

CITIZEN HANDBOOK

PUBLIC PETITIONS AND FEEDBACK

A practical guide to raising public issues, presenting evidence, submitting petitions, and providing constructive feedback to the Provincial Assembly of the Punjab.

Current procedural basis

Rules of Procedure of the Provincial Assembly of the Punjab and Standing Order No. 2 of 2026, dated 27 April 2026. Legal and procedural information checked on 11 July 2026.

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1. Introduction

A democratic Assembly works best when citizens can communicate their concerns, needs, suggestions, and experiences to their elected representatives.

Public petitions and feedback provide citizens with organised ways to raise matters that affect communities. They can help the Provincial Assembly understand public problems, examine government performance, consider policy changes, and draw the attention of public authorities to matters requiring action.

A public petition does not guarantee that the Assembly will accept every demand. It ensures that an eligible matter can be presented through an established parliamentary process.

2. Learning Objectives

1. Understand the meaning of a public petition.
2. Distinguish a petition from a personal complaint or general feedback.
3. Identify matters suitable for a public petition.
4. Prepare a clear and evidence-based petition.
5. Understand the basic scrutiny and committee process.
6. Provide useful feedback to elected representatives and the Assembly.
7. Follow up responsibly after submitting a petition or feedback.

3. What Is a Public Petition?

A public petition is a formal written request submitted by a group of citizens concerning an issue of public importance that requires parliamentary intervention.

Under Standing Order No. 2 of 2026, a public petition may be presented on an issue of public importance requiring the intervention of the Punjab Assembly. At least 200 persons must submit and sign the petition using the prescribed form. [1]

A petition normally contains:

- A clear title or subject.
- A brief explanation of the public problem.
- Relevant facts and evidence.
- The action requested from the Assembly.
- The petitioners' names and required identification details.
- The signatures of the petitioners.

Official form fields

The prescribed public petition form includes fields for name, address, CNIC number, contact number, and signature. [1][2]

4. What Is Public Feedback?

Public feedback is information, opinion, criticism, experience, or a suggestion provided by citizens about:

- A proposed law or policy.
- The performance of a public department.
- A local or provincial problem.
- The quality of a public service.
- The possible effects of government decisions.
- The work of elected representatives or parliamentary institutions.

Feedback may be positive or critical. Effective feedback is respectful, specific, relevant, and supported by facts.

Unlike a formal public petition, ordinary feedback does not necessarily require 200 signatures or follow the formal parliamentary petition process.

5. Petition, Complaint, Feedback, and Request for Information

Method	Main Purpose	Typical Example
Public petition	To seek parliamentary intervention on a public issue	Requesting action on unsafe drinking water affecting several villages
Complaint	To report personal or administrative wrongdoing	Reporting an incorrect electricity bill or delayed pension
Feedback	To provide an opinion, suggestion, or experience	Suggesting improvements to a public transport programme
Request for information	To obtain an official record or information	Requesting details of a government project under the applicable information law
Court petition	To seek a judicial order or legal remedy	Challenging an unlawful administrative decision

A parliamentary public petition is not a substitute for a court case, police complaint, departmental appeal, service tribunal case, or another legal remedy.

6. Why Public Petitions Matter

- Bring community problems before the Assembly.

- Connect citizens with elected representatives.
- Provide evidence about weaknesses in public services.
- Highlight issues that may not receive sufficient official attention.
- Support parliamentary oversight of government departments.
- Encourage discussion about laws, policies, and public spending.
- Help committees understand the effect of government decisions.
- Strengthen transparency and public participation.

The Punjab Assembly's rules assign committees powers to examine public petitions referred to them and report to the Assembly or the Speaker, as applicable. [3][4]

7. What Issues Are Suitable for a Public Petition?

A suitable petition normally concerns a matter that:

1. Affects a community, group, district, or substantial number of people.
2. Falls within the legislative, policy, oversight, or financial responsibilities of the Punjab Government.
3. Requires the attention or intervention of the Provincial Assembly.
4. Can be explained through clear facts and evidence.
5. Contains a practical and lawful request.
6. Is presented respectfully and in good faith.

Examples of Potential Public Issues

- Shortage of clean drinking water in several communities.
- Poor conditions in public schools or hospitals.
- Environmental pollution affecting a district.
- Lack of road safety measures on a provincial road.
- Problems in implementing a provincial law.
- Inadequate protection for vulnerable groups.
- Unfair or outdated provincial policies.
- Widespread problems in agriculture, irrigation, health, education, transport, or local government.
- A need to amend or introduce provincial legislation.

8. Matters That May Be Unsuitable

- Concerns only a private dispute between individuals.
- Seeks a decision that belongs exclusively to a court.
- Contains false, defamatory, insulting, or threatening statements.
- Is based only on rumours.
- Does not identify a clear public issue.

- Falls entirely outside the authority of the Punjab Assembly or Punjab Government.
- Requests an unlawful or unconstitutional action.
- Discloses unnecessary private information.
- Repeats a matter without presenting new facts or grounds.
- Is incomplete or does not meet the prescribed requirements.

Citizens should use the correct forum. A personal employment dispute, property case, criminal allegation, tax appeal, utility complaint, or court matter may require a departmental, administrative, police, ombudsman, tribunal, or judicial process.

9. Who May Submit a Public Petition?

Under the April 2026 standing order, a public petition is a collective submission. At least 200 persons are required to sign the prescribed petition form. [1]

Community organisations, residents' groups, professional bodies, farmers, workers, students, business associations, civil society groups, and other citizens may organise a petition, provided that the issue meets the applicable requirements.

Every person should read and understand the petition before signing it. Names or signatures must never be added without permission.

10. Ways to Submit a Petition

The Punjab Assembly's rules allow public petitions to be received:

1. In hard copy.
2. Through an electronic petition submitted on the Punjab Assembly website in the prescribed manner. [4]

The Assembly's downloads section lists public petition materials and other forms for citizens. [5]

Before submission, citizens should check the official Assembly website for the current form, instructions, address, and electronic submission facility because administrative procedures may be updated.

11. How the Petition Process Works

1	2	3	4	5	6	7	8
Identify	Evidence	Draft	Signatures	Submit	Scrutiny	Committee	Report

Step 1: Identify the Public Problem

- What has happened?
- Who is affected?

- Where is the problem occurring?
- How long has it existed?
- Which provincial department or policy is connected with it?
- Why is parliamentary intervention necessary?

Step 2: Collect Reliable Evidence

- Government letters or notifications.
- Photographs and maps.
- Survey results.
- Service records.
- Copies of previous complaints.
- Relevant laws, rules, or policies.
- Budget or project information.
- Statements from affected communities.

Step 3: Draft the Petition

The petition should explain the problem and requested action in plain language. Avoid political slogans, personal attacks, and unnecessary detail.

Step 4: Obtain Signatures

Use the prescribed form and obtain at least the required number of genuine signatures. Petitioners should provide the information required by the official form.

Step 5: Submit the Petition

Submit the completed petition through the recognised hard-copy or electronic channel.

Step 6: Initial Scrutiny

The public petition is transmitted to a Scrutiny Committee. Standing Order No. 2 of 2026 requires the Scrutiny Committee to formulate its recommendations within 30 days. [1]

The purpose of scrutiny is to determine whether the petition meets the procedural and substantive requirements.

Step 7: Committee Examination

An eligible petition may be referred to the appropriate parliamentary committee. The Committee on Public Petitions may examine petitions referred to it and report its findings or recommendations to the Assembly or the Speaker. [3][4]

Depending on the matter and applicable procedure, the committee may examine records, seek information from the relevant department, consider the petitioners' evidence, and prepare recommendations.

Step 8: Report or Recommendation

The committee may submit its report or recommendations through the prescribed parliamentary process. A recommendation may call for further examination, administrative action, policy improvement, implementation of an existing law, or consideration of legislative action.

A petition is a request for parliamentary consideration. It is not an automatic order against a government department.

12. How to Write an Effective Petition

A strong petition has five basic parts.

A. Clear Subject

Use a short and specific subject.

Weak subject: “Problems in our area”

Better subject: “Request for Parliamentary Intervention Regarding Contaminated Drinking Water in Five Villages of District Kasur”

B. Statement of the Problem

Explain the problem in a few clear paragraphs. Include location, duration, affected population, and responsible public authority.

C. Supporting Facts

Provide verifiable figures, dates, documents, and examples.

D. Public Importance

Explain why the issue affects the wider community and why it requires Assembly attention.

E. Requested Action

State exactly what the petitioners want the Assembly to consider.

Possible requests may include:

- Directing a committee to examine the issue.
- Seeking a report from the concerned department.
- Reviewing the implementation of a provincial law.
- Recommending a policy change.
- Considering an amendment to a law.
- Examining the use of public funds.
- Recommending corrective administrative action.

13. Sample Public Petition

Subject

Request for Parliamentary Intervention Regarding Unsafe Drinking Water

To:

The Honourable Speaker
Provincial Assembly of the Punjab
Lahore

Sir,

We, the undersigned residents of the affected communities, respectfully submit this public petition regarding the continued supply of unsafe drinking water in five villages of District _____.

For the past _____ months, residents have reported an unusual colour, smell, and taste in the water supplied through the public water system. The problem affects approximately _____ households, including children, older persons, and patients.

The matter has previously been reported to the concerned authorities through letters dated _____, but the problem remains unresolved. Copies of the correspondence, water test reports, photographs, and a list of the affected localities are attached.

This matter is of public importance because it affects public health and access to a basic public service.

We respectfully request that the Provincial Assembly of the Punjab:

1. Refer the matter to the appropriate parliamentary committee.
2. Obtain a detailed report from the concerned department.
3. Examine the quality and management of the water supply system.
4. Recommend immediate measures for the provision of safe drinking water.
5. Review whether further policy, budgetary, or legislative action is required.

We affirm that the facts stated in this petition are true to the best of our knowledge.

Petitioners' details: Name, address, CNIC number, contact number, and signature, as required by the prescribed form.

14. Giving Effective Feedback

Good feedback should answer four questions:

1. What is working or not working?
2. What evidence supports the observation?
3. Who is affected?

4. What practical improvement is suggested?

Weak Feedback	Constructive Feedback
“The health department is doing nothing.”	“The basic health unit in Village _____ has remained without a medical officer on three working days each week during the past two months. Attendance records and residents’ statements are attached. A regular staffing schedule and a public duty roster are recommended.”

15. Channels for Public Feedback

- Their elected Member of the Provincial Assembly.
- The Punjab Assembly Secretariat.
- The official Punjab Assembly contact or complaint facility.
- Consultations or hearings conducted by parliamentary committees.
- Written comments on proposed policies or laws where public input is invited.
- Relevant government departments and public authorities.
- Lawful civic organisations and community forums.

The Punjab Assembly website provides a current members’ directory searchable by district, name, party, constituency, and contact details. It also provides an official contact page and Secretariat contact list. [6]

16. Following Assembly Action

Citizens should keep a complete copy of:

- The petition.
- Supporting documents.
- Signatory sheets.
- Submission receipt or electronic confirmation.
- Reference or tracking number.
- Later correspondence.

The Punjab Assembly website publishes material such as the order of the day, summaries of proceedings, questions, resolutions, bills, committee reports, press releases, and audio or video proceedings. These records can help citizens follow parliamentary activity. [5][7]

The Assembly rules also provide that committee reports presented in the House are to be uploaded to the official website. Audio and video recordings of Assembly and committee proceedings are generally made accessible to the public, subject to confidentiality or sensitivity exceptions. [7]

17. Responsibilities of Petitioners

- Provide truthful and accurate information.
- Respect the dignity of individuals and institutions.
- Avoid unsupported accusations.
- Protect sensitive personal information.
- Use genuine signatures.
- Follow the prescribed format.
- Cooperate with requests for clarification.
- Keep the petition focused on the public issue.
- Use peaceful and lawful methods of participation.
- Inform supporters honestly about the petition's progress.

Submitting false documents, forged signatures, or deliberately misleading information damages the petition and may create legal consequences.

18. Responsibilities of Public Institutions

- Provide clear submission instructions.
- Treat citizens respectfully.
- Maintain proper records.
- Protect personal information.
- Apply scrutiny standards consistently.
- Refer eligible petitions without unnecessary delay.
- Seek accurate information from concerned departments.
- Communicate outcomes where the procedure permits.
- Publish reports and recommendations according to applicable rules.
- Avoid discrimination based on political opinion, location, gender, occupation, or social status.

19. Common Mistakes

1. Choosing a purely personal dispute.
2. Failing to explain why the matter is of public importance.
3. Making vague or unrealistic demands.
4. Submitting incomplete signatory information.
5. Using copied or unauthorised signatures.
6. Attaching irrelevant documents.
7. Writing an excessively long petition.
8. Using abusive or defamatory language.
9. Failing to identify the relevant provincial authority.

10. Treating the petition as a replacement for a court or departmental appeal.
11. Publishing petitioners' CNIC details on social media.
12. Failing to retain a submitted copy and receipt.

20. Submission Checklist

- ☐ The matter is of public importance.
- ☐ It falls within the provincial or parliamentary sphere.
- ☐ Parliamentary intervention is clearly justified.
- ☐ The subject is short and specific.
- ☐ The facts, dates, and locations are correct.
- ☐ Supporting evidence is attached and indexed.
- ☐ The requested action is lawful and practical.
- ☐ The prescribed form has been used.
- ☐ At least 200 genuine petitioners have signed where required.
- ☐ Required contact and identification information is complete.
- ☐ Personal information is protected.
- ☐ A complete copy has been retained.
- ☐ The submission channel is current and official.

21. Frequently Asked Questions

Is a public petition the same as a court petition?

No. A public petition asks the Assembly to consider a public issue. A court petition seeks a judicial decision or legal order.

Can one person submit a formal public petition?

Standing Order No. 2 of 2026 provides for a collective public petition signed by at least 200 persons using the prescribed form. A person may still provide individual feedback or contact an elected MPA through other available channels. [1]

Can a petition be submitted online?

The Rules of Procedure allow public petitions in hard copy or through the electronic petition system on the Assembly website in the prescribed manner. [4]

Must the Assembly accept every petition?

No. A petition must satisfy the applicable rules and scrutiny requirements.

How quickly is a petition examined?

The 2026 standing order requires the Scrutiny Committee to formulate its recommendations within 30 days after the petition is transmitted to it. This does not necessarily mean that the complete parliamentary process will finish within 30 days. [1]

Does a petition guarantee government action?

No. It provides a formal route for consideration, scrutiny, committee examination, and possible recommendations.

Can citizens criticise a government department?

Yes, but criticism should be factual, relevant, respectful, and supported by evidence. Unsupported personal allegations should be avoided.

22. Key Message

Public petitions and feedback allow citizens to participate between elections. Their effectiveness depends on credible evidence, clear writing, lawful requests, responsible conduct, and proper use of parliamentary procedures.

A good petition does more than describe dissatisfaction. It identifies a public problem, explains its impact, presents reliable facts, and requests a practical response from the Assembly.

Official Sources and References

The legal and procedural statements in this handbook were checked against the following official Punjab Assembly materials. Website procedures may be updated; citizens should confirm the latest form and submission instructions before filing.

[1] Standing Order No. 2 of 2026, dated 27 April 2026

<https://www.pap.gov.pk/uploads/downloads/standing-order-2-of-2026.pdf>

[2] Public Petition Form

https://www.pap.gov.pk/uploads/downloads/public_petition_form.pdf

[3] Rules of Procedure of the Provincial Assembly of the Punjab

https://www.pap.gov.pk/uploads/downloads/rules_of_procedure_5.pdf

[4] Punjab Assembly Committee Rules

<https://pap.gov.pk/en/committees/committee-rules>

[5] Punjab Assembly Downloads

<https://pap.gov.pk/downloads/dlist/en>

[6] Punjab Assembly Contact Page

<https://pap.gov.pk/contactus/form/en>

[7] Punjab Assembly: About the Assembly and Public Records

https://pap.gov.pk/about_assembly/details/en/33