



Sports are essential for the development of a happy, healthy & vigorous society

**DIRECTORATE GENERAL OF SPORTS
KHYBER PAKHTUNKHWA**

PESHAWAR SPORTS COMPLEX, PESHAWAR CANTT.

Ph: # 9212767, Fax # 9212766

Dated: 10th July, 2026

NOTIFICATION: -

NO. 06/ QSC/Notification/2026/1338-45 The Competent Authority is pleased to constitute a dedicated "**Complaint Cell**" in the Directorate General of Sports Khyber Pakhtunkhwa with immediate effect for receiving, processing and redressing sports-related complaints, suggestions and grievances submitted by the general public, comprising the following officers:

S. No	Name & Designation	Status
1	Umar Arshad Khan Director Sports Merged Area's	Incharge
2	Ahmad Ali, Director, Works & Implementation	Member
3	Amjad Iqbal, Deputy Director, o/o DG Sports	Member
4	Rahid Gul Assistant Director Merged Area's	Member
5	Ishfaq Ahmad, Assistant Director o/o DG Sports	Member

TERMS OF REFERENCE (TORs)

1. The Complaint Cell shall receive complaints, suggestions and grievances relating to sports facilities, sports events, sports staff, public service delivery and other matters pertaining to the Directorate of Sports Merged Areas through official telephone numbers, email, written applications or any other approved official channel.
2. The Cell shall properly record every complaint in a complaint register/database, including the complainant's name, CNIC number (where applicable), contact number, address, nature of complaint, date of receipt and action taken.
3. Each complaint shall be assigned a unique reference/tracking number for proper record, follow-up and future correspondence.
4. The Cell shall examine each complaint and forward it to the concerned officer/section for necessary action and redressal.
5. The concerned officer/section shall furnish feedback/status reports to the Complaint Cell within the prescribed timeline for onward submission to the Competent Authority.
6. The Complaint Cell shall monitor the progress of complaints and maintain updated status regarding complaints received, under process, resolved and pending.

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7. The In-charge Complaint Cell shall submit a monthly progress report indicating the number of complaints received, disposed of and pending to the Director Sports Merged Areas.
8. All officers/officials of the Directorate and District Sports Offices of the Merged Areas shall extend full cooperation to the Complaint Cell and provide the required information and reports within the prescribed time to facilitate prompt disposal of public grievances.
9. The Complaint Cell shall maintain strict confidentiality of complainants' personal information and ensure that such information is used solely for official purposes.

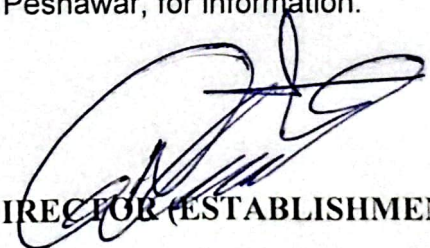
This Notification shall come into force with immediate effect.

Sd/-
DIRECTOR GENERAL SPORTS

Endst. No. & date even.

Copy forwarded for information to the: -

1. Advisor to Government of Khyber Pakhtunkhwa, Sports & Youth Affairs Department, Peshawar.
2. Secretary to Government of Khyber Pakhtunkhwa, Sports & Youth Affairs Department, Peshawar.
3. Director Sports (Merged Area's), Directorate General of Sports, Khyber Pakhtunkhwa.
4. All District Sports Officers, Khyber Pakhtunkhwa, for information and strict compliance.
5. All Officers/Officials of the Directorate General Sports, for information and necessary action.
6. Section Officer (Coord), Sports & Youth Affairs Department, Khyber Pakhtunkhwa w.r.t his letter No. SO (Coord) S&Y/1-19/CMDs/2026 dated 10-07-2026.
7. PA to Director General Sports, Khyber Pakhtunkhwa, Peshawar, for information.
8. All members of the committee.


DIRECTOR (ESTABLISHMENT)