

Subject: PROCEDURE FOR OBTAINING INFORMATION UNDER THE PUNJAB TRANSPARENCY AND RIGHT TO INFORMATION ACT, 2013 AND RULES, 2014

In exercise of the powers conferred under Section 7 of the Punjab Transparency and Right to Information Act, 2013 (Act XXV of 2013) read with Rule 5(12) of the Punjab Transparency and Right to Information Rules, 2014, and in order to facilitate citizens in exercise of their fundamental right of access to information guaranteed under Article 19-A of the Constitution of Pakistan, the following procedure for obtaining information is hereby notified for general information and compliance:

1. Right to apply

Any citizen of Pakistan or legal person registered or incorporated in Pakistan may seek information from the Special Education Department or any of its subordinate offices. No applicant shall be required to state reasons for seeking such information.

2. Submission of application

- a) An application may be made on plain paper and submitted:
- personally;
 - through an authorized representative;
 - by post; or
 - through email or electronic means provided by the Department.
- b) The application must contain:
- clear description of the information sought;
 - preferred form of access (inspection, photocopy, certified copy or electronic copy); and
 - applicant's contact details (address, phone number, email).
- c) Where an applicant is unable to write due to disability and illiteracy, the Public Information Officer (PIO) shall assist in reducing the request into writing.

3. Acknowledgement

- Applications submitted in person shall be acknowledged by a dated, signed receipt.
- Applications received electronically shall be acknowledged through verifiable means.

4. Decision on application

- a) The PIO shall process and decide the application within:
- **Two (02) working days** for matters involving **life or liberty** of a person (free of charge);
 - **Fourteen (14) working days** in all other cases, extendable by a further fourteen (14) working days, for recorded reasons to be communicated to the applicant.

- b) If the information is already available in published form or on the website of the Department or on any other website, the applicant shall be directed to the relevant source.
- c) Where the information relates to a third party, notice shall be served upon the third party, and a reasoned order shall be passed after affording opportunity of hearing.

5. Fees and costs

- No fee shall be charged for filing an application.
- Only the actual cost of reproduction/certification shall be charged at the time of delivery, in accordance with the schedule of costs notified by the Punjab Information Commission.
- Information concerning life and liberty of a person shall be provided free of cost.

6. Refusal of information

Where access to information is refused, partially granted, or delayed, the PIO shall issue a written order specifying:

- the reasons for refusal/partial disclosure; and
- remedies available to the applicant.

7. Remedies

An applicant aggrieved by the conduct or decision of the PIO may avail:

- **Internal Review** before the Head of Department i.e., Secretary Special Education within 30 days; and/or
- **Complaint** before the Punjab Information Commission under the Act, 2013.

8. Duty of assistance

The Department, through its PIO, shall extend maximum facilitation and assistance to applicants to ensure effective exercise of their right to information in accordance with law.

This issues with the approval of the Secretary Special Education Department.



(Dr. Fayyaz Ali)
Chief Public Information
Officer
Special Education Department
Government of the Punjab