

**Pakistan Information Commission**  
**Government of Pakistan**

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**In the Pakistan Information Commission, Islamabad**

**Appeal No 956-03/21**

**Ch. Muhammad Ali Kamboh**

**(Appellant)**

Vs.

**Multan Electric Power Company**

**(Respondent)**

**Order**

**Date:** October 08, 2021

**Zahid Abdullah:** Information Commissioner

**A. The Appeal**

1. The Appellant filed an appeal, dated February 25, 2021, to the Commission, stating that he submitted an information request the Chief Executive Officer, Multan Electric Power Company on November 03, 2020 under the Right of Access to Information Act 2017 but did not receive the requested information from the public body.

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

*“I have applied for new electric connection for upper 2nd portion but you failed to install new electric connection in stipulated period (Application ID is 15173010198). Therefore, it is requested that I may please be provided following data/information as per subject Act:*

*(a) Copy of all documents submitted by me in your office for new electric connection along with visit, cancelled report and cancelled reasons in detail.*

*(b) Copy of my 02 applications submitted by me in your office for re-visit on 07 and 22 October 2020.*

*(c) Copy of policies / guidelines regarding residential connections and tell me how much time (days, weeks or months) is required for residential connection in written.”*

**B. Proceedings**

3. Through a notice dated March 24, 2021 sent to the Director (Public Relations) / Public Information Officer, Multan Electric Power Company called upon the Respondent to submit reasons for not providing the requested information.

4. The Respondent through a notice dated April 14, 2021 was directed to submit written arguments within 15 working days.

5. The public body did not respond to the notices of the commission.

### **C. Commission's View on Relevant Issues**

6. This commission is of the view that the requested information is of public importance as it involves information about the delivery of services pertaining to such a basic necessity as electricity. The requested information will shed light on steps taken by the Respondent to provide basic necessity to the citizen.
7. This commission has already held in Appeal No. 861-01/21, Abdul Rauf VS. Multan Electric Power Company that any application submitted by any applicant for delivery of any service and any approval granted by a public body are public records and should not only be properly maintained by a public body but it should also be provided when requested by an applicant.
8. This commission maintains that provision of certified copy of all documents submitted by the Appellant for new electric connection along with visit, cancelled report and cancelled reasons, copy of his 02 applications submitted for re-visit on 07 and 22 October 2020, copy of policies / guidelines regarding residential connections and information about the time-period required for residential connection is a matter of public importance and requested information/records should be provided to the Appellant.
9. This commission has already held that the Respondent should maintain and proactively disclose information about total number of meters available, total number of applications received for meters, the total amount deposited by citizens, maps and paper drawings approved for the provision of electricity in a given area, electric polls and transformers along with their capacity and total number of pending cases for smooth delivery of services.

### **D. Order**

10. Appeal is allowed. Public Information Officer, Multan Electric Power Company is directed to provide the following requested information to the Appellant at the earliest but not later than 7 working days of the receipt of this Order, with intimation to this office:  
  
*certified copy of all documents submitted by the Appellant for new electric connection along with visit, cancelled report and cancelled reasons, certified copy of his 02 applications submitted for re-visit on 07 and 22 October 2020, certified copy of policies / guidelines regarding residential connections and information about the time-period required for residential connection.*
11. Copies of this order be sent to Public Information Officer, Multan 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: October 08, 2021

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