's dedication to citizen welfare and highlights the pivotal role of grievance redressal mechanisms in resolving long-standing issues, rebuilding trust, and ensuring accountability in public institutions.





## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

### SUCCESS STORIES

#### TURNING DESPAIR INTO HOPE: A STRUGGLING FATHER FINDS RELIEF

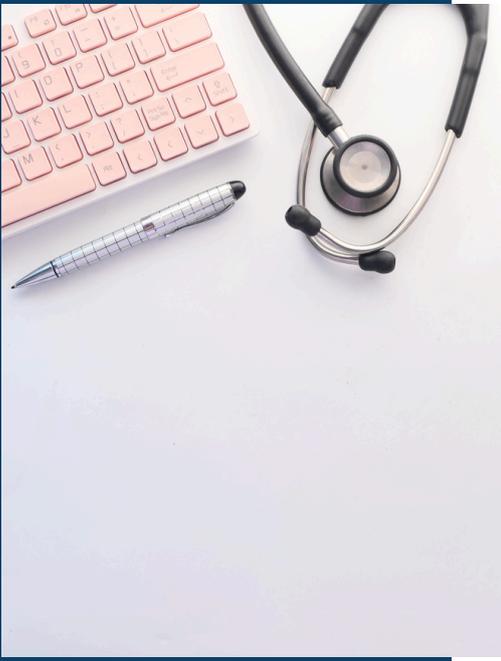
Mr. Ghulam Rasool, a resident of Kiyani Town, Islamabad, faced the harsh realities of destitution after losing his job as an office boy at a media house. With two school-going daughters and a son to support, his life became an endless struggle as he sought employment but met rejection at every turn.

A sincere friend suggested he install a stall in the city's weekly bazaar to earn a livelihood. He turned to the Prime Minister's Public Affairs and Grievances Wing for assistance.

Understanding his plight, the Wing promptly forwarded his application to the Secretary, Ministry of Interior. The case was referred to the Deputy Director (DMA), MCI Islamabad, and pursued relentlessly by the Wing.

Ultimately, Mr. Ghulam Rasool was granted permission to install his stall at the weekly bazaar in Islamabad. Grateful for the unwavering support, he shared his heartfelt appreciation for those who worked tirelessly to help him overcome his financial hardships and rebuild his life.





## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

### SUCCESS STORIES

#### RELIEF PROVIDED TO FEMALE DOCTOR

Dr. Rabia Eesar, a dedicated medical professional from Islamabad, endured immense challenges in securing her NOC and experience certificate. Despite fulfilling all contractual obligations with the Women Medical College, Abbottabad, her repeated visits and persistent requests to the college management yielded no results, leaving her both frustrated and exhausted.

Determined to find a solution, she sought help from the Prime Minister's Public Affairs and Grievances Wing.

Acting swiftly, the Wing took up her case with the Secretary of the Ministry of National Health Services, Regulations & Coordination, as well as the concerned federal and provincial health departments.

Their persistent efforts bore fruit, compelling the college management to issue the long-awaited documents. Grateful for the support, Dr. Rabia extended her heartfelt gratitude to all those who assisted her during this challenging time.





## PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

### SUCCESS STORIES

#### RELIEF PROVIDED TO PENSIONER

Mr. Naseem, a former employee of the Education Department in Azad Jammu and Kashmir (AJK) and a resident of Hajira, Poonch, faced significant hurdles in receiving his due pension. Despite exhausting all available channels for resolution, his efforts remained fruitless until he approached the Prime Minister's Public Affairs and Grievances Wing.

The Wing swiftly referred his case to the Chief Secretary of AJK and ensured continuous follow-up.

When the matter was forwarded to the Divisional Director of Schools, Poonch, AJK, the Wing actively pursued it and kept Mr. Naseem updated on the progress.

As a result of persistent efforts of the Wing, his pension was finally disbursed. Deeply grateful, Mr. Naseem expressed his appreciation and thanked all those who contributed to resolving his grievance.

## Writers's Corner



### Grievances Redressal System in Pakistan: Bridging the Gap between Citizens and Government

A robust Grievances Redressal System is a cornerstone of effective governance, offering citizens a platform to express concerns, suggest improvements, and resolve issues. In Pakistan, this system forms an essential component of the government's commitment to transparent, accountable, and citizen-centric governance. It includes a consultative platform for public policies and a structured framework for resolving public petitions. This system comprises parliamentary channels, centralized grievance portals, and the ombudsman structure.

As a country with a large, predominantly youthful population, Pakistan faces unique challenges in ensuring responsive governance and efficiently addressing public grievances. Several institutional mechanisms are in place to handle these concerns, such as the Federal and Provincial Ombudsman, the National Commission for Human Rights (NCHR), the Pakistan Citizen Portal, and the Prime Minister's Public Affairs & Grievances Wing (MOPA). In addition, provincial governments have established complaint cells at the Chief Minister's Secretariat and the district level.

The outreach and communication strategy of the PM's Public Affairs & Grievances Wing functioning under Ministry of Parliamentary Affairs is comprehensive, leveraging both digital and traditional (postal) mediums to connect with citizens locally and internationally, ensuring inclusivity for Pakistan's overseas diaspora. The Wing actively addresses citizen concerns, considers feedback, and strives to resolve grievances promptly.

A well-functioning grievance redressal system plays a crucial role in building public trust, accountability, and improving governance by acting as a bridge between citizens and government agencies. It promotes social justice, safeguards human rights, and encourages inclusive development by providing a platform for citizens to voice complaints and suggestions.

Despite the potential of Pakistan's grievance redressal mechanisms to enhance governance, there is room for improvement. Strengthening these mechanisms and raising public awareness will contribute to a more responsive and accountable government. By addressing the current challenges, Pakistan can continue to evolve towards more efficient public administration, ensuring citizens' voices are heard and their concerns are addressed in an efficient manner.

**Muhammad Salman**  
Section Officer, MOPA



## Writers's Corner

### The Indispensable Role of Legislature in Society

Impactful legislation is the cornerstone of affective governance shaping a nation's social, economic and political fabric. The legislative process, a linchpin of democracy, involves crafting, debating, and approving laws through a series of steps, ensuring that the voices and interests of the people are reflected in the laws that govern them.

Legislatures are tasked with creating laws that maintain social order, safeguard individual rights, and promote economic growth. They also hold the executive branch accountable for its actions, preventing power abuses and ensuring effective implementation of government policies.

Legislators act as representatives of their constituents, advocating for their needs and interests. Legislative debates provide a platform for the exchange of diverse perspectives, for informed decision-making and consensus-building on critical issues. Legislation profoundly impacts all facets of society, shaping our economy, education, healthcare, and social welfare programs. Effective legislation can stimulate economic growth, protect the environment, and enhance the quality of life for citizens. Among several legislative contributions, some of the examples include Pakistan Sovereign Wealth Fund Act, 2023; PMDC, Act, 2023; Foreign Investment Promotion and Protection Act, 2022; and Juvenile Justice System Act, 2018.

While crucial for good governance, the legislative process faces challenges. However, these challenges present opportunities for innovation and improvement. By embracing technology, collaboration, and promoting transparency, legislators can better serve their constituents and contribute to a more just and equitable society.

**Talha Arslan**

Section Officer, MoPA

# PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

حکومت پاکستان

وزارت پارلیمانی امور

وزیراعظم پاکستان کا شکایت عامہ ونگ

★★★★★

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

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

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

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

ہماری مدد کریں۔

یہاں یہ امر بھی ہمارے لیے باعث اطمینان ہے کہ وزیراعظم کے عوامی شکایت ونگ اور متعلقہ اداروں کے باہمی ارتباط و تعاون کے نتیجے میں ہزاروں شہریوں کے جائز مسائل حل ہو جاتے

ہیں اور یہ شہری اپنے نیک جذبات کا اظہار اپنی تحریروں میں کر کے ہمیں بھی اپنے خوشیوں میں شریک کرتے ہیں

وزیراعظم کا عوامی شکایت ونگ، وزارت پارلیمانی امور،  
کمرہ نمبر A-3058، تیسری منزل کینٹ بلاک، اسلام آباد۔

0315-8334456 051-111-555-554  
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https://www.facebook.com/pa.gw.mopa

# PRIME MINISTER'S PUBLIC AFFAIRS AND GRIEVANCES WING

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

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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)**
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