

**Pakistan Information Commission  
Government of Pakistan**

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**In The Pakistan Information Commission, Islamabad**

**Appeal No 716-11/21**

**Waqar Ahmed**

(Appellant)

Vs.

**Sukkur Electric Power Company**  
Through its Managing Director

(Respondent)

**ORDER**

**Date:** August 03, 2021

**Zahid Abdullah:** Information Commissioner

**A. The Appeal**

1. The Appellant filed an appeal, dated October 08, 2021, to the Commission, stating that he submitted an information request to Managing Director, Sukkur Electric Power Company on October 05, 2021 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:

“What action has been taken on my application dated September 30, 2021 to SDO, SEPCO, Tharo Shah?”

**B. Proceedings**

3. Through a notice dated March 24, 2021, sent to Managing Director, Sukkur Electric Power Company, the Commission called upon the Respondent to submit reasons for not providing the requested information.
4. On April 13, 2021, the commission sent another notice to the Respondent but it did not submit its response to the commission.

**C. Discussion and Commission’s View on Relevant Issues**

5. 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.
6. 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.

7. 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.
8. This commission takes strong exception to the fact that the Respondent has failed to respond to the duly sent notices of this commission. If directions of the commission in this Order are not followed, it will be left with no option but to invoke Section 20 (f) of the Right of Access to Information Act 2017.

#### **D. Order**

9. The Appeal is allowed. Managing Director, Sukkur Electric Power Company is directed to provide the requested information mentioned in para 2 of this Order to the Appellant at the earliest but not later than 7 working days of the receipt of this Order, with intimation to this office.
10. Copies of this order be sent to Managing Director, Sukkur Electric Power Company and the Appellant for information and necessary action.

**Mohammad Azam**  
Chief Information Commissioner

**Fawad Malik**  
Information Commissioner

**Zahid Abdullah**  
Information Commissioner

Announced on:  
August 03, 2021  
This order consists of 2 (two) pages, each page has been read and signed