

**PUBLIC COMPLAINTS RESOLUTION MECHANISM GUIDELINES**

**(A) Complainants are informed to please check and verify their own record before sending a complaint to ensure that they have attached all the required documents against each claim.**

**Detail of the documents required is given as follows:**

S. No	Benefits	Attested Documents Required with the claim of Benefits
1	Educational Stipends	a) Application on prescribed form. b) Copy of CNIC of the employee. c) Copy of CNIC or Form 'B' of the student d) Detail marks certificate (DMC) of last held Board/University examination (in semester system DMC of last two semesters) e) Pay slip of serving employee OR copy of pension book of retired employee
2	Re-imburement of Tuition fee	a) Application on prescribed form. b) Copy of CNIC of the employee. c) Copy of CNIC or Form 'B' of student d) Detail marks certificate of last held University examination e) Pay slip of serving employee OR copy of pension book of retired employee f) Original fee deposit receipts / challans showing cash received stamp by bank
3	Marriage Grant	a) Application on prescribed form b) Nikah Nama issued by the Nikah Registrar and Computerized Marriage Registration Certificate (CMRC) issued by NADRA / Union Council / Arbitration Council in collaboration with NADRA c) Copies of CNIC of employee, bride and groom d) Copy of pay slip/Pension payment order (in case of retired employee)
4	Farewell Grant	a) Application on prescribed form. b) Copy of initial appointment order of the employee c) Copy of CNIC of the employee d) Copy of LPC of the employee duly signed by the competent authority
5	Monthly Benevolent Grant	a) Application on prescribed form
6	Sum Assured	b) Death certificate in case of death
7	Lump Sum Grant	c) Invalidation certificate issued by the Central Medical Board in case of invalid retirement d) Notification/office order under which the name of the employees was struck of strength
8	Burial Charges	d) First and last page of Service Book/Service statement reflecting the employee's particulars including date of retirement of the employee. e) List of family members f) A copy of nomination g) Wholly dependency certificate h) Three attested copies of photographs of the proposed beneficiary i) Three attested copies of specimen signatures/thumb impression of the proposed beneficiary
9	Essay Writing Competition	a) Application on prescribed form b) Copy of CNIC or Form 'B' of student issued by NADRA c) Copy of payslip/pension payment order of employee or family members/Benevolent Grant payment order copy as the case may be d) Certificate/Degree of last Board/University Examination of the student

**(B) General Instructions**

Complainant is required to ensure that he is / was a Federal Government employee and not a deputaionist from any Provincial Government / Uniform employee of Pakistan Army / Navy /Air Force and is / was a regular contributor of benevolent fund and group insurance fund (on prescribed rates)

**Before lodging the complaint / submission of claim, please ensure the following:**

1	Educational Stipend / Fee Re-imburement	i) Your are not applying for 3rd child in a same Financial Year. Your are applying for children studying in Post Matric upto MS / Mphil level studies, who scored atleast 70% marks (w.e.f. academic year 2013-14) in his / her immediately held last Board / university exam and is not fail in anv of the subject. ii) 70% marks (w.e.f. academic year 2013-14) in his / her immediately held last Board / university exam and is not fail in anv of the subject. iii)
2	Marriage Grant	i) Marriage of your child held on or after 21.4.2011 and there is not cutting and tempring on Nikah Nama.
3	Farewell Grant	i) You retired from service after rendering 20 years service (applicable from 01.09.2012). For those retired from 1.1.2006 to 31.8.2012, twenty five (25) years of service required.
4	Monthly Benevolent Grant	For payment of death grants, the condition of death of an employee before attaning the age of 70 years has been removed for those employees who retired on or after 1.12.2003 and died after 28.7.2015
5	Sum Assured	Sum Assured is paid if an employee dies during continuance of his / her service
6	Lump Sum Grant	If employee is declared invalid by Central Medical Board with 80% disability he / she is eligible for payment of Lump Sum Grant

Federal Govt Employees Benevolent and Group Insurance Fund website

**www.febgif.gov.pk**

**For suggestions and Comments**

Please contact

**Shahid Nadeem**  
Managing Director

1st floor, BF Building, Zero Point, Islamabad  
Email: mdfebgif@gmail.com

**(C) Guidance for Lodging of a Complaint**

**Mandatory Information required for lodging of a complaint**

1	CNIC No. of the complainant
2	Category of benefit e.g. Marriage grant, educational stipends, sum assured
3	Date of submission of claim
4	FEB & GIF reference No. if any
5	Observation raised by the FEB & GIF office
6	Submission of reply to the observation of the FEB & GIF with date
7	Contact name and cell number to respond

**(D) Concerned addresses for complaints submission**

<b>Helpline</b>	1. Director (Coordination) / Grievance / Liaison Officer 2. Deputy Director, Islamabad 3. Deputy Director, Lahore 4. Deputy Director Karachi 5. Facilitation Counter
<b>Director, Coord.</b>	<b>Grievance Officer / Focal Person to Wafaqi Mohtasib</b> <b>Mr. Nadir Shah</b> Office Phone No: 051-9252372 Fax Number: 051-9252386 Email Address: nadiryuosafzai@yahoo.com Postal address: 1st floor, Block 1-A, BF building, Zero point, Islamabad
<b>Deputy Director, Regional Board Islamabad</b>	<b>Complaint Officers</b> <b>Mr. Nazir Ahmad</b> Office Phone No: 051-9252867 Fax Number: 051-9252354 <b>Email Address: memonahmednazeer@gmail.com</b> <b>Postal address:</b> 2nd floor, Block 1-A, BF building, Zero point, Islamabad
<b>Deputy Director, Regional Board Lahore</b>	<b>Haji Iftikhar Ahmad</b> Office Phone No: 042-99211402 Fax Number: 042-99211403 Email address: hajiiftikharali@yahoo.com <b>Postal address:</b> 3rd floor, Al-Jannat Building, Nila Gumbad, Lahore
<b>Deputy Director, Regional Board Karachi</b>	<b>Mr. Khurshid Alam</b> Office Phone No: 021-99202324 Fax Number: 021-99206361 Email Address: mkalam1962@gmail.com <b>Postal address:</b> 3rd floor, POF Complex, near Karachi Press Club, Saddar, Karachi
<b>Headquarter, Islamabad</b>	<b>Muhammad Akhtar, Deputy Managing Director (Operation)</b> Office Phone No: 051-9252306 Fax Number: 051-9252386 Email Address: akhter_omg@yahoo.com <b>Postal Address:</b> 1st floor, Block 1-A, BF building, Zero point, Islamabad
<b>Wafaqi Mohtasib</b>	<b>Mr. M. Sarfraz Khan, Assistant Director, Facilitation Counter</b> Office Phone No: 051-9253163, 9252164 Fax Number: 051-9252354 <b>Postal Address:</b> 1st floor, Block 1-A, BF building, Zero point, Islamabad
	<b>Mr. Hafiz Ahsaan Ahmed Khokhar, Registrar</b> Office Phone No: 051-9217243 Fax Number: 051-9117224 <b>Postal Address:</b> Wafaqi Mohtasib, Head Office, 39-Constituion Avenue, Opposite Supreme Court, G-5/2, Islamabad