

“NORMS & CRITERIA FOR DISPOSAL OF RTI CASES”

<u>RTI Complaints (Filing+Notices+Hearings):</u>	
1.	The Commission receives RTI Complaints (Appeals) <u>through post</u> , and <u>by hand</u> from 9AM to 5PM and also 24/7 through email at ID pic.info.pk@gmail.com
2.	Commission after scrutiny and registration of RTI Complaint issues Notice / Direction through email or by post and then fixes the case for hearing, if no response is made or if the Commission is not satisfied with the response so made.
<u>Grounds of Rejection:</u>	
3.	Each RTI Complaint (Appeal) filed without enclosing copies of original RTI Application submitted to PIO of public body and Dispatch Receipt / Diary Number is rejected.
4.	Illegible RTI Complaints (Appeals) are also rejected.
5.	RTI requests which aimlessly seek huge information, difficult to be provided within stipulated period, are discouraged.
6.	Commission reserves the right to reject, at any stage, a RTI Complaint which offends any limit imposed by law.
<u>Information about proceedings:</u>	
7.	Updated list of pending cases is always reflected on website. (https://rti.punjab.gov.pk/)

8.	<p>A citizen or PIO can search & find information about his complaint with reference to:</p> <ul style="list-style-type: none"> i. RTI Complaint number under pattern (x-xxx-x-xxxx) ii. Cell number of complainant written in RTI Complaint
9.	<p>In addition to above all cases fixed for any date are separately reflected one day prior to date of hearing under title “Cause List” in Info Desk Tab.</p>
10.	<p>Following information of pending cases is made available on website;</p> <ul style="list-style-type: none"> i. File No. ii. Date of Filing iii. Title (Complainant vs Public Body) iv. Contact No of Complainant v. Next Date of Hearing vi. Status (Active, Disposed of) vii. Dealing Assistant
11.	<p>The outcome of each adjournment and final disposal is uploaded within 24 hours of coming into being.</p>
12.	<p>“Front Desk” in the Commission also facilitates visiting citizens from 9AM to 5PM to provide information about pending cases.</p>
13.	<p>Front Desk can also be accessed on telephone (042-99205794) during office hours.</p>

14.	WhatsApp communications are not encouraged.
<u>Privacy of Staff:</u>	
15.	Privacy of staff is protected and they are not officially bound to provide any information at private numbers after working hours.

By the order of Chief Information Commissioner Punjab