



Ms. Neelam Sharma, Astd. Prof (Education),
Mehsampur Road, Village and Post Office Rurka Kalan,
Tehsil Phillaur, District Jalandhar-144031
(M: 9878205000).

....Appellant

V/s

Public Information Officer,
O/o DPI (Colleges), 7th Floor, PSEB Complex,
Sector-62, SAS Nagar, Punjab.

First Appellate Authority,
O/o DPI (Colleges), 7th Floor, PSEB Complex,
Sector-62, SAS Nagar, Punjab.

...Respondents

Appeal Case No. 7564 of 2023

ORDER

This order may be read with reference to the previous order dated 09.04.2026 vide which the order was **reserved** for pronouncement.

1. The brief of the case is that the appellant sought the following information from the office of DPI (Colleges), Punjab, which reads as follows:-

- (i) Provide copies of the procedure and action taken report regarding my complaint cum representation addressed to Hon'ble Education Minister Punjab vide diary no. 552 dated 21.03.2023 and 1094 dated 29.05.2023 and same representation addressed to the office of DPI (colleges), Punjab vide diary no. 2307510 dated 26.05.2023/DPI(Colleges). (Copy attached)
- (ii) Share the copy of action taken report on File No. HED-EDU10COMP/18/2023-3edul/528323/2023 (1-27) dated 15.03.2023 from the office of Higher Education & Languages department, Punjab Govt., to the Office of DPI Colleges, Punjab with item no.12 in the list of petitioners (copy attached).

2. Due to non satisfaction with the response of the PIO and First Appellate Authority (FAA), feeling aggrieved, the appellant filed the Second Appeal in PSIC and accordingly, the case was listed for hearing dated 14.01.2025 before the Hon'ble SIC Sh. Virinderjit Singh Billing.

3. During the hearing dated 14.01.2025, the relevant portion of the proceedings is reproduced below:

"The RTI application is dated 23.08.2023 vide which the appellant has sought the information as enumerated in her RTI application. First Appeal was filed with the First Appellate Authority (FAA) on 30.09.2023 and Second Appeal was filed in the Commission on 15.11.2023 under Section 19

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Appeal Case No. 7564 of 2023

of the Right to Information Act, 2005 (hereinafter RTI Act). Notice of Hearing was issued to the parties for today i.e. 14.01.2025. 2. The appellant states that no information has been supplied by the respondent till date and further, she states that directions may be issued to the respondent to supply the sought information pertaining to her RTI application. 3. However, the respondent is absent without intimation, which shows his carelessness and casual attitude towards the notices / orders of the Commission. The perusal of the case file shows that sought information has not been supplied to the appellant till date. 4. After having the detailed deliberations with the appellant and examining the case file, the respondent is directed to supply the sought information to the appellant, before the next date of hearing. 5. Both parties are directed to remain present on the next date of hearing for deliberations. It is also clarified that in case of defiance of this order, the case will be decided on merit, ex parte. 6. To come up on 06.02.2025 at 11.00 A.M. at Chandigarh.

4. During the hearing dated 06.02.2025, the relevant portion of the proceedings is reproduced below:

"This order may be read with the reference to the previous order dated 14.01.2025.

2. The appellant states that she has received incomplete information and is not satisfied with it. Further, she requests the court for sought information.

3. The respondent states that the information has already been supplied to the appellant. After examining the reply alongside the RTI application, the Commission notes that the respondent responded to another RTI application filed by the appellant. Further, he states that the RTI application for this present appeal case has not been received in his office. A copy of the RTI application is handed over to the respondent during the hearing.

4. After having detailed deliberations with both the parties, the respondent is directed to supply a point wise reply / information to the appellant within 20 days after receipt of this order, under intimation to the Commission. Both parties are directed to remain present on the next date of hearing for deliberations. It is also clarified that in case of defiance of this order, the case will be decided on merit, ex-parte.

5. To come up on 12.03.2025 at 11.00 A.M. at Chandigarh."

5. During the hearing dated 12.03.2025, the relevant portion of the proceedings is reproduced below:

"This order may be read with reference to the previous order dated 06.02.2025.



Appeal Case No. 7564 of 2023

2. *The appellant states that she has not received information from the respondent as directed at the last hearing and further, she states that directions may be issued to the respondent to supply the complete requisite information.*
3. *The respondent states that a letter was written to the concerned college seeking his assistance for providing the information. The respondent further states that he is ready to provide the sought information to the appellant, but he requested some additional time to provide the information.*
4. *I hereby recuse myself from further hearing this appeal. The case file be sent to the Registry Branch to put up before Hon'ble Chief Information Commissioner for reallocation as he deems fit."*

6. In compliance with the orders passed by the Hon'ble Bench of State Information Commissioner **Sh. Virinderjit Singh Billing**, the present appeal case was transferred to the Bench of the undersigned for further adjudication. Accordingly, the matter was taken on the file by the undersigned Bench and was fixed for hearing on **28.05.2025**.

7. During the hearing dated 28.05.2025, the relevant portion of the proceedings is reproduced below:

"At today's hearing, the appellant states that nothing has been received from the respondent PIO till date and requested that directions may be issued to the respondent PIO to provide the information, as most of the time has already been lapsed.

3. *The respondent is absent at today's hearing without intimation. It is also a fact that notice of hearing was also sent to the respondent PIO through registered post in spite of that, he is absent, which shows his carelessness and casual attitude towards the notices of the Commission.*

4. *Viewing the attitude in dealing with the RTI application by the respondent in a casual manner, **Sh. Jatinder Singh Gill, Deputy Director-cum- Public Information Officer, O/o DPI (Colleges), Punjab,** is, thus, issued a show cause notice to explain in a self-attested affidavit as to why a penalty @ Rs.250/- per day of delay subject to a maximum of Rs.25,000/- till the complete information is furnished, be not imposed under Section 20(1) of RTI Act, 2005 on him for causing willful delay/denial of the information to the RTI applicant and to show cause why a compensation under section 19(8) of the RTI Act, 2005, may not be paid to the appellant for causing willful delay/denial of the information for detriment suffered by him.*



Appeal Case No. 7564 of 2023

In addition to the written reply, the Public Information Officer is also given an opportunity under Section 20(1) proviso thereto, for a personal hearing before the imposition of such penalty on the next date of hearing. He may take a note that in case he does not file his written reply and does not avail himself of the opportunity of personal hearing on the next date, it will be presumed that he has nothing to say and the Commission will proceed ex-parte.

4. A copy of this order **is being sent to Sh. Garish Dayal, IAS, Director, Higher Education, Government of Punjab**, to ensure the presence of PIO and supply the complete information in this case, before the next date of hearing.

5. With this, the case is **adjourned to 10th July, 2025 at 12.00 Noon for hearing at Chandigarh.** Copies of the order be sent to the parties.”

8. During the hearing dated 10.07.2025, the relevant portion of the proceedings is reproduced below:

“1. This order may be read with reference to the previous order dated 28.05.2025 vide which a show cause notice was issued to the respondent PIO for not providing the complete information, as sought by the appellant.

2. At today's hearing, the appellant states that inspite of the directions of the Commission, complete or satisfactory information has not been given to her, till date.

3. The respondent PIO-cum- Deputy Director Sh. Jatinder Singh, accompanied by Sh. Jatinder Puri, Sr. Assistant, file a reply to the show cause notice issued to him mentioning therein that at the very outset, unconditional apology is tendered before the Bench and the information sought by the appellant has been provided to her vide letter dated 13.01.2025 and again vide letter dated 06.06.2025.

4. On the asking of the Bench, the appellant denied that nothing has been received. A copy of the same is handed over to the appellant for her perusal, during the proceedings. The appellant shows her dissatisfaction over the same as the copy of the information is not legible.

5. Accordingly, **one last opportunity** is given to the respondent PIO to send the legible/readable copy of the information dated 06.06.2025 to the appellant within 15 days from the receipt of this order, under intimation to the Commission. The appellant is also advised to go through the information whenever she receives and revert back to the respondent PIO, in case of



Appeal Case No. 7564 of 2023

any deficiency found in the information, within fifteen days, from the receipt of this order, under intimation to the Commission. On receipt of the rebuttal, the respondent is also directed to remove the deficiencies, if any, before the next date of hearing.

5. *Both the parties are also directed to remain present for deliberations to take the matter to its logical end. It is also clarified that in case of defiance of this order, the case will be decided on merit, ex-parte. The decision regarding show cause notice issued to Sh. Jatinder Singh, Deputy Director will be taken on the next date of hearing.*

6. *With this, the case is **adjourned to 16th September, 2025 at 12.00 Noon for hearing at Chandigarh.** Copies of the order be sent to the parties."*

9. During the hearing dated 16.09.2025, the relevant portion of the proceedings is reproduced below:

"This order may be read with reference to the previous order dated 10.07.2025 passed by the Commission.

2. *The respondent states that as directed by the Commission, during the last hearing, legible copy of the information dated 06.06.2025 has been provided to the appellant.*

3. *On the asking of the Bench, the appellant requests that some additional time be given to her to file the deficiencies, if any, in the information provided.*

4. *The request of the appellant is acceded to and the case is adjourned.*

5. ***Next hearing on 20th November at 12.00 Noon at Punjab State Information Commission, Red Cross Building, Madhya Marg, Sector 16, Chandigarh.** Copies of the order be sent to the parties."*

10. During the hearing dated 20.11.2025, the relevant portion of the proceedings is reproduced below:

"This order may be read with reference to the previous order dated 16.09.2025 passed by the Commission.

2. *At today's hearing, the appellant states that she is not satisfied with the information provided to her vide letter dated 06.06.2025 and requested that directions be issued to the respondent PIO to provide the final action taken report in regard to her complaints-cum-representations dated 21.03.2023 and 29.05.2023 addressed to the Hon'ble Education Minister, Punjab and same representation dated 26.05.2023 addressed to the DPI (Colleges).*



Appeal Case No. 7564 of 2023

3. The respondent PIO, represented by Sh. Jatinder Puri, Sr. Assistant states that complete information as exists in their official records stands provided to the appellant.

4. After hearing the averments of both the parties and on perusal of the facts on record, the Commission concludes that undoubtedly the respondent PIO has not supplied the information/reply as sought by the appellant in the RTI application.

5. In the light of the above, one more opportunity is given to the respondent PIO to appear personally on the next date of hearing along with the final action taken report on the representations of the appellant, failing which further steps including initiation of penalty proceedings shall be taken, as per relevant provisions of the RTI Act, 2005. Both the parties are also directed to remain present for deliberations to take the matter to its logical end.

6. With this, the case is **adjourned to 28th January, 2026 at 12.00 Noon for hearing at Chandigarh.** Copies of the order be sent to the parties.”

11. During the hearing dated 28.01.2026, the relevant portion of the proceedings is reproduced below:

“This order may be read with reference to the previous order 20.11.2025 and one more opportunity is given to the respondent PIO to appear personally on the next date of hearing along with the final action taken report on the representations of the appellant.

2. Sh. Dharmender Singh, Assistant Director O/o Director, Higher Education, Punjab, who appeared alongwith Sh. Harjeet Singh, Superintendent in today’s hearing, has submitted a reply vide letter no. 20263181 dated 05.01.2026 alongwith enclosure to the Commission. He also handed over the same to the appellant during the proceeding of the hearing.

3. The appellant, Ms. Neelam Sharma, who appeared in person in today’s hearing, has requested for an adjournment in this case to go through the information so that she can file deficiencies, if any.

4. Nevertheless, an opportunity is given to the appellant to file the deficiencies, if any, to the respondent PIO within three weeks from today to enable the respondent to remove the same before the next date of hearing.

5. With this, the case is adjourned to 9th April, 2026 at 12.00 Noon for hearing at Chandigarh. Copies of the order be sent to the parties.”



Appeal Case No. 7564 of 2023

12. During the hearing held on **09.04.2026**, after considering the submissions of both the parties and material available on record, the Commission reserved the matter for pronouncement of the final order. The parties were further directed to file their written submissions, if any, within **fifteen (15) days** from the date of receipt of this order.

13. In compliance with the orders of the Commission dated 09.04.2026, the appellant sent written submissions received in the Commission vide diary no. 8192 dated 24.04.2026,

1. That this appeal case pertains to the RTI application of the undersigned, which was sent to PIO of o/o DPI Colleges Punjab on 23/8/2023.

A Brief Chronology of the correspondence is given in the following table for ready reference please:

Date	Correspondence with which offices
25.05.2023	Representation/Complaint against College Principal to Chief Minister Pb, Education Minister Pb and DPI Colleges Punjab
28.05.2023	Regd Post to DPI Colleges Pb to know the status of my complaints (office of CM Pb & Edu Minister Pb also forwarded my complaints to DPI Colleges Pb to inquire)
23.08.2023	RTI sent by the undersigned to PIO of o/o DPI Colleges Pb
30.09.2023	First Appeal was made to First Appellate Authority; ie. DPI Colleges Pb

14.11.2023	Second Appeal was made to Punjab State Information Commission vide AC No. 7564/2023
14.01.2025 (after 14 months)	First hearing in PSIC before Sh Virinderjit Singh Biling
06.02.2025	Second hearing before Sh Virinderjit Singh Biling
12.03.2025	Third Hearing before Sh Virinderjit Singh Biling
28.05.2025	Bench changed and 4 th hearing before Madam Pooja Gupta
10.07.2025	5 th hearing
16.09.2025	6 th hearing
20.11.2025	7 th hearing
20.01.2026	8 th hearing
09.04.2026	9 th hearing



Appeal Case No. 7564 of 2023

2. That above mentioned details clearly depict the magnitude of my grievance, suffering and harassment.
3. That an applicant has been waiting for appropriate, valid, authentic and specific information through RTI since 23.08.2023.
4. **That almost 32 (Thirty Two) months have been completed and applicant is still on the road seeking information and becoming the mockery.**
5. That Undersigned had been requesting for the same to the said offices from time to time through telephonic calls, whatsapp messages as well as through personal visits to the office of PIO & First Appellate Authority, but all in vain. It had caused me mental agony, harassment & financial loss.
6. That it is a sheer negligence and casual approach of the Public Information Officer of the concerned department that information sought under RTI Act had been delayed till date. Moreover whatever information has been provided till date, is inappropriate and non specific.
7. Since **14.11.2023 till 09.04.2026**, undersigned has attended almost every hearing before PSIC by being physical present in a hope to getting appropriate information and justice. Madam, all the time coming from Jalandhar costs me heavily and it is a big loss to the undersigned.
8. That undersigned is a senior citizen and got retired on 30.04.2025. Already she is fighting litigation against College Principal and management for non payment of salary and other benefits since 2018.
9. Appearing before different offices time and again is a very tough task, which is becoming unbearable now.
10. That **on 26/03/2026**, it was published in different newspapers that Punjab State Information Commissioner has imposed the penalty of Rs. 25000/- to PIO Ludhiana **for causing 30 months' delay** to RTI reply ((**copy of the news item attached**)), **Whereas in my case, it is been almost 32 months' delay.**

Madam, in the light of above mentioned facts, it is very respectfully requested that kindly grant me justice by seeing the loss of my time, money and energy. At this stage, honorable SIC is humbly requested for the justice. I am very mush sure and hopeful that needful would be done in the interest of justice and respect to RTI Act. I shall be highly grateful.



Appeal Case No. 7564 of 2023

14. In compliance with the directions contained in the order of the Commission dated **09.04.2026**, the respondent Public Information Officer submitted written submissions dated **03.06.2026**, along with the supporting documents, which were taken on record. The relevant extracts of the document received with these submissions are reproduced below:

ਦਫਤਰ ਡਾਇਰੈਕਟਰ ਉਚੇਰੀ ਸਿੱਖਿਆ ਵਿਭਾਗ, ਪੰਜਾਬ।
 ਪੰਜਾਬ ਸਕੂਲ ਸਿੱਖਿਆ ਬੋਰਡ ਕੰਪਲੈਕਸ, ਸੇਕਟਰ -62, ਐਸ.ਏ.ਐਸ. ਨਗਰ
 (ਗ੍ਰਾਂਟ -1 ਸ਼ਾਖਾ)

ਵੱਲ,

ਮਾਨਯੋਗ ਪੰਜਾਬ ਰਾਜ ਸੂਚਨਾ ਕਮਿਸ਼ਨ,
 Red Cross Building, Near Rose Garden,
 Sector 16, Chandigarh

ਮੀਮੇ ਨੰ 812309/ Grant-1 DPI Higher Education | 20263181
 ਮਿਤੀ - 05-01-2026

ਵਿਸਾ - Appeal case No. 7564 of 2023 Ms. Neelam Sharma. Astt.Prof (Education)

ਉਪਰੋਕਤ ਵਿਖੇ ਦੇ ਸਬੰਧ ਵਿੱਚ ਦੱਸਿਆ ਜਾਂਦਾ ਹੈ ਕਿ Ms. Neelam Sharma. Astt.Prof (Education) ਵਲੋਂ ਆਪਣੇ ਪੱਤਰ ਮਿਤੀ 25.05.2023 ਰਾਹੀਂ ਰਾਮਗੜੀਆ ਕਾਲਜ ਆਫ਼ ਐਜੂਕੇਸ਼ਨ ਫਗਵਾੜਾ ਦੇ ਵਿਰੁੱਧ ਸ਼ਿਕਾਇਤ ਕੀਤੀ ਗਈ ਸੀ, ਇਸ ਸਬੰਧੀ ਉਹਨਾਂ ਵਲੋਂ ਮਿਤੀ 23.08.2023 ਨੂੰ ਆਰ ਟੀ ਆਈ ਐਕਟ ਅਧੀਨ ਹੇਠ ਲਿਖੇ ਅਨੁਸਾਰ ਸੂਚਨਾ ਦੀ ਮੰਗ ਕੀਤੀ ਗਈ:-

1. Provide copies of the procedure and action taken report regarding my complaint cum representation addressed to Hon'ble Education Minister Punjab vide diary no. 552 dated 21/3/23 and 1094 dated 29/5/23 and same representation addressed to the office of DPI Colleges Punjab vide diary no. 2307510 dated 26/5/23/ DPI Colleges. (Copy attached).
2. Share the copy of action taken report on File no. HED-EDU10COMP/18/2023-3edul/528323/2023 (1-27) dated 15.03.23 from the office of Higher Education & languages department, Punjab Govt. to the office of DPI Colleges Punjab with item no. 12 in the list of petitioners (copy attached).

ਉਹਨਾਂ ਦੀ ਸ਼ਿਕਾਇਤ ਜੋ ਕਿ ਮਾਨਯੋਗ ਸਿੱਖਿਆ ਮੰਤਰੀ ਜੀ ਨੂੰ ਸੰਬੋਧਿਤ ਸੀ ਅਤੇ ਉਸ ਦੀ ਕਾਪੀ ਦਫਤਰ ਡੀ.ਐਚ.ਈ ਪੰਜਾਬ ਨੂੰ ਕੀਤੀ ਗਈ ਸੀ। ਜਿਸ ਦੇ ਸਬੰਧ ਵਿੱਚ ਵਿਭਾਗ ਵਲੋਂ ਸੰਬੰਧਿਤ ਕਾਰਜ ਨੂੰ ਮਿਤੀ 17.12.2024 ਨੂੰ ਸ਼ਿਕਾਇਤ ਦੀ ਕਾਪੀ ਭੇਜਦੇ ਹੋਏ ਆਪਣੀ ਟਿੱਪਣੀ ਦੇਣ ਲਈ ਲਿਖਿਆ ਗਿਆ ਸੀ ਜਿਸ ਦੀ ਕਾਪੀ Ms. Neelam Sharma. Astt.Prof (Education) ਨੂੰ ਮਿਤੀ 13.01.2025 ਨੂੰ ਭੇਜ ਦਿੱਤੀ ਗਈ ਸੀ, ਪ੍ਰੰਤੂ ਸੰਬੰਧਿਤ ਕਾਲਜ ਤੋਂ ਜਵਾਬ ਨਾ ਪ੍ਰਾਪਤ ਹੋਣ ਕਰਕੇ ਮੁੜ ਯਾਦ ਪੱਤਰ ਮਿਤੀ 14.02.2025 ਨੂੰ ਲਿਖਿਆ ਗਿਆ, ਜਿਸ ਦੀ ਕਾਪੀ ਵੀ ਅਪੀਲ ਕਰਤਾ ਨੂੰ ਮਿਤੀ 24.07.2025 ਨੂੰ ਭੇਜ ਦਿੱਤੀ ਗਈ ਅਤੇ ਇਸ ਉਪਰੰਤ ਕਾਲਜ ਵਲੋਂ ਪ੍ਰਾਪਤ ਪੱਤਰਾਂ ਦੀ ਕਾਪੀ ਵੀ ਮਿਤੀ 06.06.2025 ਨੂੰ ਅਪੀਲ ਕਰਤਾ ਨੂੰ ਭੇਜ ਦਿੱਤੀ ਗਈ। ਇਸ ਉਪਰੰਤ ਮਾਨਯੋਗ ਪੰਜਾਬ ਰਾਜ ਸੂਚਨਾ ਕਮਿਸ਼ਨ ਦੇ ਦਫਤਰ ਅਨੁਸਾਰ ਮੁੜ ਤੋਂ ਪਤਨਯੋਗ ਕਾਪੀ ਵੀ ਮਿਤੀ 27.06.2025 ਨੂੰ ਭੇਜ ਦਿੱਤੀ ਗਈ ਅਤੇ ਇਸ ਸਬੰਧੀ ਮਾਨਯੋਗ ਪੰਜਾਬ ਰਾਜ ਸੂਚਨਾ ਕਮਿਸ਼ਨ ਨੂੰ ਵੀ ਸੂਚਿਤ ਕਰ ਦਿੱਤਾ ਗਿਆ। ਇਸ ਤੋਂ ਇਲਾਵਾ ਪ੍ਰਾਰਥੀ ਵਲੋਂ ਈ-ਗ੍ਰੈਵੀਨੇਸ ਪੋਰਟਲ ਤੇ ਕੀਤੀ ਗਈ ਸ਼ਿਕਾਇਤ ਤੇ ਕੀਤੀ ਗਈ ਕਾਰਵਾਈ ਪੋਰਟਲ ਤੇ ਜਵਾਬ ਦੇਣ ਉਪਰੰਤ ਹਾਰਡ ਕਾਪੀ ਵੀ ਅਪੀਲ ਕਰਤਾ ਨੂੰ ਭੇਜ ਦਿੱਤੀ ਗਈ।

ਇੱਥੇ ਇਹ ਵੀ ਦੱਸਿਆ ਜਾਂਦਾ ਹੈ ਕਿ ਮਿਤੀ 30.06.2025 ਨੂੰ ਅੰਤਿਮ ਫਾਈਲ ਕਰਕੇ ਮਾਨਯੋਗ ਪੰਜਾਬ ਰਾਜ ਸੂਚਨਾ ਕਮਿਸ਼ਨ ਨੂੰ ਸੂਚਿਤ ਕਰ ਦਿੱਤਾ ਗਿਆ ਸੀ ਕਿ ਅਪੀਲ ਕਰਤਾ ਨੂੰ ਸੂਚਨਾ ਦੇ ਦਿੱਤਾ ਗਿਆ ਹੈ।

ਉਪਰੋਕਤ ਦਰਸਾਈ ਸਥਿਤੀ ਦੇ ਸਨਮੁਖ ਬੇਨਤੀ ਕਰਦੀ ਹਾਂ ਕਿ ਪ੍ਰਾਰਥੀ ਵਲੋਂ ਮੰਗ ਗਈ ਸੂਚਨਾ ਜੋ ਕਿ ਮਿਤੀ 13.01.2025, 14.07.2025, 06.06.2025 ਅਤੇ 27.06.2025 ਨੂੰ ਪੱਤਰਾਂ ਰਾਹੀਂ ਦੇ ਦਿੱਤੀ ਗਈ ਸੀ। ਇਸ ਲਈ ਬੇਨਤੀ ਹੈ ਕਿ ਇਸ ਅਪੀਲ ਕੇਸ ਨੂੰ ਖਾਰਜ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕੀਤੀ ਜਾਵੇ।

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Appeal Case No. 7564 of 2023

15. The Commission has carefully considered the entire material available on record, including the RTI application, the replies furnished by the respondent Public Information Officer, the written submissions filed by both the parties, and the proceedings conducted on various dates of hearing.

16. It is observed that the appellant sought copies of the action taken reports on her complaints-cum-representations addressed to the Hon'ble Education Minister, Punjab and the Director Public Instructions (Colleges), Punjab, as well as the action taken on the communication received from the Higher Education & Languages Department. The information sought squarely falls within the ambit of "information" as defined under Section 2(f) of the Right to Information Act, 2005.

17. From the record, it is evident that despite repeated directions issued by the Commission, the respondent Public Information Officer failed to furnish complete and legible information to the appellant within the statutory period prescribed under Section 7(1) of the RTI Act. The Commission had, therefore, issued a show cause notice under Section 20(1) of the RTI Act and granted adequate opportunities to the respondent to explain the delay and to furnish the requisite information.

18. The record further reveals that during the subsequent proceedings, the respondent supplied copies of the available record and thereafter furnished legible copies of the information. However, even thereafter, the appellant continued to assert that the final action taken report on her complaints had not been supplied. Consequently, the Commission granted one final opportunity to the respondent to produce the final action taken report, if available on record.

19. Upon consideration of the written submissions and the documents placed on record, the Commission is of the considered view that the respondent Public Information Officer is under a statutory obligation to furnish only such information as is available and existing in the official records of the public authority. The RTI Act does not cast any obligation upon the Public Information Officer to create, compile, or generate information which is not available on record or to provide explanations or justifications beyond the existing records.

20. Accordingly, if the final action taken report on the appellant's complaints exists in the records of the respondent public authority, the same is liable to be furnished to the appellant. However, if no such report has been prepared or is available on record, the respondent Public Information Officer shall furnish

PUNJAB STATE INFORMATION COMMISSION
Red Cross Building, Near Rose Garden,
Sector 16, Chandigarh.
Ph: 0172-2864101, Helpline No. 0172-2864100
Email: - pcic20@punjabmail.gov.in
Visit us: - www.infocommpunjab.com



Appeal Case No. 7564 of 2023

a categorical affidavit affirming that no final action taken report exists in the records of the department with respect to the complaints referred to by the appellant. Such affidavit shall clearly state that no further information is available or traceable in the official records.

21. In view of the facts and circumstances of the present case, the respondent Public Information Officer is directed to be personally appeared on the next date of hearing along with the final action taken report, if available, or in the alternative, file the aforesaid affidavit before the Commission and simultaneously supply a copy thereof to the appellant within **fifteen (15) days** from the date of receipt of this order, free of cost, under intimation to the Commission.

22. As regards the show cause notice issued under Section 20(1) of the RTI Act, the Commission notes that although there was considerable delay on the part of the respondent in furnishing the information, the respondent has subsequently complied with the directions of the Commission by supplying the available records and has also tendered an unconditional apology along with a written explanation. An action on the show cause notice will be initiated on the next date of hearing.

23. With this, the case is **adjourned to 12th August, 2026 at 12.00 Noon for hearing at Chandigarh.** Copies of the order be sent to the parties.

Sd/-

(Pooja Gupta)
State Information Commissioner
Punjab

Dated: 27th July, 2026

Enclosed: A reply dated 05.01.2026

Cc:

Public Information Officer,
O/o DPI (Colleges), 7th Floor, PSEB Complex,
Sector-62, SAS Nagar, Punjab.

(By Name) (For compliance)

PUNJAB STATE INFORMATION COMMISSION
Red Cross Building, Near Rose Garden,
Sector 16, Chandigarh.
Ph: 0172-2864101, Helpline No. 0172-2864100
Email: - pcic20@punjabmail.gov.in
Visit us: - www.infocommpunjab.com

