



OFFICE OF THE WAFAQI MOHTASIB
36-Constitution Avenue, G-5/2, Islamabad
Tele : 051-9217261

F.No.1-OWM(GCBC)-26/65

August 20, 2026

Subject :- **Appointment of Grievance Commissioner for the Business Community and Integration of Online portal of Association of Industries with Office of the Wafaqi Mohtasib Complaint Management Information System (CMIS)**

Dear Sir,

I am pleased to inform you that the Honourable Wafaqi Mohtasib has designated the undersigned as **Grievance Commissioner for the Business Community**.

2. The Grievance Commissioner will work closely with the Regional Heads to oversee and follow up on complaints submitted by the Members of Associations of Industries from their respective regions.

3. In this regard, I am pleased to extend an offer to your esteemed Association for the integration of the Office of the Wafaqi Mohtasib's Complaint Management Information System (CMIS) with your Association's online portal. This integration will enable members to lodge complaints of maladministration by Federal Government Agencies relating to the grievances of the commercial, industrial and entrepreneurial sectors directly and in a more efficient and streamlined manner.

4. I would, therefore, request you to nominate a focal person to serve as Liaison Officer with this office for coordination and further necessary action in the matter.

5. An early response in this regard will be greatly appreciated.

With warm regards,

Yours sincerely,

(Muhammad Javed Ghani)
Sr. Adviser/Grievance Commissioner
for the Business Community

The President,
Pakistan Knitwear & Sweater
Exporters Association,
1014, 10th Floor, Park Avenue,
Block-6 P.E.C.H.S, Shahrah-e-Faisal,
Karachi

Copy forwarded for information and necessary coordination to the Regional Head,
Office of the Wafaqi Mohtasib, Karachi.