

F.No #. 5(294)/2016 (IF)

Islamabad the 4<sup>th</sup> October , 2016

Subject:- ESTABLISHMENT OF PUBLIC COMPLAINTS RESOLUTION MECHANISM (PCRM)

Dear Sir / Madam,

Kindly refer to Wafaqi Mohtasib Secretariat (WMS) letter No. 4(7)LJCP/SL/WMS/2016 dated 08.09.2016 along-with all relevant document (Copies enclosed) on the subject noted above.

2. One of the instructions from WMS is to nominate focal persons and complaint Officers to take necessary steps to establish PUBLIC COMPLAINTS RESOLUTION MECHANISM (PCRM) in the light of the WMS letter referred above. In this regard following nominations have been made that have already been informed to WMS:-

Stations	Focal Persons	Complaint Officers
Islamabad	Malik Muhammad Afaq , Director	Mr. Muhammad Naeem, Deputy Director
Karachi	Mr. Riazul Hassan, Director	Mr. Aftab Ahmed, Deputy Director (Presently doing MCMC)
Lahore	Mr. Zulfiqar Ali, Director	Ms Saba Ijaz, Assistant Director
Peshawar	Mr. Rifat Pervez, Director	Mr. Muhammad Afzal, Assistant /DAD
Quetta	Dr. Muhammad Riaz, Director	Mr. Zia-ur-Rehman, APS

3. All the officers nominated as focal person/complaint officer are therefore, requested to act upon in the light of WMS instructions as mentioned in their letter referred above immediately and progress in this regard should be intimated to BOI, Head Office, Islamabad for onward information to WMS, Islamabad.

Yours sincerely,



(Muhammad Naeem)  
Deputy Director, (IF)

- i) Director General, Board of Investment, Karachi.
- ii) Director, Board of Investment, Lahore.
- iii) Director, Board of Investment, Peshawar.
- iv) Director, Board of Investment, Quetta.