



Complaint Handling Mechanism for Telecom Subscribers

Step 1

Register complaint with your operator by following one of modes mentioned below:

1. Call Center / Helpline

2. Fax

3. Courier

4. E-mail

5. Web Mail

Requirements for lodging complaint with the Service Provider:

Service provider may ask the following information while taking your complaint

- ★ Your name and contact details
- ★ CNIC details
- ★ Written application
- ★ Ownership documents of your service against which you are lodging a complaint (in case of complaint regarding verification issues or illegal practices of the franchisee/operator)

Step 2

Contact PTA

In case your complaint is not redressed at operator's end or you are not satisfied with the resolution. You can make contact with PTA for resolution of your complaint **at 0800-55055 from 0900 AM to 0900 PM 7 days a week**

Contact - PTA Headquarter

Toll Free No: 0800-55055

Website: www.pta.gov.pk

Contact - Zonal Offices

Karachi:	021-35655437
Lahore:	042-36602192-4
Peshawar:	091-5829177, 5837072
Quetta:	081-2826883-4
Rawalpindi:	051-5154088
Multan:	061-6350626
Gilgit Baltistan:	05811-922415
Muzafarabad:	05822-921198

Step 3

If your complaint is not resolved by following step-1 and Step-2, you may contact following nominated persons by the Agency on behalf of Wafaqi Mohtasib (Ombudsmen)'s Secretariat.

Mr. Altaf Hussain Kashif

Complaint Officer

Assistant Director(CPD) PTA H/Qs, Islamabad

Ph: 051-9215157, Fax: 051-2878127

**Pakistan Telecommunication Authority,
Headquarters, F-5/1, Islamabad.**