



In The Pakistan Information Commission, Islamabad

Appeal No 728-11/20

Muhammad Tahir Munir

(Appellant)

Vs.

National Database and Registration Authority
Through Public Information Officer

(Respondent)

ORDER

Date: February 22, 2021

Zahid Abdullah: Information Commissioner

A. The Appeal

1. The Appellant filed an appeal, to the Commission, stating that he submitted an information request to Director, National Database and Registration Authority (NADRA) on November 09, 2020 under the Right of Access to Information Act 2017 but did not received any response from the public body.

2. The information sought by the Appellant is as follows:

گزارش ہے کہ سائل نے اپنی داد رسی کے لئے ایک عدد درخواست آپ کے دفتر میں مورخہ 11 اپریل 2020 کو جمع کروائی تھی۔ جو آپ کے دفتر میں زیرالتوا ہے۔ مذکورہ بالا قانون کے مطابق اس درخواست کے حوالے سے مندرجہ ذیل پبلک ریکارڈ 10 دن کے اندر زبردستی کو فراہم کر کے ممنون فرمائیں۔

1- مذکورہ بالا درخواست کی کاپی

2- مذکورہ بالا درخواست پر میری استدعا کی روشنی میں آپ کے محکمہ کی جانب سے جاری ہونے والے ابتدائی حکم کی مصدقہ کاپی

3- مذکورہ بالا درخواست پر میری استدعا پر آپ کے محکمہ کی جانب سے جاری ہونے والے حتمی حکم کی مصدقہ کاپی

B. Proceedings

3. Through a notice dated December 17, 2020 sent to Faik Ali Chachar, Deputy Director (Media) / Public Information Officer, National Database and Registration Authority, the Commission called upon the Respondent to submit reasons for not providing the requested information.
4. The Respondent through a letter vide No. NADRA/HQ Ops/DPT-17-10028 dated 28th December 2020 submitted its response and stated that “*this office has ordered a detailed investigation of the applicant’s case. Same will be finalized within due course of time. Applicant, Mr. Muhammad Tahir Munir has contacted and same has been informed to him.*”

5. The response of the public body was shared with the appellant on January 29, 2021.
6. The appellant on February 08, 2021 submitted a rejoinder and stated that he did not received requested information so far.

C. Discussion and Commission's View on Relevant Issues

6. This commission is of the view that a citizen has the right of access to certified copy of his or her own application/complaint filed with a federal public body. It is reasonable to expect from public bodies to maintain proper record of applications filed by citizens for redressal of their grievances.
7. This commission is of the view that citizens have the right of access to information pertaining to actions taken on their complaints/applications by federal public bodies and paper-trail generated thereof. In fact, had the Respondent kept apprised the Appellant about the steps taken on his application, he would not have filed request for information in the first place. Furthermore, access to information about the steps taken by the Respondent on the application of the Appellant would reveal whether the Respondent had initiated action on the application when it was earlier received by the Respondent or after the request for information filed by the Appellant.
8. This commission is of the view that trust of citizens in public institutions is irrevocably linked with timely and accurate flow of information between citizens and public institutions. While the Respondent should not share sensitive information which is part of, an, may impact on-going investigation of the case, the Respondent should share with the Appellant steps taken to investigate the case.

D. Order

9. The appeal is allowed. Public Information Officer, NADRA is directed to share with the Appellant certified copy of his application and actions taken by the Respondent to date, based on the record available on the file pertaining to his case within 10 working days of the receipt of this Order with intimation to this commission.
10. Copies of this order be sent to Public Information Officer, NADRA and the Appellant for information and necessary action.

Mohammad Azam
Chief Information Commissioner

Fawad Malik
Information Commissioner

Zahid Abdullah
Information Commissioner

Announced on:
February 22, 2021

This order consists of 2 (two) pages, each page has been read and signed