

#### PUNJAB CITIES PROGRAM (PCP)



### **IMPLEMENTING RIGHT TO INFORMATION** (RTI) ACT 2013

# **REFRESHER TRAINING** for

PUBLIC INFORMATION OFFICERS (PIOs) AND INFORMATION **TECHNOLOGY (IT) OFFICERS OF 16 PCP CITIES** 

HELD ON: JULY 11, 2023



PUNJAB MUNICIPAL DEVELOPMENT FUND COMPANY (PMDFC)







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## ACRONYMS:

APA	Annual Performance Assessment
BOD	Board of Directors
GM-ID	General Manager-Institutional Development
ICCPR	International Covenant on Civil and Political Rights
LG&CD	Local Government and Community Development
MOP	Municipal Officers Planning
РСР	Punjab Cities Program
PIO	Public Information Officer
PMDFC	Punjab Municipal Development Fund Company
RTI	Right to Information
SOP	Standard Operating Procedures
SPO	Senior Program Officer
UDHR	The Universal Declaration of Human Rights

## 1.0 - INTRODUCTION AND BACKGROUND:

LG&CD Department Punjab is implementing Punjab Cities Program (PCP) for selected MCs in Punjab with the technical assistance of Punjab Municipal Development Fund Company (PMDFC) and financial support of the World Bank. The main objective of the program is to strengthen MCs through capacity building support, providing financial assistance for improved management and to bring up adequate and cost-effective infrastructure development for efficient municipal service delivery. Government of the Punjab has enacted Right to Information (RTI) Act 2013 in all Government Departments with the objective to ensure citizens access to information. In this regard, one of the Performance Measures (PMs) under Punjab Cities Program (PCP) is MC respond to citizens' request as per Right-to-Information Act. For the purpose, the matter has already been discussed with MC management and got the notification of Public Information Officer (PIO). PMDFC has already shared certain SOPs for implementation of RTI Act in pursuance of Section 9 of RTI Act 2013. Moreover, being fiduciary requirement, it is mandatory upon PMDFC to continuously conduct trainings for capacity building of the MCs. In this regard, refresher training was organized by PMDFC to provide training to IT Officers and PIOs regrading RTI Act 2013 and its effective implementation in MCs.

### 1.1 – Training Session Objectives:

GM-ID briefed the objectives and purpose of the refresher training. He informed the participants about the importance of Minimum Access Conditions (MACs) and Performance Measures (PMs) regarding RTI Act in MCs, the role and responsibility of the designated officers in implementation of the Act. He briefed that under accountability and transparency MCs are responsible to share information of their development projects, new initiatives, goals and achievements with its citizens on their request. GM-ID mentioned that Performance Based Grants (PBGs) will depend on achieving the Performance Measures. He emphasized upon key responsibilities of the Public Information Officers in implementation of RTI Act aligned with PMs under PCP. He categorically mentioned that first year, second year and fourth year grants were released on the basis of fulfilling MACs and PMs and upcoming year's grant is linked with the third-party assessment assessed by Annual Performance Assessment (APA) firm. GM-ID further informed that the assessment of all Institutional Development interventions would be made by the 3rd party/ individual consulting firm by the LG&CD Department and supervised by the World Bank.

## 2.0 – WELCOME REMARKS: \_\_\_\_\_

PMDFC planned a one-day refresher training session for PIOs which have already been notified by the MCs and IT Officers to provide necessary support in responding the Citizen's requests for information as per RTI Act within MC's mandate. Training session was conducted in Committee Room of PMDFC Head



Office, Lahore. Training session was conducted on Tuesday, July 11, 2023. Maximum participation was observed from 16 PCP partner MCs in the session. Following participants participated the training session;

- Public Information Officers (PIOs)
- Information Technology (IT) Officers
- Municipal Officers Infrastructures and Services MOS (I&S)
- Sub-Engineers

Training session was conducted by Institutional Strengthening (IS) Department of PMDFC. Training session was chaired by Chairman Board of Directors, PMDFC, Mr. Parvez Iqbal & GM-ID, Mr. Mahmood Masood Tamana. The Chairman BOD delivered the opening remarks and informed that PCP is as an opportunity to improve the conditions of the partner cities. He appreciated the role of PMDFC in providing technical input and guidance toward building healthy cities. He emphasized that infrastructure development and other initiatives taken on the platform of PCP not only improving the conditions of the cities but also setting standard in urban planning. He highlighted the role of Municipal Officer (Planning) in providing planning guidelines in terms of urban development. He emphasized on need of collaborative efforts to utilize vacant lands of cities and generation of revenues through development activities which is a hallmark of modern urban planning.



Chairman BOD, PMDFC, Mr. Parvez Iqbal (Left) and GM-ID, PMDFC and SPO-PCP Mr. Mahmood Masood Tamana (Right) delivering opening remarks and addressing the participant.



## 3.0 - TRAINING SEQUANCE: -

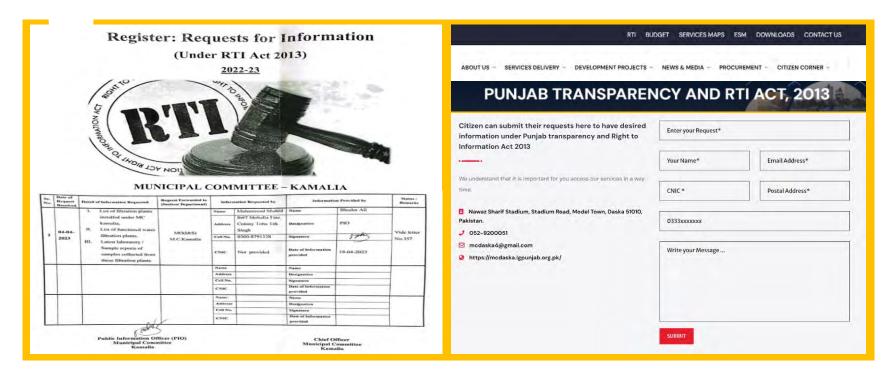
Training was provided on salient features of RTI Act 2013, standard operating procedures and its implementation in MCs and the role of PIOs and IT Officers in its effectiveness. PO-IS Mr. Gulzar Hussain delivered the training. GM-ID, PMDFC facilitated the training through his expert opinion and responding questions/ queries raised by the participants. Following topics were covered in the training:

- MACs and PMs Related to Transparency & Accountability
- An introduction to RTI Act 2013
- RTI Standard Operating Procedures
- Requirements for Annual Performance Assessment (APA) 2023-24
- Facilitation of the audience with question-and-answer Session
- Closing remarks and refreshment

### 3.1 - MACs and PMs Related to Transparency & Accountability:

Transparency and Accountability section of the PCP contains Performance Measure relating to RTI Act 2013. According to the performance measure, MC has to respond to citizens requests per Right-to-Information Act and for that purpose, MC has to ensure putting in place a system to respond to citizen requests for access to information. Both manual and online systems have been implemented in MCs to ensure the implementation of RTI Act 2013 which include RTI register and online RTI dashboard. Hence, both the manual and online record has been maintained in the MCs. Systems should provide the evidence that MC has responded to requests for access to information and data is being collected and recorded for the requests received from the citizens regarding RTI Act. Moreover, annual report of the MC must be developed, vetted by the MC, and uploaded on MC website as a part of pro-active disclosure of the information.





In fulfillment of MACs and PMs related to RTI Act, both manual and online systems are being implemented in PCP Partner MCs to ensure the provision of information to citizen and implementation of RTI Act 2013.

Besides that, RTI dashboard has been developed for all partner PCP MCs to keep archival record of all RTI requests which have launched in a fiscal year from the office of PIO. The dashboard is regulated by the office of PIO and record of every RTI request is being kept online which can be accessed anytime. Prior to the development MC official website and RTI dashboard, only manual system was emplaced to launch RTI request. Now the system is more quick and agile and RTI request can be launched electronically with ease and time efficiency. Information regarding MACs and PMs and their scores need to attained during Annual Performance Assessment was shared with the participants. The detail is as follows:



Result Area	MACs / PMs	Performance Indicator	Documented Evidence
	MAC 6.0: Minimum Access Condition	6.1 MC has an operational website	<ul> <li>Websites' URLs for developed websites</li> <li>Update of all links of website i.e. administrative set up, News, events, incumbency statement, service delivery templates, development projects, budget abstract</li> </ul>
6.Accountability & Transparency (05 points)	6.1 Information available to citizens on MCs website: (03 Points)	MC has disseminated and updated on its website, information from CTS and PMS (quarterly updates): 2 Points	<ul> <li>Uploading of periodic CTS &amp; PMS information on MC websites</li> <li>Update of PMS &amp; CTS reports on Service Delivery Templates</li> </ul>
	PM 6.3: MC responds to citizens' requests per Right-to- Information Act <b>(02 Points)</b>	MC has put in place a system to respond to citizen requests for access to information: 2 Points	<ul> <li>Evidence that MC has to respond to requests for access of information:</li> <li>MCs Annual Report placed on MCs' websites</li> <li>Collection of Data/ Record of requests received from Citizens regarding RTI Act</li> </ul>

### 3.2 - An Introduction of RTI Act 2013:

PO-IS Mr. Gulzar Hussain first provided an overview of RTI Act 2013 and elaborated international laws and forums within which the RTI Act was evolved. He stated that the Universal Declaration of Human Rights (UDHR) under its article 19 and the treaty of International Covenant on Civil and Political Rights (ICCPR) state that everyone, that is all persons, have an equal right to information. Moreover, Article 13 of the UN Convention against Corruption (UNCAC) provides that all state parties must take measures ensuring that the public has effective access to information. In particular, the convention specifically promotes the importance of civil society having access to information. Similarly, article 19-A of Constitution of Pakistan, 1973 also states that every citizen shall have the right to have access to information in all matters of public importance subject to regulation and reasonable restrictions imposed by law.

In connection with national and international laws and forums on public rights regarding access to information, the Punjab Transparency and Right to Information Ordinance 2013 was promulgated with effect from 4th October 2013 to provide for transparency and freedom of information to ensure that citizens have improved access to public information as well as to make the Government more accountable to citizens and to enforce the fundamental right of access to information in all matters of public importance and to provide for ancillary matters.





In connection with international laws and forums on human rights and access to information, RTI Act 2013 also promote and protect citizens human right to have access to information.

#### 3.2.1 - Objectives of RTI Law:

The main objective of the RTI law is to bring transparency and right to have access to information to ensure that the people have improved access to records held by public authorities. Moreover, it is pertinent to improve the participation by the people in public affairs, reduce corruption and inefficiency in government and to bring Government more accountable. Where the law held the Government accountable and make public to have access on information, it also possesses benefit to the public such as the level of access to information empowers the people to attain their fundamental human rights and such information can improve the quality of development works carried out by the government in the better interest of the public. Therefore, RTI law protects the fundamental right of the citizen to have access on information pertaining to the public authorities and public affairs.







#### 3.2.2 - Functions and Powers of Punjab Information Commission:

RTI law allows sharing of information which include laws, rules, bye-laws and regulations and budget which are both allocated funds and actual expenditure. Moreover, tenders, contract awards and annual or other reports also included if they are not exempted from disclosure. In addition to that, as for as powers of Punjab Information Commission is concerned, it can conduct enquiry and direct a public body to disclose information to applicant and in proactive disclosure. If any discrepancy is found in the application, commission is liable to determine the public interest and to resolve any inconsistencies in application within 30 days or for good reason within 60 days. The commission will try its level best to provide the information in stated time period without any delay to make the information public in best possible way. Moreover, Commission may exercise the power of civil court to summon and enforce attendance, can take oral or written evidence, examine or inspect information, receive evidence on affidavit, requisite information from any office and issue summons for witnesses or documents.



### 3.3 - RTI Standard Operating Procedures:

#### 3.3.1 - Nomination of Public Information Officers (PIOs)

PIO is an official with dedicated responsibilities for ensuring that the public body meets its obligations under the law which facilitate citizens requests and process the applications efficiently. PIO will often need help from other staff to implement the RTI Act. This may include coordination and liaison building with other departments such as Regulation, Infrastructure and Services and Finance. This coordination and liaison building may be required during the processing of requests. In addition to that, clause 07 of the RTI act states that a public body will within sixty days of the commencement of this Act, designate and notify as many officers as public information officers in all administrative units or offices under it as may be necessary. Therefore, the PIO and other staff should have a very reasonable knowledge about RTI. This may include generally, the RTI Act, the proactive disclosure of information and the Request Management System (RMS). Hence, PMDFC also works on capacity building of PIOs and relevant MC staff and regularly arrange training sessions for PIOs on RTI Act and responding to the requests of the Citizens application.

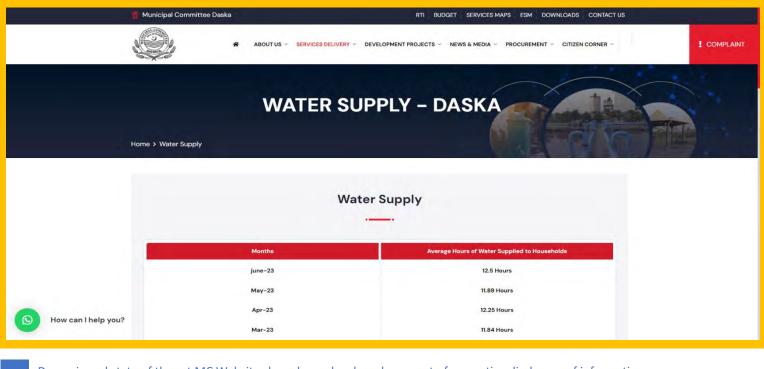
#### 3.3.2 - Proactive Disclosure of Information and Responding to Citizen Requests to Information

Clause 8 (1) of the act states that maintenance and indexing of information, a public body shall maintain information relating to the body in an easily accessible form through its website, provide information about functions, services, budgets and staff at one place and give a clear picture of services provided to the citizens and answers to common questions. For that purpose, MC Official websites play an important role in this regard with the availability of various types of information. According to the RTI Act, all public bodies must disclose the following types of information on a proactive basis which are as follows.

- Functions and duties, powers and functions of its officers and employees and norms and criteria set by the public body for the discharge of its functions
- Acts, ordinances, rules, regulations, notifications, circulars and other legal instruments being enforced, issued or used by the public body
- A statement of categories of information being held by the public body and a description of its decision-making processes
- Budget of the public body including details of all proposed and actual expenditures, amount of subsidy and details of beneficiaries if the public body provides any subsidy
- Particulars of the recipients of concessions, permits or authorizations granted by the public body, facilities available with the public body for obtaining information which is held



• Name, designation and other particulars of the public information officer of the public body and any other information that the Government may notify in the official Gazette.



Dynamic and state of the art MC Websites have been developed as a part of pro-active disclosure of information

Official websites of all partner MCs have been developed which provide a good pro-active disclosure of information. Multiple navigational tabs are provided in MC websites which provide information pertaining to various functions and duties of MCs which include but not limited to service delivery details, development projects, fiscal budget of the MC, procurement plans, tender and notices, bidding documents and other important information. Such details can be accessed by any citizen who visit MC website.



### 3.3.3 - Information that can be Refused:

A Public Information Officer may refuse an application for access to information where disclosure of the information shall or is likely to cause harm to a national defense or security, public order or international relations of Pakistan and a legitimate privacy interest until and unless the person concerned has consented to disclosure of the information and the protection of legally privileged information or of the rules relating to breach of confidence. Moreover, the information pertaining to the legitimate commercial interests of a public body or a third-party including information subject to third party Intellectual property rights and the life, health or safety of any person along with the prevention or detection of crime, the apprehension or prosecution of offenders, or the administration of justice. Similarly, information related to the ability of the Government to manage the economy or the effective formulation of or success of a policy either by its premature disclosure or by restraining the free and frank provision of advice within the Government.

It is to be noted that when the information is refused, the public information officer shall within the time-limit specified under section 10 will inform the applicant specifying the reasons to refuse the information which may include Internal review or complaint against the decision and Officer's information who may be provided in full or limited access to the exempted information which is stated in (Clause 13 (4). According to the section 09 of the RTI Act, each MC will publish its annual report comprising activities during the previous financial year by 31 August of each year. The report will be made available for inspection for free and for purchase at a reasonable cost. Therefore, every MC will make it public and place its annual report on its official website. The report will contain information about the RTI requests received along with other sections such as introduction, background, annual budget, expenditure and income statement, service delivery detail and annual development projects.

#### 3.3.4 - RTI Data Base Management:

Both manual and online database for RTI requests is needed to be maintained. The data base will include the number of RTI requests received, requests granted or refused and the average time to resolve the granted requests. Moreover, information about the fee if charged and information about the grounds on which the requests refused will be provided. Similarly, the information about the number of RTI applications for information which was not held by the public body or transferred to other public bodies along with the requesters referred to information which was already published will also be present in the database. Furthermore, the number of applications for internal review and complaints to the commission and outcome of these reviews and complaints are part of the database. Database also make sure that the public body has established a website and, if so, a description should be present of the types of information that are disclosed via the website and the MC has made information available on a proactive basis via its website, including the main types of information published and the key ways in which it was disseminated.



#### 3.3.5 - Record Management and Public Outreach

MC must ensure that it has proper IT record which is properly managed and accessible at any time. According to section 8 of the RTI Act, public bodies are required to maintain their information in an easily accessible manner and to progressively digitize their information. Therefore, online dashboard has also been developed for e-management of the RTI requests. For that purpose, RTI dash boards have been developed for all partner MCs and the dashboard is working and the database regarding RTI requests is being maintained online. It is clear that if the general public is not aware of its right to information, the rate of RTI applications will be low. Experience across many countries shows that where the number of requests is low, implementation in general is weak. Put differently, it is hard to expect public bodies to make a huge effort to implement a law which only a small number of citizens appear to benefit from.

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الله عبرة / Dashboard الله							
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_ Complaints Report / شكانات	No	Detail of Inform	ation Requested	Request Forwarded	Citizen Name	e Citizen Phone No	MC Officer Name
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🗘 Help Desk / بىلىپ ئىسكە 🗸	2	According to RTI	act 2013, Require	MO Finance	Abubakar S/O M (	Gulzar 03066740596	Muhammad akma
د از ٹی آئے / RTL (	3	Attested Copies a	nd Notices of requ	MOP Branch for Information	Rao Sulemar	03006880536	MOP
Construction of the second sec	4	Commercial buildin	ng plan and map re	MOP Branch for Information	Farooq Ahme	d 03007897890	Kaneez Fatima
دىڭىز/Video Tutorials / ئىرتۈرىكى ئىرتۈرىكى	5	Zaheer Vila Map Re	equired as per dem	MOP Branch for Information	Riaz Ahmed Sa	diqi 03006872242	Kaneez Fatima

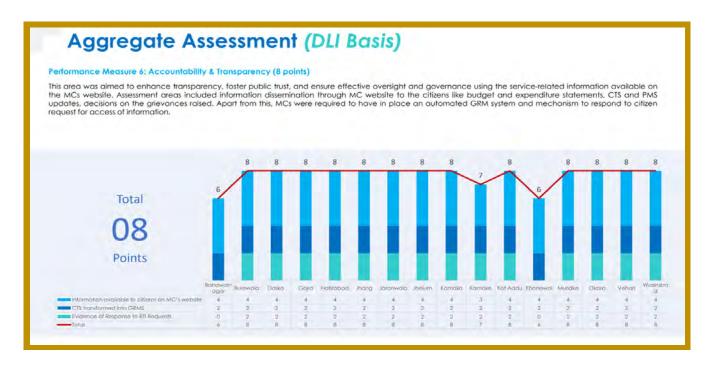
RTI dashboard has been developed which facilitates RTI data base management and online registration of RTI requests



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## 4.0 - REQUIREMENT FOR ANNUAL PERFORMANCE ASSESSMENT 2023-24: -

Third party assessment of RTI systems which are emplaced in MCs is a part of upcoming Annual Performance Assessment 2023-24, in which both the manual and online systems will be assessed. Therefore, it is mandatory for each MC to maintain both the manual and online record of RTI requests received during the fiscal year. Database must provide information about the total number of RTI requests received, type and nature of the information requested, name, CNIC, address and signature of the receiver (if information provided) should be available in manual RTI Register. Similarly, information about the name, designation and the department to whom the request is launched should also be available along with the date of filing a request. Proper record of RTI application against each RTI request is also needed to be maintained. Besides the management of manual RTI register, online record of all RTI request must be available in RTI dashboards which can also be used to launch online RTI request.



APA Assessment 2022-23: Assessment score on Performance Measure 06, Accountability and Transparency

Punjab Municipal Development Fund Company (PMDFC)

### 5.0 – AWARENESS & CITIZENS ENGAGEMENT:

Chairman BOD PMDFC stressed upon the importance of awareness about RTI amongst citizens. He emphasized that awareness sessions must be arranged in partner MCs to inform the citizen about transparency and accountability by adopting proactive approach. The citizen must be aware about MC website and maximum information regarding development projects, MCs achievements, goals and initiates be uploaded on MC website for the information of general public. In this regard, Mr. Idrees Haider, Program Officer Communication shared information that banners spreading message related to RTI have been developed and shared with MCs to place/ install at prominent and busy placed of the city for information and knowledge of general public.







## 6.0 - QUESTION AND ANSWER SESSION: -

After the training, detailed question and answer session was conducted to address the questions and queries raised by the participants. GM-ID provided his expert opinion. The participants were well satisfied and more knowledgeable after the question-and-answer session. One of the common questions raised by the participants was challenge in collection of relevant data regarding RTI request. In response to the question, GM-ID emphasized the role of IT officers on better coordination and liaison building with the departments particularly with the planning department and PIO to timely collect RTI request and its proper enrollment in the systems. He further emphasized that coordination with the departments and public awareness is the key factor in collection of RTI data and proper functionality of the RTI system. He went on saying that comprehensive flow of RTI request ensures authenticity and productiveness of the emplaced systems in MCs. Another concern raised by the participants was regarding the requirements of RTI system which is going to be assessed in up-coming Annual Performance Assessment (APA) 2023-24. The participants were informed that while maintaining manual RTI record, availability of application against each RTI request and signatures of the receiver is necessary if the information is provided by the relevant department. Similarly, other questions and queries were well entertained and made the audience well equipped with the RTI law and its implantation to better govern the RTI systems in their MCs.



Participants during the question-and-answer session: GM-ID, PMDFC and SPO-PCP Mr. Mahmood Masood Tamana, PO-IS Mr. Gulzar Hussain, Mr. Abdul Hannan and Mr. Muhammad Qasim addressing the questions/queries being raised by the participants



## 7.0 - CLOSING REMARKS AND REFRESHMENT:

At the end of the training session, closing remarks was given by both the Chairman BOD, PMDFC and GM-ID, PMDFC. They thanked the participants for taking keen interest and their active participation in the session. They assured that PMDFC will continue to provide technical and backstopping support to partner MCs for the successful implementation of RTI systems in MCs. They further emphasized that implementation of RTI Act is an integral part of PCP Performance Measure which ultimately contributes in acquisition of next year development grants which is essential to improve the conditions of the cities. Afterwards, the participants were served with the lunch.



## **APPENDIX:**



Chairman BOD, PMDFC, Mr. Parvez Iqbal and GM-ID, PMDFC and SPO-PCP Mr. Mahmood Masood Tamana addressing the training session

Participants during the training session

SPO-IS Mr. Gulzar Hussain delivering the training along with PO-IS Mr. Abdul Hannan and Mr. Muhammad Qasim



Participants during the question-and-answer session: GM-ID, PMDFC and SPO-PCP Mr. Mahmood Masood Tamana, PO-IS Mr. Gulzar Hussain, Mr. Abdul Hannan and Mr. Muhammad Qasim addressing the questions/queries being raised by the participants



	Refresher 1	Fraining on Implementa	Attendance Shee tion of RTI Act 2013 &	et (July 11, 2023) k in MCs' Website Upda	ation at PMDFC Head (	Office. Lahore
Sr No	MC	Name	Designation	Contact No.	Email Address	Signature
1	OKARA	HASSAN ANNE	ITOFFICER	0 322 -69 62 891	hoissangihmed 076 agmail.com	PA
2	HARZABAD	MUHSIN FAZA	IT OFFICER	0343-6013793	vmolulin 813@gnail com	Alther
3	OKARA	Zahid Hussan	P.1-0	03007952865		Gran
4	Khomewood	Yasis Jornal	IT officer	0305877378	Vosili Jornal n Qgoncil.co	et Aniforfit
5	Kot Addú Sanaulloli	Sava ullah	P-1-0	03457357355	SUNN/mostr/a5c@gmillau	Suff
6	Kot Addy	M. Koleem ullah	IT officer	0331-7838875	Kaleemullah 0987@gmade	om Kenn
7	thistory Khm.	Masker kan	PIO	0301-426734	n nia	Ref
	Burewalq	m. Shabian		03336282960	Shafin-gilani7 Øgmail. Com	Gend



	Attendance Sheet (July 11, 2023) Refresher Training on Implementation of RTI Act 2013 & in MCs' Website Updation at PMDFC Head Office, Lahore							
Sr. No.	мс	Name	Designation	Contact No.	Email Address	Signature		
9	Vehori	M-Junaid	IT OFFICE	9307-1324757	techinaitrategu	Pine		
10	Vehasi	Badar Majeed	M0(1+5)	03009636323	badamajud moi	Boople.		
11	KAMALIA	M. Mohsin RAZA	ITofficer	0322-7153540	Samehsin 27 @ gmail.com	M Main Rag		
12	Ihauf	Rana Imran	ITOFFICER	0343-0305830	mail. Com	Rava Invar		
13	Javanwala	M. Masn Raza	ITOFFICER	0322-7153540	Vamohsin 27 @ gmail. Cm	M. Blain Roza		
14	PNDFC	M. CPATOM	PO(IS)	0344-436005		Q.		
15	Bahawalng	Waylas Akutar	IT officer	0302-6067484		M. Wales		
6	weitrabad	Adolan Api7	E1	6346-6072386	<	Ani		



Sr. No.	мс	Name	Designation	Contact No.	Email Address	Signature
17	WAZIRABAD	Sted Imenn All	PIO	0309 5531110	imran. Planner. Uet:an @ Bmail · Com	(zeni)
18	GoJra	Nabeel Ahmad	P10	0333-6856065	nabeel mangaoor a Smil.	a theel
19	Gojra	ABÌD ALI	IT Officer	0304-6742462	abidsial 45@gnail Co	m to fide
20	WAZIR ABAD	ABUBAKAR IQGAL	IT OFFICER	03227445700	abuba Korwayane Nawas, com	All
21	Daska	Sagulain Jsra		0335-4659367	ranasav lain 7370 Qgmail.com	Sat
22	PMDFC	Idrees Handen	PO.Com	03 33 46 16 36 1	L	Alto
23	Muridke	Mascoma Akram	PIO. MOCP)	03214652389	masomakrame holmail.com	1 aroon
24	IF Hafizasa	M. Nadeem	PIO Mop	0321-4784278	nadeem - planner @Yalue.com	of . Nady



Sr. No.	МС	Name	Designation	Contact No.	Email Address	Signature
25	BAHAWALNAG. AR	M. Khalid Alvi	P. 1.0	03336301914	Revolid Alvi 1914@ gmail-	m lideed
26	PMDFC	Kivan Saba	DPO IS	03326928691	Kiran. saba. produ	= 1 Cmp
27						
28						
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