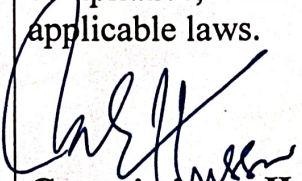
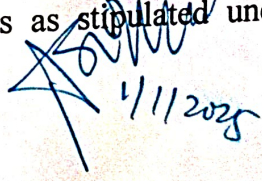


**KHYBER PAKHTUNKHWA RIGHT TO PUBLIC SERVICES  
COMMISSION**

**Case No. RTS-405**

**Mst. Saif Nazira Vs Police Department**

Date of Institution: 12/12/2024

S.No	Date of Order	Order/Proceedings
1.	01-01-2025	<p>This order follows the hearing conducted on 1st January 2025, in which the attorney for Mst. Saif Nazira presented the case concerning the delay in the registration of an FIR. The complaint under consideration was formally submitted by Mst. Saif Nazira, alleging that her grievance has not been addressed despite a prior appeal made to the DPO.</p> <p>Mst. Saif Nazira lodged a complaint that necessitates the immediate registration of an FIR as per the provisions outlined in the Right to Public Services Act 2014. The attorney has informed the commission that despite filing her grievance, no action has been taken by the DPO Charsadda, constituting a clear violation of the rights provided under the aforementioned Act.</p> <p>The Right to Public Services Act, 2014, mandates that certain services, including the registration of FIRs, must be provided without undue delay. The Act is designed to ensure that citizens can access public services in a timely and efficient manner, reflecting the government's commitment to uphold transparency and accountability in public administration.</p> <p>Upon reviewing the records submitted, including the attorney's statements and the lack of any response or action from local police, the commission finds that:</p> <ol style="list-style-type: none"><li>1. There has been an inordinate delay in the registration of the FIR.</li><li>2. Mst. Saif Nazira has exhausted the initial appeal process without resolution.</li><li>3. The inaction of the DPO constitutes a violation of the RTPS Act and undermines the principles of justice and public trust in law enforcement.</li></ol> <p>The commission hereby directs the District Police Officer (DPO) Charsadda to hear the complainant or her attorney and then to Register the FIR immediately and ensure that all relevant procedures are followed without further delay. In the event that the registration of the FIR cannot be done, the DPO must provide valid and substantial reasons for such inaction, supported by relevant evidence. The DPO is required to communicate the registration of the FIR or the aforementioned reasons in writing to this commission within fortnight.</p> <p>The commission emphasizes that non-compliance with this order will compel the commission to take further steps necessary to enforce compliance, which may include exercising powers as stipulated under applicable laws.</p> <p> <b>Commissioner-II</b></p> <p> <b>Commissioner-I</b></p>