**Case Study – 1**

**Strategic Use of RTI Leads to Improved Water Quality in Multan, Punjab**

**Introduction:**

In May 2015, Syed Raza Ali, an RTI activist, filed an information request under the Punjab Transparency and Right to Information Act 2013 to obtain water samples of a filtration plant operated by the Water and Sanitation Agency (WASA) in Multan. This case study highlights the positive impact of RTI on water quality and how it can help citizens to attain their basic rights.

**Background:**

The Water and Sanitation Agency (WASA) in Multan is responsible for ensuring that citizens have access to clean drinking water. However, there have been concerns about the regular maintenance of filtration plants and the timely replacement of filters. This has resulted in the contamination of drinking water, rendering it unfit for human consumption.

**Case Study:**

Syed Raza Ali requested certified water samples from the filtration plant to test the water quality. WASA not only provided the certified samples but also offered to test samples with their laboratory. The laboratory declared the water samples fit for consumption. However, the same samples were sent to Public Health Engineering Department Regional Laboratory in Multan, which declared the samples bacteria positive and UNFIT for human consumption.

Upon receiving the report, the Managing Director of WASA issued immediate directions to change the water filter of the plant. This proactive measure helped to prevent potential harm to the public's health.

**Conclusion:**

This case study demonstrates that the strategic use of RTI can lead to positive outcomes and help citizens attain their basic rights. It highlights the importance of public institutions' transparency and accountability and how regular water testing and maintenance schedules can contribute to proactive disclosure of information for public good. By leveraging the power of RTI, citizens can hold government agencies accountable and ensure that they are fulfilling their obligations.