



**GOVERNMENT OF KHYBER PAKHTUNKHWA
RIGHT TO PUBLIC SERVICES (RTS) COMMISSION**

ADDRESS: HOUSE NO. 12/A AND 12/B, CHINAR ROAD, UNIVERSITY TOWN, PESHAWAR.
Phone No. 091-9216328, 091-9216159 Fax No. 091-921638



No. RTS-22928

Dated: 10-06-2026

NOTIFICATION

In pursuance of the decision taken vide agenda item No.07 in the 35th Commission meeting, in order to maintain the integrity, impartiality, professionalism, and public confidence in the functioning of the RTS Commission, and to ensure responsible use of social media platforms by all officers and employees of RTPS Commission, the following Social Media Policy is hereby issued with immediate effect.

1. Preamble

The increasing use of digital communication and social media platforms has significantly transformed the manner in which public institutions interact with citizens. Social media has emerged as an important medium for dissemination of public information, awareness regarding citizen rights, promotion of transparency, and strengthening public trust in state institutions. Recognizing the importance of responsible and regulated digital communication, the Right to Public Services Commission considers it necessary to establish a comprehensive framework to guide the official use of social media platforms. This policy aims to ensure that all official communication through social media remains professional, lawful, transparent, ethical, and aligned with the mandate of the Commission.

2. Scope

This policy shall apply to all officers, officials, employees, consultants, media personnel, and any other persons authorized to create, manage, approve, publish, or disseminate content on behalf of the Right to Public Services Commission through official social media platforms.

This draft policy is subject to approval of the Commission and shall come into force upon formal approval by the competent forum. The provisions of this policy shall be read in conjunction with all applicable laws, rules, regulations, government instructions, and codes of conduct issued by the Federal Government and Government of Khyber Pakhtunkhwa from time to time.

In circumstances where any matter is not expressly covered or where ambiguity exists in interpretation of this policy, the relevant laws of the State, government rules, and applicable legal provisions shall prevail and be applicable accordingly.

3. Objectives

The primary objectives of this policy are to ensure dissemination of accurate and verified information relating to services of the Commission, promote awareness regarding citizens' rights under the Right to Public Services framework, strengthen public trust through transparent communication, facilitate constructive engagement with citizens, and establish standards for ethical, professional, and responsible digital communication.

4. Official Communication and Content Management

All content disseminated through official social media platforms of the Commission shall be accurate, verified, professional, and consistent with the mandate and institutional objectives of the Commission. Official communication may include awareness material regarding public services and citizen rights, complaint resolution statistics, outreach activities, official statements, public facilitation initiatives, media coverage, success stories, and other information deemed appropriate for public dissemination.

All content intended for publication shall be processed through the designated Media/Communication Section and shall require prior approval before dissemination. Content involving sensitive matters, including law and order issues, high-profile complaints, inter-departmental matters, confidential proceedings, or any subject likely to create public controversy or institutional sensitivity, shall require approval of the competent authority prior to publication. Only verified and authenticated information shall be disseminated through official platforms. No officer or official shall publish or share unverified, misleading, speculative, or unauthorized content through official accounts of the Commission.

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No. _____

Dated: _____

5. Ethical Standards and Public Conduct

All official communication shall remain professional, neutral, respectful, and citizen-centric. Content disseminated through official platforms shall not violate social, cultural, ethical, or legal norms of society. Political content, political endorsements, partisan communication, religious discussions, religious interpretations, sectarian narratives, hate speech, discriminatory content, or any material capable of causing social disharmony shall strictly remain prohibited.

The confidentiality and privacy of citizens shall be protected at all times. Personal information including CNIC numbers, contact details, addresses, case records, internal communications, confidential documents, unpublished reports, or any information restricted under applicable laws shall not be disclosed without lawful authorization.

Official social media platforms shall not be used for personal promotion, unrelated activities, or private interests.

6. Monitoring and Compliance

The Media/Communication Section shall be responsible for management, monitoring, documentation, and evaluation of official social media activities of the Commission. Performance indicators including public engagement, outreach, and dissemination effectiveness may be monitored periodically for institutional assessment and improvement.

All officers and officials responsible for handling official social media platforms shall ensure strict compliance with this policy and any directions issued by the competent authority from time to time.

7. Violations and Legal Applicability

Any act, omission, publication, disclosure, communication, or conduct in violation of the provisions of this policy shall be treated as misconduct and may entail disciplinary proceedings under the relevant laws, rules, regulations, and government servants conduct provisions applicable in the State.

In matters where no explicit provision exists within this policy, the relevant laws of the State, applicable government rules, service regulations, and legal frameworks shall govern and apply accordingly.

8. Implementation

Upon approval by the Commission, this policy shall come into force with immediate effect and shall be binding upon all concerned officers and officials of the Right to Public Services Commission.


Secretary
RTS Commission

Endost: Even No. and Date

Copy forwarded to:

1. Assistant to Chief Commissioner, RTPS Commission, Khyber Pakhtunkhwa.
2. Assistant to Commissioner II, RTPS Commission, Khyber Pakhtunkhwa.
3. All headquarter staff of RTPS Commission through notice board.
4. All field staff through official WhatsApp group.
5. Relevant File.


Secretary
RTS Commission