GOVERNMENT OF THE PUNJAB
PUNJAB INFORMATION COMMISSION
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Tel: 042-99205794
12th Nov 2025

NOTIFICATION

No. PIC/SR/01/2025:- In exercise of the powers conferred upon Punjab Information Commission under Section 20 of the Punjab Transparency and Right to Information Act, 2013 (Act XXV of 2013), following regulations are hereby framed and notified by Punjab Information Commission:-

CHAPTER-I
INTRODUCTION

1. Short title and commencement.---(1) These regulations may be called the Punjab Information Commission (Complaints & Disposal of Complaints) Regulations, 2025.

(2) These shall come into force at once.

2. Definitions:

(1) In these regulations:

(a) "Act" means The Punjab Transparency and Right to Information Act, 2013;

(b) "Commission" means Punjab Information Commission established under Section 5 of the Act;

(c) "Prescribed" means prescribed by the Commission through these regulations or otherwise and

(d) "Officer" means any officer of the Commission.

(2) A word or expression used but not defined in these regulations shall have the same meaning as assigned to it in the Act and the Punjab Transparency & Right to Information Rules, 2014.

CHAPTER-II
REGISTRATION OF COMPLAINTS

3. Filing of Complaints. ---(1) Complainant may file a Complaint personally or through his authorized representative with the Commission or by sending it through post or e-mail from his personal address.

(2) Complaint may be filed on a plain paper or through Complaint form prescribed in Schedule-I; and

(i) shall be accompanied with legible copies of the following documents:

(a) National Identity Card of the Complainant;

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(b) Application filed under Section 10 of the Act with public body along-with its annexes, if any;

(c) Evidence that Application under Section 10 of the Act has been received by the public body or a dispatch receipt in case Application was made through post;

(d) Written authorization letter or power of attorney, in case the Complaint is filed through authorized representative; and

(e) Any decision, if passed under Section 10(8) and/or Section 12(3) of the Act, refusing provision of information.

(ii) shall contain a certificate that the Complainant has not already or concurrently filed any application, complaint or suit before the Commission, any other forum or court seeking information which is subject matter of Complaint.

(3) If Complaint is found deficient of the requirements of sub-regulation (2), the same shall be returned to the Complainant for removal of deficiency. If the Complainant does not remove the deficiency within seven (7) days, the Complaint shall be treated as rejected.

(4) If Complaint is found complete in all respects, Complaint number shall be allotted to it and it shall be sent for its scrutiny to Assistant Director (Law & Compliant) or any other officer/official authorized in this behalf by the Commission.

4. Scrutiny:— (1) Officer conducting scrutiny of the Complaint may require the Complainant to provide any further relevant documents or verify facts, if such documents and verification is necessary for processing of Complaint.

(2) After scrutiny, Complaint shall be submitted to the Commission.

5. Rejection of Complaint at preliminary stage.-(1) If the Complaint is found to be not maintainable under the Act or Rules framed there under, the Commission may reject the same at preliminary stage.

(2) Commission may summon the Complainant before passing order under sub-regulation(1).

(3) If the Complaint is not rejected under sub-regulation (1), written notice of institution of the Complaint shall be issued to public body against which the Complaint is filed.

Provided that in cases falling under Section 10(7) of the Act or in any other appropriate case, report may be called from public body through telephone, e-mail or any other electronic means of communication.

Provided further that the Commission may, in appropriate cases, allow a Complaint without seeking report from public body.

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CHAPTER-III
DISPOSAL OF COMPLAINTS

6. Response of public body: (1) Upon receipt of notice under Regulation 5(3), public body shall file its reply with the Commission before the date fixed for hearing.

(2) Reply of public body shall be submitted by its Public Information Officer and shall contain:

(a) an explanation of why application under Section 10 of the Act was not responded to within prescribed time;

(b) attested copies of information sought by the Complainant or a speaking order passed by Public Information Officer under Section 10(8) of the Act; and

(c) response to any other allegations, if leveled in the Complaint qua violation of provisions of the Act or Rules framed thereunder.

(3) (i) If information sought by the Complainant is submitted by public body as per provisions of the Act, the Commission may dispose the Complaint of without conducting hearing.

(ii) Complainant may withdraw his Complaint at any stage.

(4) In case provision of information is contested by public body, the Commission may allow or reject the Complaint through a speaking order.

7. Disposal of Complaint---(1) Complaint may be disposed of when:

(a) the public body provides the information; or

(b) Complainant fails to furnish necessary information or supply relevant documents or fails to attend hearing despite notice; or

(c) Complainant does not wish to pursue the Complaint any further or withdraws the Complaint; or

(d) subject-matter of the Complaint was or has become sub-judice before a Court of competent jurisdiction and Section 13(1)(f) is attracted due to such pendency; or

(e) subject-matter of the Complaint is the same as already disposed of by the Commission.

8. Objection by the Complainant: (1) After disposal of the Complaint in any manner, the Complainant may file objections upon information provided by the public body within seven (7) days of disposal of the Complaint.

(2) After decision on objections filed under sub-regulation (1), no further objection shall lie.

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CHAPTER-IV
INSPECTION AND REQUISITION OF RECORD

9. Requisitioning of record of Public Body ---(1) Where it is necessary for decision of a Complaint, Commission may direct any public body to produce any information retained by it before the Commission.

(2) Record produced under sub-regulation (1) shall be returned to the public body after disposal of the Complaint.

10. Inspections.--- Where an inspection of a site or record is necessary for decision of a Complaint, the Commission or any officer authorized by the Commission shall undertake the inspection and report of the inspection shall be submitted before Commission for orders.

CHAPTER-V
MISCELLANEOUS

11. (1) **Correction of errors, mistakes, misrepresentation, etc.**---(1) Where through any typographical error or mistake by the complainant or the public body, incorrect figures, fact or position is reflected in any order, any party may approach the Commission for rectification of the same.

(2) Save as provided in sub-regulation (1), no review against any order of Commission shall lie.

12. Preservation and circulation of record.-(1) After five years of disposal of a Complaint, all record regarding the same shall be weeded out and destroyed in accordance with Manual of Secretariat Instruction, 2023.

Provided if order of the Commission passed in any Complaint is challenged before any forum, record of the same shall be preserved.

(2) Digital copies of all record shall be preserved prior to destruction under sub-regulation (1).

(3) Orders containing instructions applicable to all public bodies may be circulated to all public bodies for guidance and compliance.

Information Commissioner
Punjab Information Commission

Chief Information Commissioner
Punjab Information Commission

No. & date even

A copy is forwarded for information to:

1. All Information Commissioners, Punjab;
2. Office File.

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