

CIRCULAR
TOP PRIORITY



No. PIC/Cir-8/2015
GOVERNMENT OF THE PUNJAB
PUNJAB INFORMATION COMMISSION

Lahore, the 11th of January 2017

1. The Chief Secretary, Punjab, Civil Secretariat, Lahore.
2. The Additional Chief Secretary, Punjab, Civil Secretariat, Lahore.
3. The Registrar, Lahore High Court, Lahore.
4. Secretary, Punjab Assembly, Lahore.
5. All Administrative Secretaries in the Punjab, Lahore.
6. The Provincial Police Officer, Punjab, Lahore.
7. The Chairman, Planning & Development Board, Lahore.
8. The Senior Member, Board of Revenue, Lahore.
9. All Heads of Attached Departments in the Punjab.
10. All Heads of Autonomous Bodies in the Punjab.
11. The Secretary, Provincial Assembly, Punjab, Lahore.
12. The Secretary, Punjab Public Service Commission, Lahore.
13. The Registrar, Punjab Service Tribunal, Lahore.
14. The Secretary, Chief Minister's Inspection Team, Lahore.
15. All Commissioners in the Punjab.
16. All Regional Police Officers (RPOs) in the Punjab.
17. Director General, Anti Corruption, Lahore.
18. All District & Session Judges in the Punjab.
19. All District Coordination Officers (DCOs), in the Punjab.
20. All District Police Officers (DPOs) in the Punjab.

Subject:- MAINTENANCE, COMPUTERIZATION AND INDEXATION OF INFORMATION UNDER THE PUNJAB TRANSPARENCY AND RIGHT TO INFORMATION ACT, 2013.

In exercise of the powers conferred by section 6(5)(a) and section 8(2) of the Punjab Transparency and Right to Information Act 2013, the Punjab Information Commission once again calls upon you to take immediate steps to index, catalogue, computerize and secure information and records held by your respective public body, administrative unit or office in the light of section 8 of the Punjab Transparency and Right to Information Act 2013, which has been further elaborated by Rule 4 of the Punjab Transparency and Right to Information Rules 2014. The said Rule 4 under the above-referred Act reads as follows:

“4. Maintenance, indexation and computerization of records.- (1) A public body shall ensure that all information, record and material, irrespective of its form or characteristics, which it has or is required to have in its custody in any of its administrative units, are efficiently maintained, indexed, catalogued and managed, so that it is promptly available, as and when required by the public information officer.

(2) A public body shall take immediate steps to computerize all the information or record in its custody, and shall introduce online data management system to ensure efficient retrieval of information.

(3) The Commission may issue deadlines or may issue specific directions about the form of computerization, the design of online system or the categories of records which may be computerized or made available online on priority basis.

(4) A public body shall develop and implement, within the timeframe as may be prescribed or directed by the Commission, a data protection and disaster recovery plan to ensure that all of its information remains secure and unharmed in the event of any untoward incident or disaster.”

2. In order to meet the requirements of above-referred section 8 of the Act and Rule 4 thereunder, you are called upon to develop and implement a management information system (MIS), which ensures online availability and easy retrieval of records pertaining to all the important functions of your respective public body. Such a system must ensure, *inter alia*, online management of the following:

- a) Applications submitted by citizens, legal persons or others for licenses, permits, permissions, NOCs, pension, sanctions, allotments, entitlements, access to information and internal reviews, approvals or any other service provided or role performed by your respective public body;
- b) Complaints submitted by citizens or others about deficient service, negligence, delays, wrong decisions, misconduct, illegal actions, inefficiency, corruption, criminal act or any other problem relating to a public body or any of its functionaries;
- c) Approved and available budget, its utilization against assigned heads or approved projects, and reports related to, among others, feasibilities, assessments, monitoring, audit, closure or completion, and inquiries or investigations;
- d) Procurements of all types and related steps that are required to be taken in the light of applicable laws, rules and procedures;
- e) Performance of staff members against clearly identified indicators and other details, among others, about their transfers, postings, promotions, perks and privileges, training, entitlements, leaves, achievements, rewards, failures or misconduct and punishments;
- f) Automated system for feedback, alerts and updates to or from citizens and others in respect of their applications, complaints, requests, or generally to keep people informed about emergencies, risks or various initiatives taken by the public body; and
- g) Any other aspects that your public body may like to cover in the light of functions and responsibilities of your public body or administrative unit.

3. Some public bodies have already taken steps to establish management information systems (MIS), which you may like to study or benefit from in order to design your own for your respective public body. In this regard, your attention is particularly invited to an excellent FIR Management Information System (FIR MIS) of Jhang police, which has been developed in a short span of time and with meager resources as a result of initiative taken by the current District Police Officer (DPO). This particular example clearly shows that, despite challenges, it is possible to successfully develop a management information system in our context, which can hugely benefit not just the management and staff of the relevant public body but also the general public. Such good practices and initiatives should be replicated and scaled up, especially when now it is also a mandatory requirement of the Punjab Transparency and Right to Information Act 2013 and Rules notified by the Government thereunder. By developing such a system, the Jhang police officers can not only efficiently track the performance of their juniors and *thanas*, but also keep the complainants informed through auto generated cell phone messages about the progress made on their complaints.

4. Each head of public body and administrative unit is directed to develop a plan or a project for developing and implementing management information system for his/ her respective public body and share the same with the Commission along with the timeframe within which this mandatory requirement will be completed. In this regard, you may engage your own expertise or seek technical help from the Punjab Information Technology Board (PITB). In case you don't set your own timeframe, the Commission shall be compelled to set a deadline for your public body on its own initiative in exercise of its powers conferred by section 8(2) of the Act and Rule 4(3) of the Punjab Transparency and Right to Information Rules, 2014.

5. The Commission may be intimated about the steps taken and progress made in the light of this circular latest by February 24/02/2017.

Sd/-
(Mukhtr Ahmad Ali)
Information Commissioner

PC:

1. Principal Secretary to Governor Punjab, Lahore.
2. Principal Secretary to Chief Minister Punjab, GOR-1, Lahore.