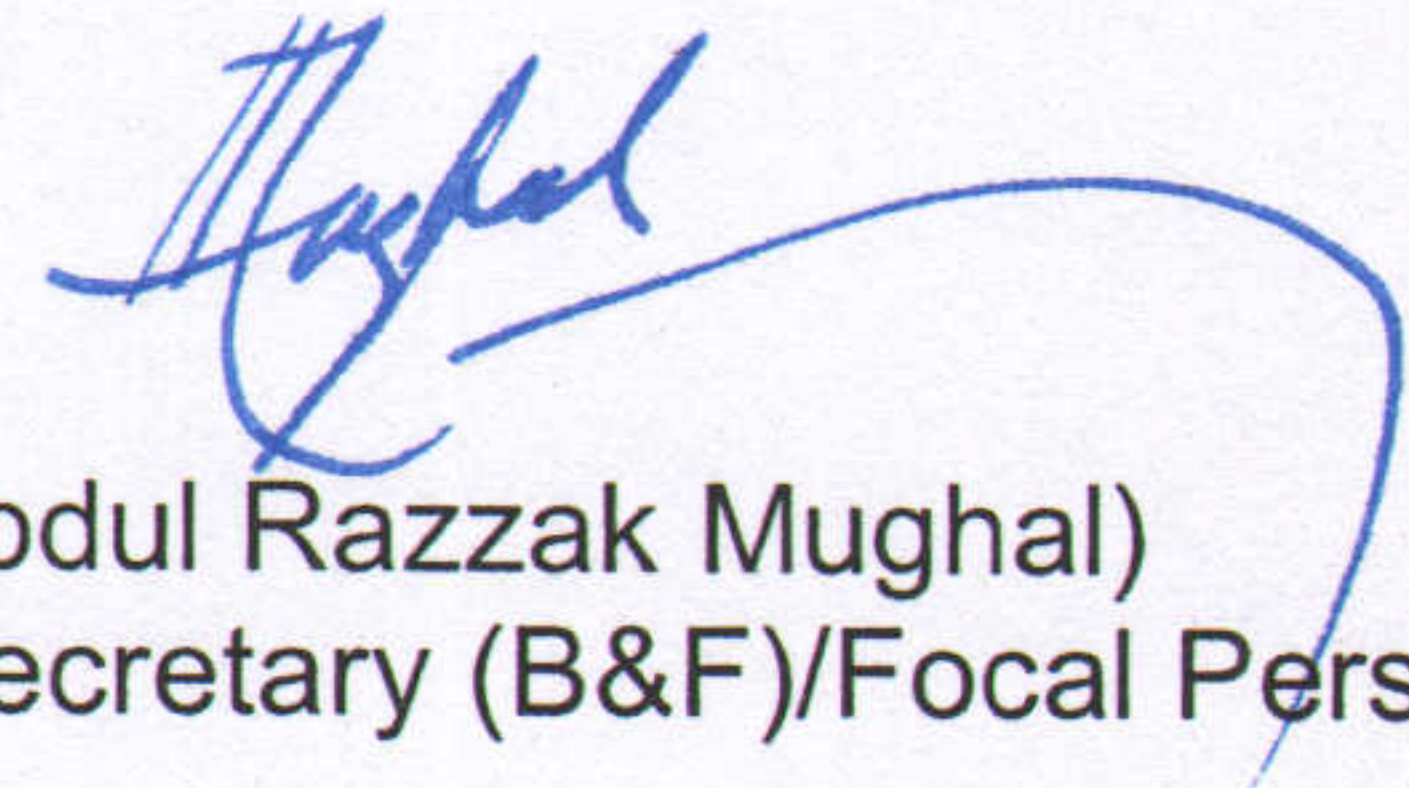


**TIMELINES FOR DISPOSAL OF COMPLAINTS RECIVED ON**  
**PAKISTAN CITIZEN'S PORTAL**

The Ministry of Industries & Production assigns lot of importance to the complaints received from Pakistan Citizen's portal. The Ministry endeavors and solves the problems in shortest possible time. However, if any complaint is not resolved within 20 days, the honourable complainant may also like to discuss his issue with Mr. Abdul Razzak Mughal, Deputy Secretary (B&F)/Focal Person of this Ministry at his telephone number: 051-9203427 or visit him at the following address:

**Room No, 131, 1<sup>st</sup> Floor,  
"A" Block, Pak Secretariat,  
Ministry of Industries & Production,  
Islamabad.**

  
(Abdul Razzak Mughal)  
Deputy Secretary (B&F)/Focal Person