

**Government of Pakistan
Ministry of Federal Education and Professional Training**

F. 4-1/2020/EO/PMDU

Islamabad, the 10th January, 2023

Subject: PUBLIC AWARENESS REGARDING USEFULNESS OF PAKISTAN CITIZEN'S PORTAL PCP).

Please find attached the Prime Minister's Office self-explanatory u.o. No. 1(3) DS (PMDU-I)/2018 dated 2nd January, 2023 on the subject noted above (copy enclosed).

2. All head of Attached Department / Organizations is therefore requested to display public awareness banners regarding the PCP on entry points of the Departments / Offices at public waiting areas / service delivery centres etc. as per the enclosed template. latest by **16th January, 2023** under intimation to the Ministry

Encl: **As above.**


(Asad Akhtar Abbas)
Section Officer (PMDU)
Ph: 051-9202111

Distribution: -

- DG(R+AK)*
- i. Executive Director, Higher Education Commission, HEC, H-9, Islamabad.
 - ii. Executive Director, National Vocational and Technical Training Commission
 - iii. Director General, Federal Directorate of Education (FDE), Islamabad.
 - iv. Managing Director, National Education Foundation (NEF), Islamabad.
 - v. Director General, Basic Education Community Schools (BECS), Islamabad.
 - vi. Chairman, Federal Board of Intermediate and Secondary Education (FBISE),
 - vii. Director, National Curriculum Council (NCC), Islamabad.
 - viii. Secretary, Pakistan Boy Scouts Association (PBSA), Islamabad.
 - ix. Director, Federal College of Education (FCE), Islamabad.
 - x. Director General, National Commission for Human Development (NCHD),
 - xi. Chairman, Private Educational Institutions Regulatory Authority (PEIRA),
 - xii. Director General, Pakistan institute of Education (PIE) defunct (NEAS, AEPAM),
 - xiii. Director General, Pakistan Manpower Institute (PMI), Islamabad.
 - xiv. Chief Executive Officer National Endowment Scholarships for Talent, Islamabad.
 - xv. Registrar, Pakistan Institute of Fashion and Design (PIFD), 51 J/III, Johar Town, Lahore.
 - xvi. National Secretary, Pakistan Girl Guides Association (PGGA), Islamabad.
 - xvii. Principal, National College of Arts (NCA), 4-Shahrah - e- Quaid - e- Azam, Lahore.
 - xviii. Rector, NFC Institute of Engineering & Fertilizer Research (IEFR), Faisalabad.
 - xix. Registrar, NFC Institute of Engineering & Technology, Multan.
 - xx. Registrar, National Textile University, Faisalabad.
 - xxi. Registrar, National Skills University Islamabad.
 - xxii. Principal F.G. College for Home Economics & Sciences, Islamabad.
 - xxiii. Principal, Federal Government Polytechnic Institute of Women, Islamabad.
 - xxiv. Managing Director, National Book Foundation (NBF), Islamabad.
 - xxv. Secretary, Inter Board Committee of Chairman (IBCC), Islamabad.
 - xxvi. Secretary General, Pakistan National Commission for UNESCO, Islamabad.
 - xxvii. Secretary, PMEBS, Islamabad.

Copy for information to: -

- i. PS to Senior Joint Secretary (Admn), M/o FE&PT.
- ii. DS(PMDU-I), Prime Minister Office, Islamabad.



SENT THROUGH
1835
03 JAN 2023
Ministry of Federal Education

PRIME MINISTER OFFICE
ISLAMABAD

2/5/23

AS	
JA	
JS (A)	✓
JS (IG)	
JS (Policy)	
JS (PT)	
JS (FE)	
OG (RE)	
Director (NCC)	

Sr-JS(A)



Subject: **PUBLIC AWARENESS REGARDING USEFULNESS OF PAKISTAN CITIZEN'S PORTAL**

Since the launch of Pakistan Citizen's Portal (PCP), PMDU has been consistently doing efforts to spread awareness amongst general public to make proper use of PCP and where possible, avoid conventional means to lodge complaints for redressal. PCP currently stands at 04 million registered users and resolution of 98% complaints out of 4.9 million complaints.

The success of PCP is attributed to the active role of the Ministries/ Divisions/ Attached Departments/ Autonomous Bodies in order to provide ease to the citizens and ensure efficient public service delivery.

Secretaries of the Ministries/ Divisions concerned are requested to issue instructions to the concerned Attached Departments, Autonomous Bodies and Semi-Autonomous Bodies under their administrative control to display public awareness banners regarding the PCP on the entry points of Ministries/ Divisions/ offices/ public waiting areas/ service delivery centres etc. as per the enclosed template. The enclosed template may also be displayed on every social media platform and official websites.

Necessary action on the above stated lines may be initiated for the ease and convenience of the citizens.

Bilal

(Bilal Ilyas)

Deputy Secretary (PMDU-I)

Ph: 9201637

All Federal Secretaries of Ministries/ Divisions, Islamabad/Rawalpindi
Prime Minister Office U.O. No. 1(3)/FS (PMDU-I)/2018, dated 02.01.2023

Additional Secretary-III.

Na H.

francis
5/1/2023

SO (PMDU)

Pl-circulate.

20/1

APL

Dy. No. 1105/FS-PMDU
6/01/2023

Secretary, FE&PT
04
3-1-23

Dy. No. 6
AS (FE&PT)
AS-01-93

46
5-1-23

ENG. SALEEM ULLAH R&AA
Higher Education Commission Islamabad
January 2023 12:23



پاکستان سٹیزن پورٹل

عوام کی آواز



وزیر اعظم پاکستان کی برائیت کی روشنی میں پاکستان کے شہری اور بیرون ملک مقیم افسراد سرکاری محکموں سے متعلق اپنی شکایات کے بروقت ازالے کے لئے پاکستان سٹیزن پورٹل کا استعمال کریں



PMDDU