Annexure

Annexure 1: Identified list of issues in RTI implementation

SI No.	Issue	Sources
1.	Lack of awareness among the citizens related to which Public Authority (PA) has the required information and also the details of the PIO of the concerned PA	Parivartan (Arvind Kejriwal)
2.	• Locating the concerned PIO in a Public Authority (No Notice Boards, incomplete and old list of PIOs on State Websites and Directories) • Some PAs like Election Commission still do not have a bank a/c to accept DDs and Postal Orders • Information on whose name the DD is to be made for the application fee is not readily available • Negative Attitude of the PIO while receiving the RTI Application	• Parivartan (Arvind Kejriwal) • PRIA (Vikas Jha) • SNS (Anjali Bhardwaj) • Outlook (Saikat Datta) • CHRI (Venkatesh Nayak) • India Today (Shyam Lal Yadav) • Kabir (Manish Sisodia) • Times of India (Himanshi Dhawan) • CNN IBN
3.	Drafting of the RTI Application (Questions are not drafted in accordance to Information needs). In addition, at times citizens are not aware of how to use the information to solve their problems	• CHRI (Venkatesh Nayak) • Parivartan (Arvind Kejriwal) • Times of India (Himanshi Dhawan) • CNN IBN
4.	• No single nodal point for submitting RTI applications in Departments which have more than one PIO • No assistance provided to Citizens in filing RTI applications by the Public Authorities	• PRIA (Vikas Jha) • SNS (Anjali Bhardwaj) • Outlook (Saikat Datta)
5.	Most of the Information Commissioners are ex IAS, while the Act clearly states that information commissioners may be selected from diverse backgrounds like technology, law, Journalism etc. The procedure for appointment should be studied.	• Parivartan (Arvind Kejriwal) • Secondary Research • NDTV (Ravish Kumar) • CNN IBN
6.	There is a need for capacity enhancement in Public Authorities for handling RTI queries. For e.g. there should be proper staff, infrastructure, monitoring and training mechanism etc for handling RTI queries. Even though the workload of employees increases as a result RTI, no additional staff is provided for the same	• India Today (Shyam Lal Yadav) • CHRI (Venkatesh Nayak)
7.	Appellate Authorities are more sympathetic towards the PIOs and fewer penalties are being imposed • Excessive delays in first hearing of the cases in some applications • Few Penalties have been imposed on the PIOs • Dismal disposal rate at the CIC/SICs, performance of the information commissioners • Non compliance of PIOs with CIC orders, information is not provided by the PIOs with in the time frame set by the CIC • On usage of Section 18 (wherein the PIO can be summoned to the information commission and asked to furnish the information, instead orders are passed for furnishing of information which leads to further delays and chances of non compliance.)	• PRIA (Vikas Jha) • SNS (Anjali Bhardwaj) • Parivartan (Arvind Kejriwal) • Kabir (Manish Sisodia) • CNN IBN • Times of India (Himanshi Dhawan) • SNS (Anjali Bhardwaj)

Sl No.	Issue	Sources
8.	Records of number of appeals heard, disposed and pending are being maintained in select states	• Outlook (Saikat Datta) • PRIA (Vikas Jha)
9.	PAs are not disclosing information as mandated by Section 4 of Proactive Disclosure. It is also not dynamic in nature and not periodically updated.	• CHRI (Venkatesh Nayak) • NCPRI (Shekar Singh) • Secondary Research
10.	The most prevalent mode of proactive disclosure of information is through websites which may not be accessible to a lot of citizens. Moreover, information for proactive disclosure should be prepared in a user-friendly manner that is easily understood and can be effectively used by the citizens	• CHRI (Venkatesh Nayak)
11.	The section 26 of RTI Act that mandates publishing of user guides for use of RTI is not complied with.	• CHRI (Venkatesh Nayak)
12.	The RTI application submitted at times is sent to multiple Departments leading to delays in receiving the response.	• India Today (Shyam lal Yadav) • Kabir (Manish Sisodia)
13.	Most of the PIOs have not been trained in implementing RTI. Even in cases where training has been imparted, there has been no refresher training or revision of training modules.	• NCPRI (Shekar Singh) • India Today (Shyam Lal Yadav)
14.	Even though training has been conducted for public officers dealing with RTI, it is not treated seriously by either training providers or trainees thereby not leading to the desired results	• Kabir (Manish Sisodia)
15.	There are no guidelines issued by the Government for PIOs/AAs for implementation of laws. For e.g. there are a lot of cases where PIOs are not clear as so should the information be provided or not	• CHRI (Venkatesh Nayak)
16.	Many states have not identified separate training organization	• Secondary Research
17.	Weaker sections of society are hesitant in filling RTI Applications because sometimes it involves submission of application fee in cash and the person has to be physically present in front of the PIO	• PRIA (Vikas Jha)
18.	Weak record management system which leads to problems in accessing and Collating information. There needs to be proper budget and infrastructure for record management (For e.g. staff solely responsible for staff keeping)	• CHRI (Venkatesh Nayak) • NCPRI (Shekar Singh) • NDTV (Ravish Kumar) • India Today (Shyam Lal Yadav) • SNS (Anjali Bhardwaj)
19.	The records regarding RTI are not available (for e.g. number of RTI applications received and action taken against them). Although RTI Act mandates information commissions to obtain RTI related information from the Public Authorities and compile it into an Annual report, it is not complied with properly.	• Kabir (Manish Sisodia)
20.	Misuse of exemption clauses by making information confidential under Official Secrets Act etc	• Outlook (Saikat Datta) • SNS (Anjali Bhardwaj)
21.	Usage of RTI limited to middle class and social activists	• Secondary Research

Sl No.	Issue	Sources
22.	There is lack of awareness regarding RTI Act (implementation, legalities and the spirit) across all stakeholders.	• CHRI (Venkatesh Nayak) • NCPRI (Shekar Singh) • NDTV (Ravish Kumar) • India Today (Shyam Lal Yadav) • SNS (Anjali Bhardwaj)
23.	Most of the information needs of the citizens are at Panchayat and Municipality level. At present the awareness regarding RTI is low at these levels.	• CHRI (Venkatesh Nayak)
24.	There are no proper and dependable channels in the Government offices for percolation of information to the lowest level.	• CHRI (Venkatesh Nayak)
25.	There is no political will for successful implementation of RTI Act. It somehow needs to be ensured that any attempt to roll back the Act (for e.g. as a result of changed of political leadership) is not successful	• NCPRI (Shekar Singh)
26.	Seniority Level of PIO and APIOs is big issue during the disposal of RTI cases	• NCPRI (Shekar Singh) • Secondary Research
27.	Lack of manpower in Public Authorities: Madhya Pradesh has only 1 information commissioner	• CHRI (Venkatesh Nayak) Secondary Research
28.	No clear allocation of Budget at Public Authorities for RTI related activities. Please refer exhibit 4 for information on SIC budget	• Secondary Research • CHRI (Venkatesh Nayak)
29.	When an information request is transferred under 2f to a private body, RTI does not provide any legal measures to seek compliance from the concerned private party	• PIO, DERC (S K Sharma)
30.	There is a lot of misuse of the system by citizen groups – there are a lot of applications seeking third party information	• PIO,MEA,CPV Division (R N Kajla) CNN IBN
31.	At times address provided by the applicant is not correct. This may lead to issues in collection of additional fee.	• PIO,MEA,CPV Division (R N Kajla)
32.	The system at times is misused by the advocates, students etc.	• PIO,MEA,CPV Division (R N Kajla)
33.	Lack of integrated application for processing of RTI requests	• Secondary Research
34.	Centralized MIS for implementation not in place	• Secondary Research
35.	The procedure of filing an appeal at the CIC is very cumbersome as it involves: • Submitting the appeal application on Stamp Papers. • Typing of the appeal application • Multiple copies of the appeal need to submitted and a receiving receipt of the filed appeal needs to be collected from the concerned PIO and AA	• Times of India (Himanshi Dhawan) • SNS (Anjali Bhardwaj)
36.	Service levels of 30 days is too long for Media to do get information and publish stories	• Times of India (Himanshi Dhawan)
37.	There is delay in furnishing the information. The timeline of 30 days is rarely met. Moreover, in most of the cases the information given out is incomplete	• CNN IBN

Annexure 2: Survey instruments

Schedule 1: Public information officer

Background: DoPT has undertaken a study to review the implementation of RTI act by Governments at all levels in the country with specific reference to key issues and constraints faced by the "Information Providers" and "Information Seekers". The scope of study is to review the experience of Central and State Governments in implementing the RTI Act. This questionnaire is designed to capture details in different areas such as institutional, procedures, technology, structural, infrastructure and legal to assess the current status of RTI implementation.

Name of the respondent		
Name of the Public Authority		
Designation		
Address (Office)		
Contact Number	Office	
	Mobile	
Fax Number		
Email Id		

a. Details on the structure

- How many people are engaged in RTI related activities in your Department and what divisions do they cater to?

Sl No.	Number of AAs	Number of PIOs	Number of APIOs	Number of Support Staff

- Has there been any additional allocation of staff dedicated for RTI related activities?

_____Yes _____No, if yes, please provide details

b. Institutionalization and Processing of the RTI Application

- Do citizens use a standard format for filing RTI Applications at the Department?

_____Yes _____No, If yes please provide a copy of the form

- Do you think that the form is adequate and citizen friendly?

_____ Definitely agree _____ Slightly agree _____Neither agree nor disagree _____Slightly disagree/definitely disagree

- Does the Department have a website with a completed and updated list of PIOs?

_____ Yes _____No

- What are the different channels through which a citizen can file an RTI application at the Department?

  Tick as many as applicable

  _____Departmental Office _____Common Service Centers _____ Governmental/Non Governmental Facilitation counters/Kiosks

  _____Email/Department Website _____Post _____others, please specify

- Are any supporting documents like Voter ID cards, driving license etc taken with the RTI Application?

  _____Yes _____No

  If yes, please provide information on what purpose do the supporting documents serve

RTI Act allows the citizen access to a variety of information. We have classified this information into seven categories; please rate the frequency of information requests for each category. Tick wherever applicable

Type of information	Frequency rating				
	1	2	3	4	5
Business Information (For e.g. information regarding tenders etc.)					
Third Party Information					
Information on Public policy and procedures					
Information on departmental records					
Service delivery related					
Information exempt under RTI					
Information related to other Departments					
Information already available through proactive disclosure					
Others, please specify					

- What is the application fee charged for RTI request? Who has the fixed the fee structure for the Department?

- How do the citizens submit the application fee associated with the RTI application

  _____Cash _____Cheque _____Credit card _____Demand draft _____Postage Stamp

  _____Court fee Stamp _____Others, please specify

- When is the citizen intimated about the charges of information being furnished in response to his RTI application?

  _____on day 1 itself _____2 to 10 days _____10 to 20 days

  _____20 to 30 days _____More than 30 days

- On an average how much time does it usually take to dispose off a RTI Application?

  _____Less than 10 days _____10 to 20 days _____21 to 30 days _____more than 30 days

- Are records of applications received/disposed/Rejected maintained?

  _____Yes _____No

- If yes, please provide information how are the records maintained

  _____Electronic _____Manually _____Both

- Which is the latest annual report issued by the Department on the progress of implementation of the RTI Act?

  _____2005-06 _____2006-07 _____2007-08

- Who is responsible for proactive disclosure under Section 4 in your Public Authority?

  _____

- When was the latest disclosure under Section 4 of the RTI Act done by the Department?

  _____2005-06 _____2006-07 _____2007-08 _____not aware

- What are the modes used for dissemination of this information?

  _____Internet/Website _____Printed Books _____Painted on walls in PA premises _____Notice Boards

  _____Others, please specify

- Does the Public Authority publish all relevant facts while formulating important policies or taking decisions that effect the Public?

  _____Yes _____No

- If yes, please provide details of all relevant disclosures done by the Public Authority in this regard

- Does the PA have any consultation process with Information Seeker to capture their information needs and disclose such information proactively under Section 4(b) (xvii)?

  _____Yes _____No

- If yes, please provide details of all relevant practices followed for the same

- How would you rate the effort put in by your Department with reference to Proactive Disclosure?

  _____Very Significant _____Significant _____Neutral _____Not Significant _____Not at all Significant

- How is the information under a RTI application furnished to the citizen? Tick as many as applicable.

  _____Printed pages _____diskettes or CDs _____Reading room _____Internet _____others, please specify

- Are you aware of the Record Management guidelines issued in your State?

    _____Yes _____No

- If yes please provide a copy of the same and rate the helpfulness of these guidelines on a scale of 5 with 1 being the lowest rating and 5 being the highest rating

    _____1 _____2 _____3 _____4 _____5

- Are registers of categorization of records maintained at the Public Authority maintained and updated regularly?

    _____Yes _____No

- When was the last time that these registers were updated, please provide a copy of the same:

    _____2004-05 _____2005-06 _____2006-07 _____2007-08

- Are there any guidelines issued for administering the RTI Act by the State nodal Department?

    _____Yes _____No

- If yes please rate the helpfulness of the guidelines issued on a scale of 5 with 1 being the lowest rating and 5 being the highest rating

    _____1 _____2 _____3 _____4 _____5

- Are you aware of the key judgments given by the State Information Commission?

    _____ Yes _____No

- Where did you get to know of these judgments?

    _____SIC Annual Report _____Workshops organized for RTI Training etc _____Newspapers/ Magazines etc

    _____Television _____Word of mouth (fellow PIOs etc)

- The major reason for delay in furnishing the information is due to?

    _____ Poor record management system

    _____The information being sought needs to be collated from different sources

    _____ Lack of resources for RTI related activities

    _____ Information is not available with the Department

    _____ Others, please give details

c. People related Details

- Has the Department organized training programs for PIOs/APIOs/AAs?

    _____ Yes _____ No, if yes, please provide details

Level	No of people trained
PIOs	
AAs	
APIOs	

- Do you agree that the training programme is helpful? How can it be improved?

    _____ Definitely agree _____ Slightly agree _____ Neither agree nor disagree _____ Slightly disagree

    _____ Definitely disagree

- What are the key areas in which training has been provided?

    _____ Behavioural Training

    _____ Technological Training

    _____ Motivational Training

    _____ "Information law" processes related training

    _____ Others, please specify

- Have you undergone any refresher training for RTI Act?

    _____ Yes _____ No

- Does the Department require any external agency support for training?

    _____ Yes _____ No, if yes please provide details

- Has the Department identified any training agency for RTI related activities?

    _____ Yes _____ No, if yes please the name of the training agency

- Which methods has your Department used for promoting the use of RTI? Tick as many as applicable

    _____ Newspaper Advertisements _____ Pamphlets and Posters _____ Internet

    _____ Notice Boards _____ Others, please specify

- Has your PA organized educational programs for citizens educating them about the use of RTI Act?

    _____ Yes _____ No, if yes please provide details

d. Infrastructure and Budget

- Please give us details of the physical infrastructure provided by the Department to its employees and the citizen for RTI activities; also, we would like you to give quality rating to the infrastructure with 1 being the lowest and 5 being the highest rating. Tick wherever applicable:

Facility	Details	Quality rating				
		1	2	3	4	5
Seating Arrangement of Citizens						
Sign Boards	• Do the signboards have details of PIOs: • Do they have procedural guidelines for RTI application:					
Overall Ambience						

Budget head	Amount allocated	Satisfaction rating				
		1	2	3	4	5
Physical Infrastructure like Chairs, writing desks, working space etc						
Training of Employees						
For promotion of RTI						
For technology deployment like PCs, printers, scanners, internet connection etc.						
Operational expenses like electricity, telephone etc						
Others, please specify						

e. Technology Details

- Does the Department use any software application for processing RTI request?

Name of the software application	Name of the developer	Upgraded and maintained (Yes/No)	Inter linkages with departmental databases present
(Yes/No)			

- Please identify the modules available in this RTI software application. Tick as many as applicable

    _____ Submission of RTI application _____ Status tracking facility _____Web enabled

    _____Integrated with databases of other divisions for retrieval of information

Many records in Public Authorities have been computerized under various e governance initiatives; please provide details and the effectiveness of these systems in locating the required information

f. Others

- Do you feel there any issues/constraints for effectively implementing the RTI Act?

  _____ Yes _____ No, if yes please provide details

- Are there any suggestions in terms of improving the functioning, processes, structure, technology etc of the implementation of the RTI Act?

  _____Yes _____ No, if yes please provide details

Schedule 2: First level Appellate Authority

Background: DoPT has undertaken a study to review the implementation of RTI Act by Governments at all levels in the country with specific reference to key issues and constraints faced by the "Information Providers" and "Information Seekers". The scope of study is to review the experience of Central and State Governments in implementing the RTI Act. This questionnaire is designed to capture details across different areas such as institutional, procedures, technology, structural, infrastructure and legal to assess the current status of RTI implementation.

Name of the respondent		
Name of the Public Authority		
Designation		
Address (Office)		
Contact Number	Office	
	Mobile	
Fax Number		
Email Id		

a. Institutionalization and Processing of the RTI Application

- Do citizens use a standard format for filing RTI Appeals at the Department?

  _____ Yes _____ No, if yes please provide a copy of the form

- Do you think that the form is adequate and citizen friendly?

  _____Definitely agree _____Slightly agree _____Neither agree nor disagree _____Slightly disagree

  _____Definitely disagree

- What are the different channels through which a citizen can file an RTI appeal at the Department? Tick as many as applicable

  _____Departmental Office _____Common Service Centers

  _____Governmental/Non Governmental Facilitation counters/Kiosks

  _____Email/Department Website _____Post _____others, please specify

- Are any supporting documents like Voter ID cards, driving license etc taken with the RTI Appeal?

_____Yes _____No

If yes, please provide information on what purpose do the supporting documents serve

RTI appeals can be filed by the citizen on account of various reasons mentioned in the RTI Act; please rate the frequency of appeals for each category. Tick wherever applicable

Type of appeal	Frequency rating				
	1	2	3	4	5
Unable to submit RTI Application					
Refused access to information (including exempt cases)					
No response within 30 days					
Given incomplete or incorrect information					
Unreasonable fee					
Others, please specify					

- Is a fee charged for the RTI appeal from citizen?

    _____ Yes _____ No

- If yes, how do the citizens submit the application fee associated with the RTI appeal?

    _____Cash _____Cheque _____Credit card _____Demand draft _____ Postage Stamp

    _____Others, please specify

- On an average how much time does it usually take to dispose off a RTI Appeal?

    _____Less than 10 days _____10 to 20 days _____21 to 30 days _____More than 30 days

- Are records of appeals received/disposed/Rejected maintained?

    _____Yes _____ No

- If yes, please provide information how are the records maintained

    _____Electronic (Please provide details) _____ Manually _____ Both

- A RTI appeal is disposed off at the first Appellate Authority level:

    _____In all the cases _____ In most of the cases _____ In some of few cases

    _____ Only in a few cases _____ In none of the cases

- Have you taken disciplinary action against an erring PIO?

    _____ Yes _____ No

- If yes, do you want to highlight any issues faced in disciplining PIOs?

_____

- The major reason for delay in furnishing the information is due to:

    _____Poor record management system

    _____The information being sought needs to be collated from different sources

    _____Lack of resources for RTI related activities

    _____Information is not available with the Department

    _____Inefficiency of the concerned PIO

- Do you feel that there is a need for provision for imposing penalties on the erring PIO by the first level Appellate Authority?

    _____Definitely agree _____Slightly agree _____Neither agree nor disagree

    _____Slightly disagree _____Definitely disagree

- Is there a need for defining standard procedures to be followed by first level appellate authorities in disposing appeals?

    _____Yes _____No

- Has the State nodal agency issued any guidelines or standard procedures for disposing first level appeals?

    _____Yes _____No, if yes, please provide a copy of the same

- Are the guidelines/ standard procedures issued in this regard adequate?

    _____Yes _____No

- If No, please provide items that can be included in the guidelines/standard procedures

b. People related Details

- Has the Department organized training programs? Do you think the training was helpful?

    _____Definitely agree _____Slightly agree _____Neither agree nor disagree

    _____Slightly disagree _____Definitely disagree

- What are the key areas in which training has been provided?

    _____ Behavioural   Training

    _____ Technological Training

    _____ Motivational Training

    _____ "Information law" processes related training

    _____ Others, please specify

c. Infrastructure

- Please give us details of the physical infrastructure provided by the Department for the citizens for RTI activities; also we would like you to give quality rating to the infrastructure with 1 being the lowest and 5 being the highest rating. Tick wherever applicable:

Facility	Details	Quality rating				
		1	2	3	4	5
Seating Arrangement of Citizens						
Sign Boards	• Do the signboards have details of PIOs • Do they have procedural guidelines for RTI application					
Overall Ambience						

d. Technology Details

- Does the Department use any software application for processing RTI appeals?

Name of the software application	Name of the developer	Upgraded and maintained (Yes/No)	Inter linkages with departmental databases present (Yes/No)

- Please identify the modules available in this RTI software application. Tick as many as applicable

    _____Submission of RTI appeals _____ Status tracking facility _____ Web enabled

    _____Integrated with databases of other divisions for retrieval of information

e. Others

- Do you feel there any issues/constraints for effectively implementing the RTI Act?

    _____Yes _____ No, if yes please provide details

- Are there any suggestions in terms of improving the functioning, processes, structure, technology etc of the implementation of the RTI Act?

    _____Yes _____ No, if yes please provide details

Schedule 3: Nodal Department

Background: DoPT has undertaken a study to review the implementation of RTI act by Governments at all levels in the country with specific reference to key issues and constraints faced by the "Information Providers" and "Information Seekers". The scope of study is to review the experience of Central and State Governments in implementing the RTI Act. This questionnaire is designed to capture details in different areas such as institutional, procedures, technology, structural, infrastructure and legal to assess the current status of RTI implementation.

Name of the respondent		
Name of the Public Authority		
Designation		
Address (Office)		
Contact Number	Office	
	Mobile	
Fax Number		
Email Id		

a. Details Compliance to RTI Act

- What steps have been taken to ensure compliance of RTI Act by the Nodal Department?

- Which is the latest annual report issued by the agency on the progress of implementation of the RTI Act?

    _____2005-06 _____2006-07 _____2007-08

- What are the monitoring mechanisms put in place for RTI related activities?

b. People

- Which methods has your Department used for promoting the use of RTI? Tick as many as applicable

    _____Newspaper Advertisements _____Pamphlets and Posters _____Internet

    _____Notice Boards _____Others, please specify

- Has the Department organized training programs for ICs/PIOs/APIOs/AAs?

    _____Yes _____No, if yes, please provide details

Level	No of people trained
PIOs	
AAs	
APIOs	

- How many times and at what intervals are these training programs conducted?

- Are there any refreshment training arranged for officers already trained?

    _____Yes _____No

- If Yes, at what intervals?
- Have you designated any training institutes for RTI related activities?

    _____Yes _____No, if yes please details

- Has the agency used support of CSOs/NGO/media group/activists etc. for training purposes?

    _____Yes _____No, if yes please details

- Does the Department require any external agency support for training?

    _____Yes _____No, if yes please details

- Has the Department identified any training agency for RTI related activities?

    _____Yes _____No, if yes please the name of the training agency

- Does the Department require any external agency support for promoting RTI?

    _____Yes _____No, if yes please details

- Has the Department identified any promoting agency for RTI related activities?

    _____Yes _____No, if yes please the name of the training agency

c. **Budget and future plans**

Does your Department have a separate budget allocation for RTI related activities? If yes, then please provide us the various heads where this budget is used and your overall satisfaction with the amount allocated for each head with 1 being the lowest and 5 being the highest rating. Tick wherever applicable:

Budget head	Amount allocated	Satisfaction rating				
		1	2	3	4	5
Physical Infrastructure like Chairs, writing desks, working space etc						
Training of Employees						
For promotion of RTI						
For technology deployment like PCs, printers, scanners, internet connection etc.						
Operational expenses like electricity, telephone etc						
Others, please specify						

- Is there any proposal for enhancement in following areas in the pipeline? Please provide details

- Infrastructure expansion   _____Yes _____No

- Training   _____Yes _____No

- Technology   _____Yes _____No

- Promotion of RTI among citizens   _____Yes _____No

d. Technology details

- Does the Department have a website?

  _____Yes _____No

- If yes, does the Department website have a complete and updated list of PIOs and AAs?

  _____Yes _____No

- If no, how many PIOs and AAs have not been covered?

- Many records in Public Authorities have been computerized under various e governance initiatives; please provide details and the effectiveness of these systems in locating the required information

e. Guidelines and Rules

- Is a fee charged for the RTI application from citizen?

  _____Yes _____No

- If yes, have you fixed the fee structure for RTI applications/appeals?

- Which modes of fee payments are allowed by the nodal agencies for submitting RTI applications in the Public Authorities?

  _____Cash _____Cheque _____Credit card _____Demand draft _____Postage Stamp

  _____Court Fee stamp _____Others, please specify

- Are there any guidelines/user manuals issued by the Nodal Department for information seekers?

  _____Yes _____No

- If yes, in how many languages have the guidelines been issues? How regularly are these manuals updated? Please provide a copy of the manuals/ guidelines issued

- Has the Nodal Department issued any standard template for filing RTI Applications at the Department?

  _____Yes _____No

- If yes, please provide a copy of the form

- Has the Nodal Department issued any guidelines on maintenance of records for easy retrieval of records under RTI?

  _____Yes _____No

- If yes, please provide a copy of the form

f. Others

- Do you feel there any issues/constraints for effectively implementing the RTI Act?

    _____Yes _____No, if yes please provide details

- Are there any suggestions in terms of improving the functioning, processes, structure, technology etc of the implementation of the RTI Act?

    _____Yes _____No, if yes please provide details

Schedule 4: Administrative training institutes

Background: DoPT has undertaken a study to review the implementation of RTI Act by Governments at all levels in the country with specific reference to key issues and constraints faced by the "Information Providers" and "Information Seekers". The scope of study is to review the experience of Central and State Governments in implementing the RTI Act. This questionnaire is designed to capture details across different areas such as institutional, procedures, technology, structural, infrastructure and legal to assess the current status of RTI implementation.

Name of the respondent		
Name of the Public Authority		
Designation		
Address (Office)		
Contact Number	Office	
	Mobile	
Fax Number		
Email Id		

- Have you provided training to Government officials regarding RTI?

    _____Yes _____No, if yes, please provide details

Level (PIO's/APIO's/AA's/IC/other employees)	Number of officers trained	Areas of training

- How many times and at what intervals are these training programs conducted?
- Are there any refreshment training arranged for officers already trained?

    _____Yes _____No, if yes, at what intervals?

- What is the budget allocated for these RTI related training?
- Who designed the training program?
- What are the key areas in which training has been provided?

    _____ Behavioural Training

_____Technological Training

_____Motivational Training

_____"Information law" processes related training

_____Others, please specify

- Does the institute require any external agency support for training?

  _____Yes _____No, if yes, please provide details

- Have you taken support from CSOs/NGOs/ Media group etc. in imparting the training?

  _____Yes _____No

- How in your view can these groups help in providing and designing better training programs?
- Do you believe that your institute needs capacity augmentation for training the information providers and educating information seekers about RTI?

  _____Yes _____No

- Please rate the seriousness of officers in your perception towards the training

  _____High _____Medium _____Low

- What measures according to you can be taken to improve the seriousness levels?
- What measures can be taken to improve the training programs and make them more effective?
- What is the budget allocation for RTI related training?

Schedule 5: Citizens

Name: _____ Contact No. _____

Address_____

_____

_____Date of Interview_____

Age (in years)	1. 18 – 30	2. 31 – 45	3. 46 – 60	4. more than 60
Respondent Type	1. Common Man	2. Disadvantaged groups		
Gender	1. Male	2. Female		
Resident of:	1. Urban Area	2. Rural Area		

If coded 01 above, please ask

Town class	1. Metro	2. Other class I (>1 lac+ population)	3. Class II&III (20K-50K population)	4. Class IV & below (<20K population)
Mode of respondent selection	1. Random	2. Booster		

Assam 01	Andhra Pradesh 02	Maharashtra 03		Orissa 04	Uttar Pradesh 05
Accompanied		Back checked		Scrutinized	
		P	T		
TL	1	TL	1	5 TL	1
EIC	2	EIC	2	6 EIC	2
OFE	3	OFE	3	7 OFE	3
FM	4	FM	4	8 FM	4

Sign: _____ Sign: _____ Sign: _____

TL/EIC/OFE/FM   TL/EIC/OFE/FM   TL/EIC/OFE/FM

Good.......................Sir/Ma'am! I am _____from IMRB International, one of the leading market research companies in the country. We conduct studies on various consumer and industrial products and services. Presently, we are conducting a study to gauge as to what extent Government policies/acts/legislations are made aware to common people and also what all needs to be done for improvement in this regard. This study is being conducted for Government of India and your response to the following set of questions is vital for our study. IMRB International will ensure that all the information/responses given by you will be kept confidential and will be merged with the responses of others being contacted. At no point will your identity be revealed to any of the concerned stakeholders of this study.

Module I: Listing interview

Section I: Awareness & Belief

Q1.   At the onset, could you please tell me which of the following policies/acts/legislations of the Government have you heard of? (Multiple Coding)

Policies/Acts/Legislations	Code
Consumer Protection Act	01
Telecom Regulatory Authority of India (TRAI) Act	02
Right to Information (RTI) Act	03
Public Interest Litigation (PIL)	04
Monopolistic & Restrictive Trade Practices (MRTP) Act	05

•   Proceed only if coded 03 in Q1, else go to Q4

Q2.   At the onset, could you please tell me which of the following policies/acts/legislations of the Government have you heard of? (Multiple Coding)

Things covered In RTI Act	Code
Right to ask for all information provided about any organization operating within the boundary of India	01
Right to ask for information related to Government bodies and Public Sector Enterprises	02
Right to ask for information about the private sector	03
Right to ask for information related to Media like Television, newspaper, internet, radio, etc.	04
Any Other (Please Specify)	05

Q3.   Please tell me what were your sources of awareness for the RTI Act i.e. from where did you come to know about the Act? (Multiple Coding)

Sources of awareness	Code
Television programmes	01
Radio broadcasts	02
Newspaper/Print media/Magazine etc.	03
Internet/website/ Online sources	04
Word of mouth (Friends, family, etc.)	05
Others (Please Specify)	06

Q4.   Have you ever tried to seek information of general public interest from a Government Department or a Government enterprise? (Single Coding)

Sought information of general public interest	Code
Yes	01
No	02

Q5. Did you ever try to use the provision of RTI Act while seeking information of general public interest from any govt. Department or enterprise? (Single Coding)

Information sought through RTI Act	Code
Yes	01
No	02

Q6. Please tell me when you last applied for information under the RTI Act, was your application accepted by the concerned Government Department? (Single Coding)

Application accepted	Code
Yes	01
No	02

Q7. Could you please tell me the reasons cited for not accepting your application? (Multiple Coding)

Reasons for rejection	Code
No reason given	01
No one was there to accept my application	02
Application was not addressed to the concerned PIO	03
Postal order was not in the name of the right person	04
Application taken but no official receipt/acknowledgement given	05
Any Other (Please Specify)	06

Q8. Why did you not seek information under the RTI Act? (Write Verbatim)

RTI is a law enacted by the Parliament of India giving citizens of India access to records of Central Government and State Governments. Under the provisions of the Act, any citizen may request information from a "Public Authority" (a body of Government or "instrumentality of State") which is required to reply expeditiously or within thirty days. The Act also requires every Public Authority to computerize their records for wide dissemination and to proactively publish certain categories of information so that the citizens need minimum recourse to request for information formally.

Q9.   Do you think that the RTI Act will be useful to you personally in your life? (Single Coding)

Act useful	Code
Yes	01
No	02
Not Sure	03

Ask Q10 only if coded 02 in Q9

Q10.   Could you tell me as to why do you think that this Act would not be useful to you? (Write Verbatim)

Q11.   Do you expect to use this Act in future for your requirements of information related to a particular Government body or public sector enterprise?

Use Act in future	Code
Yes	01
No	02

Q12.   I will now read out a list of areas. If you have to use the RTI Act for yourself or your family, which of these issues would be of interest to you? (Multiple Coding)

List of areas	Code
Education related information (e.g. school/college mark-sheet related information, scrutiny of examination papers, etc.)	01
Quasi judicial information (municipal bodies, civic Departments, Panchayats, etc. services related)	02
Taxation related issues (Income tax, sales tax, excise/custom duty, etc.)	03
Information about business needs (e.g. business clearances/licences, bank dealings etc.,)	04
Government Ministries'/Departments operation related information (fuel, electricity, water, telephone, law & order, fire, medical etc. services related)	05

Q13. Do you have any apprehensions in using this Act? (Multiple Coding)

Apprehensions	Code
I need more knowledge about the Act	01
It requires a lot of hassle to file an application	02
My request would fall on deaf ears	03
I will come into trouble for asking information about Government bodies	04
It would require a lot of visits to the concerned office of PIO/APIO for getting the desired information	05
Any Other (Please specify)	06

Q14. What suggestions do you have to enable citizens like you to make use of this Act for their benefit? (Multiple Coding)

Suggestions	Code
There should be a facilitation center explaining the details of the process for filing an RTI application	01
There should a user manual/guide present in every Department where RTI applications are filed	02
Advertisements in television/newspaper etc.	03
Prominent display in all Government offices spreading awareness about the RTI Act	04
Information should be made available without asking for it	05
Any Other (Please specify)	06

Thank & Terminate

Module II: Main interview

Name of respondent: _____

Section I: Behaviour

Q1. Please tell me whether you have filed an application for seeking information under the RTI Act? (Single Coding)
    – Fill in directly for those respondents who have qualified for the main interview

Made use of RTI Act code	Code
Yes	01
No	02

Thank & Terminate if coded 02 in Q1, else proceed

Q2. Please tell me how many applications have you filed for seeking information under the RTI Act in the last one year? _____ (Single Coding, Record Verbatim & Postcode)

No. of applications filed	Code
One	01
Two	02
Three to Five	03
More than Five	04

Q3. How many applications that you have filed under the RTI Act have been accepted by the relevant bodies in the last one year? _____ (Single Coding, Record Verbatim & Postcode)

No. of applications accepted	Code
All	01
All but one accepted	02
All but two accepted	03
More than two rejected rest all accepted	04
All of them rejected	05

Q4. Did you a get a response in all the cases in the past one year from the concerned PIO/APIO that your application has been accepted/rejected? (Single Coding)

Response got	Code
Yes, for all applications	01
Only for some applications	02
Did not get a response for any application	03

Q5. Under which of the following broad information areas have you sought information under the RTI Act? (Multiple Coding Possible)

Information areas	Code
Education related information (school/college mark-sheet related information, scrutiny of examination papers, etc.)	01
Quasi judicial information (municipal bodies, civic Departments, Panchayats, etc. services related)	02
Taxation related issues (Income tax, sales tax, excise/custom duty, etc.)	03
Information about business needs	04
Government Ministries'/Departments operation related information (fuel, electricity, water, telephone, law & order, fire, medical etc. services related)	05
Others (Please Specify)	06

Section II: Process

Q6. Please take the case of a recent application that has been accepted that you have filed under the RTI Act. Please answer the following questions taking into consideration this application.

Q6a	Date of filing the last application
Q6b	Application submitted to which Department
Q6c	What specific information you wanted to seek?
Q6d	After how much time did you receive a response from the concerned authority
Q6e	If application rejected, what reasons given for rejection?

I would like to focus on this last application to understand how satisfied or dissatisfied you were with the process.

Q7. Please rate your overall satisfaction level on a scale of 1 to 5 with 1 being 'very dissatisfied' and 5 being 'very satisfied' with the process you followed & outcome of RTI application filed by you last?

Satisfaction	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Code	01	02	03	04	05

Q8.   Do you have any suggestions on how to improve the overall RTI Act application process per say so as to make it more effective for the common people? (Record Verbatim)

I would like to spend a few moments going over each of the process you went through in the last RTI application. So, please remember each of the steps and answers by questions as this will help improve the overall process for the future.

To start with I would like to focus on the issues you faced while filing the last application.

Section II (A): Application Filing Process

Q9.   Please rate your overall satisfaction level on a scale of 1 to 5 with 1 being 'very dissatisfied' and 5 being 'very satisfied' with the filing process of RTI applications?

Satisfaction	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Code	01	02	03	04	05

Q10.   Do you have any suggestions on how to improve the RTI Act application filing process so as to make it more effective for the common people? (Record Verbatim)

Q11.   Please tell me, how did you file your last RTI application? (Single Coding)

Filing of application	Code
Filled up the RTI application form by pen/pencil and submitted it personally to the concerned Department	01
Filled up the RTI application form by pen/pencil and posted it across	02
Filed the application by submitting a letter personally to the concerned Department	03
Filed the application by posting a letter to the concerned Department	04
Filed up the RTI application form electronically	05
Others (Please Specify)	06

Q12.   When you went to file your application, were there proper signage displayed to help you find the relevant person/place to file your application for usage of RTI Act? (Single Coding)

Signage	Code
Proper signage was displayed	01
Very little signage displayed	02
No signage present	03

Q13. Please tell me whether the relevant person was available at the time when you went to file your application? (Single Coding)

Person available	Code
Person was on his seat	01
Person was not on his seat but I did not have to wait for too long before he returned	02
Person was not on his seat and came only after a long time	03
Waited long and had to return for a second visit	04
Any Other (Please specify)	05

Q14. How many visits were required before your application was accepted by the concerned PIOs/APIOs/Nodal Department/Appellate Authority? _____ (Single Coding, Record Verbatim & Postcode)

No. of visits required	Code
One	01
Two	02
Three to Five	03
More than Five	04

Q15.
a. Was there any person/guideline/manual available to assist you in order to file your application? (Multi Coding Possible)

Assistance	Code
Person available to assist	01
Guide/manual present	02
No help was available both in terms of person and also guideline/manual	03

b. Here are a few other ways one can file an application. Tell me if any or all of these would be of use to you?

Ways to file application	Code
Apply through website	01
Apply through mobile phones	02
Filing application by going to a common facilitation counter to apply to any Department	03
Any Other (Please suggest)	

Section II (B): Response of Concerned Department

Q16. Please rate your overall satisfaction level on a scale of 1 to 5 with 1 being 'very dissatisfied' and 5 being 'very satisfied' with the response that you got from the concerned Department to your application?

Satisfaction	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Code	01	02	03	04	05

Q17. Do you have any suggestions on how to improve the overall response to an RTI application? (Record Verbatim)

Q18. After you filed your application, in how many days did you receive an answer from the PIOs/APIOs/Nodal Department/Appellate Authority? _____ (Record Verbatim & Postcode, Single Coding)

Time period	Code
< 15 days	01
15 – 30 days	02
More than 30 days but less than 60 days	03
Greater than 60 but less than 90 days	04
More than 90 days	05
Not yet received any answer	06

Q19. Please rate your overall satisfaction level on a scale of 1 to 5 with 1 being 'very dissatisfied' and 5 being 'very satisfied' with the with the time taken by the concerned Department to respond to your application?

Satisfaction	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Code	01	02	03	04	05

Q20. Please tell me, according to you what be the ideal time within which you would expect a reply from the concerned PIO/APIO on your RTI application? _____ (Single Coding, Record Verbatim & Postcode)

Time period	Code
< 7 days	01
7 - 15 days	02
16 – 30 days	03
> 30 days	04

Q21. How satisfied were you with the quality of response that you got in response to your queries that were raised in your last RTI application?

Satisfaction	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Code	01	02	03	04	05

Ask Q22 only if not coded 05 in Q21

Q22. Please tell me your reasons for dissatisfaction? (Multiple Coding)

Reasons for dissatisfaction	Code
Lot of information provided but did not answer all my queries	01
Not enough information provided	02
Information provided was not at all related to what I asked for	03
No information related to my query was available with the concerned PIOs/APIOs/Nodal Agencies/Appellate Authorities provided	04
Any Other (Please specify)	05

Ask Q23 only if not coded 01 & 02 in Q18, else go to Q25

Q23. Since you have said that you did not receive any communication within 30 days from the concerned PIOs/APIOs/Nodal Department/Appellate Authority, are you aware that you can file a complaint under Section 18 to the CIC? (Single Coding)

Awareness of Section 18	Code
Yes	01
No	02

Q24. Did you file a complaint under Section 18 to CIC? (Single Coding)

File a complaint under Section 18	Code
Yes	01
No	02

Q25.
a. Are you aware that you can file a first appeal within 30 days from the day of receiving the information, if the information provided to you is incomplete or no information is provided at all? (Single Coding)

b. Did you file a first appeal? (Single Coding)

c. Are you aware that you can file a second appeal within 90 days from the day of receiving the information after filing the first appeal to the concerned SIC or directly to the CIC, if the information provided to you is incomplete or no information is provided at all? (Single Coding)

d. Did you file a second appeal? (Single Coding)

	Q25a	Q25b	Q25c	Q25d
Yes	01	01	01	01
No	02	02	02	02

Section III (B): Personnel Related Issues

Q26. Please rate your overall satisfaction level on a scale of 1 to 5 with 1 being 'very dissatisfied' and 5 being 'very satisfied' with Personnel-related aspects?

Satisfaction	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Code	01	02	03	04	05

Q27. Do you have any suggestions on how to improve the Personnel-related aspects further so as to make it more effective for the common people? (Record Verbatim)

Q28. Did the concerned person (PIO/APIO) have good knowledge about the RTI Act and its procedures? Please rate them on a five point scale with 1 being 'Poor' and 5 being 'Excellent'.

Knowledge of personnel	Poor	Fair	Good	Very good	Excellent
Code	01	02	03	04	05

Q29. Were the concerned personnel with whom you interacted with during the course of filing and receiving a reply to the RTI application courteous? Please rate them on a five point scale with 1 being 'Poor' and 5 being 'Excellent'.

Courteousness	Poor	Fair	Good	Very good	Excellent
Code	01	02	03	04	05

Q30. Did the concerned person keep you informed about the status of your application during the whole process? Please rate them on a five point scale with 1 being 'he never informed about the status' and 5 being 'he always informed me about the status'.

Keep you informed	Never	Rarely	Sometimes	Frequently	Always
Code	01	02	03	04	05

Q31. What do you think are the major issues regarding the behaviour and attitude of officials who are there to help in smooth functioning of the RTI Act? (Multiple Coding Possible)

Problems	Code
Lackadaisical attitude (laziness) leading to delay in furnishing of information	01
Rude conduct of the staff employed RTI related matters	02
Passing the buck/work load to other people	03
Large sum of money charged for issuing information	04
Do not convey decisions of PIOs to the people	05
No clarity in communication	06
Any other (Please Specify)	07

Administer Section IV only to those who have not coded 01 in Q3

Section IV: Rejection of Application

Q32. Please tell me how satisfied are you on a scale of 1 to 5 with 1 being 'very dissatisfied' and 5 being 'very satisfied' with the reasons given for rejection for your application?

Satisfaction	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Code	01	02	03	04	05

Q33. Do you have any suggestions on how to improve the rejection process of RTI applications? (Record Verbatim)

Q34. Were you told the exact reason as to why your application was rejected? (SINGLE CODING)

Exact reason given	Code
Yes	01
No	02

Ask Q35 only if coded 01 in Q34

Q35. On what grounds were any of your applications rejected? (Multiple Coding Possible, Interviewer to read out and explain options one by one)

Reasons for rejection	Code
Information required doesn't fall under the definition of "information" as mentioned in Section 2 (f) of the RTI Act	01
Application rejected under Section 8 of the RTI Act (strategic, security, scientific or economic related information)	02
Application rejected under Section 9 of the RTI Act (infringement of copyright subsisting in a person other than the State)	03
Application rejected under Section 11 of the RTI Act (third party approval for sharing information not received)	04
Application rejected under Section 24 of the RTI Act (information related to intelligence and security organizations)	05
Any Other (Please Specify)	06

Q36. Were you kept informed about the status of your application using any of these other means? (Multiple Coding)

Information given on status by which of the following means	Code
Phone/mobile	01
Website	02
Post/mail	03

Q37. Which of the following would be your preferred means for checking status of your application? (Multiple Coding)

Means for checking status of applications	Code
Personal visit to concerned Department	01
Phone/mobile	02
Website	03
Post/mail	04
Any Other (Please suggest)	05

Section v: Personal details

Name of the applicant: _____   Contact No. _____

Gender	1. Male	2. Female		
Age (in years)	1. 18 - 30	2. 31 - 45	3. 46 - 60	4. more than 60
Occupation of Applicant	1. Government Servant	2. Private Sector	3. NGO	4. Self Employed
Religion of Applicant	1. Hindu	2. Muslim	3. Christian	4. Sikh	5. Any Other _____
Caste of Respondent	1. General	2. OBC	3. SC	4. ST	5. Any Other
You belong to which of the following areas	1. Urban	2. Rural		

If coded 01 above, please ask

Town class	1. Metro	2. Other class I (>1 lac + population)	3. Class II & III (20K-50K population)	4. Class IV & below (>20K population)
Mode of respondent selection	1. Random	2. Booster		

1. Assam	2. Andhra Pradesh	3. Maharashtra	4. Orissa	5. Uttar Pradesh

The answers to the above details should be coded from the listing questionnaire if the respondent has qualified for the main interview
----
I shall now be asking a few questions about your household. These responses would be used only for statistical purposes.

Q. In market research, we classify Chief Wage Earner (CWE) as the person who contributes the most to the total household income. Please tell me what is the occupation of the chief wage earner of your household? If Retired, Ask: What was his/her occupation before retirement? Record Verbatim and code in grid below _____

Q. What is the highest educational qualification attained by this person (CWE)? Record Verbatim and code in grid below _____

Occupation		Illiterate	School upto 4 yrs	School 5-9 yrs	SSC/HSC	Some college but not Grad	Grad/Post grad (Gen)	Grad/Post grad (Prof)
		01	02	03	04	05	06	07
Unskilled worker	01	8	8	7	6	6	6	6
Skilled worker	02	8	7	6	5	5	4	4
Petty traders	03	8	6	6	5	5	4	4
Shop owners	04	6	6	5	4	3	2	2
Businessmen/industrialists								
• None	05	6	5	4	3	2	2	1
• 1-10	06	5	4	4	3	2	2	1
• 10+	07	3	3	2	2	1	1	1
Self-employed professionals	08	6	6	6	4	3	2	1
Clerical/salesmen	09	6	6	6	5	4	3	3
Supervisor level	10	6	6	5	5	4	3	2
Officers/executives								
• Junior	11	5	5	5	4	3	2	2
• Middle/senior	12	3	3	3	3	2	1	1

Thank & Terminate

Annexure 3: Website audit of Section 4(1b) compliance

A survey of proactive disclosure was undertaken based on the information available on the websites of 15 common Departments across the 5 states being surveyed. The 15 Departments chosen for the survey were:

1. Revenue Department
2. Panchayat Raj and Rural Development
3. State Disaster Management
4. Finance
5. General Administration
6. Home
7. Higher Education
8. School Education
9. State Election Commission
10. Forest and Environment
11. Housing and Urban Development
12. High Court
13. Industries
14. Food Supplies
15. Family welfare

State wise findings of the secondary survey have been given below:

Assam	The secondary survey validated the findings of the information provider survey as most of the Departments did not have a website; therefore the status of their proactive disclosure could not be ascertained. Out of the 15 Departments only 5 had websites and Information under proactive disclosure was not available on any of them.
Orissa	Out of the 15 Departments surveyed, 9 had Information under proactive disclosure requirement available on their website. 4 Departments did not have the information as required by proactive disclosure on their website while 2 Departments did not have a website
Uttar Pradesh	Out of the 15 Departments surveyed none had the information required under Section 4(1b) available of their website; however information on organization structure was available on some of the websites though not under the RTI heading.
Andhra Pradesh	Only 1 Department had not uploaded the information required under Section 4 (1b) while 8 Departments did not have a website the rest 6 Departments had uploaded the information required under Section 4(1b) on their website.
Maharashtra	3 Departments had not uploaded the information required under Section 4(1b) on their websites while 4 Departments did not have a website the rest of the 8 Departments had uploaded the information required under Section 4(1b) on their website.

Qualifier

- None of the Proactive Disclosures on the websites had a time stamp on them to ascertain whether they had been updated or not

- Proactive Disclosure of Departments in Andhra Pradesh are available on SIC website. We have only considered a Department's proactive disclosure if it is available on either it's own or SIC's website

- In Orissa the proactive disclosure has been done at the State level only, whereas the proactive disclosure in Andhra Pradesh has been done till the Sub District level

Annexure 4: Initiatives taken by various states

1. Best Practice: "Jankari" – RTI Call Centre in Bihar

Bihar was the first State in the country to create a RTI Call Centre – "Jankari". Through this initiative, the citizens can file information requests under the Right to Information (RTI) Act through telephonic channel

Description

In Jankari, for filing the application under Right to Information Act, the applicant has to dial 155311 (even from a PCO) and he/she can seek information from the public information officer. Applicant has to provide his name and address for communication to file the request. He can also file the appeal on this number.

During this call, apart from the call charges, the application fee of Rs. 10.00 is credited from this telephone bill. Such a call is considered a valid and legal application under Right to Information Act 2005. For any other information regarding his application and other related information, he can call 155310.

The application received at the call centre is forwarded to the concerned Department or office through internet, email, fax of by post. The PIO accordingly informs the applicant regarding her/his case in appropriate manner. The information received at the call centre is computerised and can be used for the redressal of public grievances.

Apart from Hindi, English, Maithili and Bhojpuri, the people would be able to gather information in several other languages in future

Benefits	Issues
• It helps people who don't know which Department to approach for particular information and which PIO to address. • The call center acts as a helpdesk to draft the RTI application for the citizen. • It saves citizens from frequent visits to the Public authorities, thus in turn saving money and time. • The RTI call centre serves as a central RTI repository and would contain digitized records of the RTI applications.	• The cost of the call centre to an applicant, besides the regular fee of Rs. 10 per RTI application, is estimated to be Rs. 35. Similarly, for the two layers of appeal, which normally do not entail any fee, the RTI applicant would have to pay Rs. 35 as the call centre charge for each appeal. Thus, the cost of entire RTI process is Rs. 115 instead of the usual Rs. 10. • Connectivity problems with BSNL telephone lines • Call centre operators need more training • Provision of FAX facility at the call centre for receiving applications • Status and reply of the application after it has been sent to the PIO is not available with the call centre

2. "Train the Trainers" - Assam

Assam has adopted a "Train the Trainers" concept, where the Government trains the NGOs to impart training to citizens on RTI in order to maximize the reach of RTI and ensure that there is local ownership and sustainability

Description

Assam Training Institute has adopted a unique concept "Train the Trainers" for training the citizens on RTI. In this decentralized approach, active NGOs in each district are identified and training is imparted to them on "How to train citizens for RTI". Then, these trained NGOs go to rural/remote areas to train the citizens on RTI and create mass awareness of RTI in the district. Moreover, Assam ATI has given some token money to all the 27 district deputy collectors, to be used to assist the NGOs in their awareness raising efforts.

Benefits	Issues
• Through this approach, the reach of RTI training among citizens has been widely expanded. • It has increased the RTI awareness in rural areas	• There is no monitoring and evaluating framework on the progress made by the NGO in training the citizens.

3. Divisional benches of State Information Commission in Maharashtra

Maharashtra information has 5 divisional benches in Pune, Mumbai, Aurangabad, Amravati and Nagpur to enable citizens to approach the most convenient bench

Description

In order to strengthen the delivery of services and increase the reach of services, Maharashtra State information Commission had introduced the concept of divisional benches. In this initiative, the State is divided into five regions and for every region a State Information Commissioner is appointed who is responsible for disposing off the appeals in his area.

The State chief Information Commissioner is responsible for general superintendence, direction and management of the affairs of the State Information Commission. The State information Commissioners assists SCIC by discharging their duties in following cities:

• Pune

• Aurangabad

• Nagpur

• Konkan

• Greater Mumbai

Benefits	Issues
• Decentralization of Information Commission benches saves time and cost of both the PIOs and the citizens • It also helps in better allocation of resources among the different benches, benches getting more number of requests can be allocated more supporting staff	• The State Information Commission set up and infrastructure needs to be established in every region. • Coordination between Information commissioners could be major task. This is necessary in order to prevent conflicts in judgments.

4. "Kerala State Information Reporter"

The Kerala State Information Commission has been publishing a Quarterly journal titled "Kerala State Information Reporter". This journal contains all the important orders of the SIC during the three months of the Quarter.

Description

In order to disseminate all orders issued by the State Information Commission to the information seekers and information providers at large, the State Information Commission has been publishing a Quarterly Journal titled "Kerala State Information Reporter". This journal contains all important judgments, rulings and orders of the State Information Commission, during the three months covering the quarter. Four issues of the journal have beenbrought out.

This journal can further include decisions which State Information Commissioners feel are interesting and which reflect a new point of law or a new situation which needs to be studied.

Benefits	Issues
• This journal would provide help to information providers in disposing cases of similar nature • The journal would further spread awareness of the RTI and activities being undertaken.	•

5. Online mechanism enabling citizens to submit Complaints and Second Appeals

Central Information Commission has launched a website where the citizens can submit their complaints and second appeals online.

Description

In order to further improve the process, Central information Commission has launched an online mechanism enabling citizens to submit complaints and second appeals anywhere and anytime.

The official portal designed, developed and hosted by National Informatics Centre (NIC) under the aegis of Department of Information Technology (DIT), facilitates citizens in filing complaints, appeals and in checking the status of appeal/complaints. The portal also provides to citizens, information and useful links on how to avail of various Citizen Services being provided by the Central and State/UT Governments in India like how to obtain birth certificates, caste certificates, PAN card, Passport, Ration Card etc.

Benefits	Issues
• The portal enables citizens to file complaints easily, anytime and anywhere • This online mechanism would lead to greater transparency and accountability.	• Though the front end channel has been designed, the back office operations and internal work flow to process an appeal/ complaint needs to be automated

6. Social Audit - NREGS

National Rural Employment Guarantee Act 2005 provides for the first time, the citizens of India with the right to conduct a social audit of the scheme implemented under this Act.

Description

The National Rural Employment Guarantee Act (NREGA) is a people's Act in several senses. It empowers ordinary people to play an active role in the implementation of employment guarantee schemes through gram sabhas, social audits, participatory planning and other means.

It also has the provision to carry out Social audits at every stage of the programme: planning, implementation, monitoring and evaluation. It also provides for comprehensive public hearings (called social audit forums) relating to work and individual entitlements to be held twice a year at the gram sabha level for all work done in the preceding period. The forum will provide people the opportunity to review compliance with the ongoing requirements of transparency and accountability, and will also serve as an institutional forum where people can conduct a detailed public audit of all NREGS works that have been carried out in their area in the preceding six months.

Benefits	Issues
• Social Audit works as a powerful Monitoring and evaluation tool that brings out the strengths and weaknesses of scheme in greater detail • It provides a formal forum for articulation of the issues of	• Implementation of Social Audit requires huge institutional and social change among Government organizations. • Lots of efforts is required to bring various players on board in terms of training, dialoguing, sensitization etc.

Benefits	Issues
the primary stakeholders and accountability of those responsible for implementation • Public nature of the process increase awareness levels	

Annexure 5: Economic cost of filing RTI application

Application Fee **+** Wages lost **+** Cost of repeated visits **=** Economic Cost of RTI application
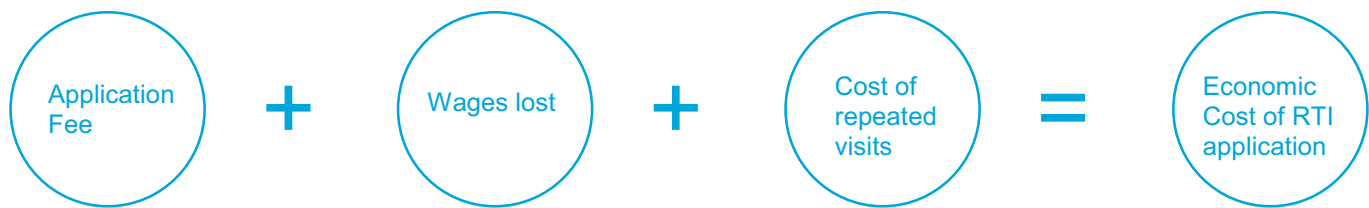
Following assumptions have been made to arrive at the economic cost of accessing information under RTI Act:

- Application Fee is assumed to be Rs. 10

- Applicant goes to the PA for filing his RTI application

- Wages lost are assumed to be the minimum wages

- The number of visits have been estimated from the information seeker survey

Average no. of visits for filing RTI application	
One visit	64%
Two visits	16%
Three to five visits	10%
More than five visits	10%
Average visits	1.96
Wages lost (Rural)	
Daily wage rate (rural India in 2003-2004)	88.61
Daily wages lost for filing RTI application	174
Wages lost (Urban)	
Daily wage rate (urban India in 2003-2004)	180 -212
Daily wages lost for filing RTI application	384.16
Transportation cost	
Distance of Public Authority X No of visits X Cost per Km	10 X 2 X 2 = 40
Economic cost of filing a RTI application	
Rural	230 - 270
Urban	460 - 510

- A distance of the Public Authority from the information seeker is assumed to be 10 km
- Cost per km is assumed to be Rs. 2

It may be noted that the above calculation of Economic costs do not include :
- Fee charged as per section 27 (2)
- Cost incurred in filing appeal and being present during the hearing

Annexure 6: Model templates for orders/communications for compliance to the RTI Act

Schedule 1 Public Information Officer

Form 'A' for PIO under section 7(8) of RTI Act 2005:

Avoid possible penalty or departmental action by completing this form and dispatching it to the RTI Applicant before the expiry of RTI deadline.

Part 1: Deadlines & Language of response

Reference no. of RTI Application	
Subject matter of RTI Application	
Date of Application	
Date of receipt of Application	

If RTI Application was forwarded to you by another PIO, then give details of the PIO who sent it --

Name	
Designation	
Office Address	
Contact Nos.	
E-mail Address	

[Please attach photocopy of PIO's covering letter/forwarding letter, remarks etc, including all the notings written on the RTI application and the envelope in which received (if received by post). This is important for appeal or complaint proceedings.]

Last Date for Response:

- [30 days or 48 hours from the date of receipt if concerning life and liberty of a person, as per Sec. 7(1).
- 5 additional days are added to the above under section 5(2) if RTI application is transferred to an Assistant PIO.
- 40 days if the information is given by a third party in confidence, as per Sec. 11 (3)
- If cost of providing the information is being charged, intimation of the same must be sent to the RTI Applicant.

The period between the dispatch of this intimation and payment of fees by Applicant is excluded for the purpose of calculating the deadline, as per Sec. 7(3). Please write here:

i. Date of dispatch of intimation:

ii. Date of payment of fees:

iii. No. of days between the above two dates:

Actual date of dispatch of information and/or reply (i.e. this form, duly completed):

Reasons for delay if actual date of dispatch is after "Last Date of Response" calculated as above. [Please note: Failure to give legally valid reasons may attract penalty or departmental action under section 20.]:

Language of response: English/Hindi/Other
[Unless it would disproportionately divert the resources of the Public Authority, reply must be in same language as RTI application as per 6(1), 4(3) and 7(9)]

Form of response:

- Direct reply to queries.

- Lists & compilations of facts & figures.

- Photocopies of documents.

- CDs, computer files etc.

- Allowing inspection.

Proposed date, time and venue of inspection:

Name and designation of person to be contacted for coordination, postponement etc:

Phone numbers, email address and other contact details:

Other

[Reply must be in form specified in the RTI application as per 7(9) and 4(3), eg. lists, compilation of facts and figures, Xerox copies, photographs, computer files on CDs or Inspection of files & documents.]

Part 2: Assessment of Information (Tick-mark the correct options)

Clarity of RTI application

- Did you understand the RTI application?   Yes/No/Partly

[If No or Partly, read Section 5(3), 5(4) and 6(1)(b). Contact the applicant and assist him to frame proper questions in a way that is understandable for you or other PIOs. You may also take the help from any other officer to understand the application and reply to it.

Alternatively, invite the applicant to inspect files that he thinks are relevant to subject matter, and take photocopies or photographs of documents, copies of computer records on CD or other digital format. He may be invited to come on a working day, at a time that is convenient. Regarding this, read Section 2(f), 2(i), 2(j), Section 4 and Explanation to Sec. 4. Also read RTI Rules of your jurisdiction relating to inspection.]

Do queries demand answers that are "**Not Information**" or "**Not Record**"?

a. Is the requested matter "information" as per Section 2 (f)?   Yes/No/Partly

b. Is it "record" as defined by Section 2(i)?   Yes/No/Partly

c. Does it fall under Section 4(1)(b), 4(1)(c) or 4(1)(d)?   Yes/No/Partly

[If the answer to ANY of the above questions is Yes or Partly, the relevant information must be provided.]

Transferability of RTI application

- Is the subject matter directly available with your Public Authority? Yes/No/Partly

[If NO or PARTLY, read Section 6 (3). Within 5 days, transfer RTI application partly or fully to other relevant Public Authority and inform the applicant by endorsing a copy of the letter to him/her.]

Taking the help of another PIO

- Do you have to seek help of another officer to access information that is not under your control? Yes/No/Partly

[If the answer is YES or PARTLY, read Sec 5(2), 5(3), 5(4) and 5(5) and do accordingly.]

Information exempt from disclosure

- Does the matter fall under Section 8(1) – except 8(1)(j) -- or Section 9? Yes/No/Partly

[If Yes or Partly, that information is "exempt from disclosure", and should not be given. State below which clause of the above Section applies to which RTI query, eg. Section 8(1)(a), 8(1)(b) etc. Give detailed reasoning how each clause is applicable to each question or each item of information requested. Also please note that if any part of the information requested is not covered under the above Sections, it must be promptly provided.]

Disclosure in public interest

- Is Section 8(2) and/or 8(3) applicable to the matter? Yes/No/Partly

[If YES or PARTLY, that information must be accordingly given.]

Severability of information

- Is Section 10 (1) applicable to a part of the information? Yes/No

[If YES, that part of the information must be given.]

Overcoming practical difficulties for giving information

- Is the subject matter to be given too voluminous, or spread over too many files? Yes/No/Partly

[If YES or PARTLY, the applicant may be invited to inspect relevant files for only the voluminous part on any working day, at a time that is convenient to him, and take photo copies of any documents. Read Section 2(f), 2(i), 2(j), Section 4 and "Explanation" at the end of Sec. 4. Also read RTI Rules relating to inspection. Charges may be levied as per the Rules.]

Information given by third Party in confidence

- Is information given by third party to Public Authority in confidence? Yes/No/Partly

[If YES or PARTLY, read Section 11. Notice must be sent to the third party within 5 days, and the third party must be given opportunity to make representation against disclosure within 10 days of receipt of the notice. Based on this, PIO shall make an independent decision whether or not to disclose the information. However, the part of the information that is not supplied by, or does not relate to, third party must be given without delay.]

Part 3: Sum-total (Tick-mark the correct options)

a. Is the matter demanded by this RTI application to be provided? Yes/No/Partly

[If Yes or Partly, kindly state below in what form information is being provided. Tick mark one or more options:

   i.   Written or typed replies to queries

   ii. Compilations of data, lists, facts & figures, extracts, etc

   iii. Photocopies of existing documents, files etc.

   iv. Copies of computer records on CDs, DVDs and other computer media

   v.   Photographic prints

vi. Inspection of files and documents

vii. Other (Specify.)

b. If cost of providing information is required to be collected from RTI Applicant, then give details of cost and calculations under Sec 7(3).

i. Total amount to be paid:

ii. How and where to pay, office timings etc:

iii. How cost was calculated (details of costing):

[Please attach copy of the cost intimation letter along with proof of delivery. Details of calculation and details of 1st Appellate Authority for preferring appeal must be included in intimation letter.]

c. If information is denied, please write below details of the queries to which information is being denied. Also write the relevant Sections of RTI Act which empower you to deny information or to reject the RTI application.

Details of Public Information Officer filling this form:

I, the Public Information Officer, have read this RTI Application Ref. No.   , concerning (Subject matter of information):   , with care and understanding. I am aware that delay, denial, providing false and misleading information, will make me eligible for penalty and departmental action under Section 20 of RTI Act 2005. My decision to furnish/deny information is made after serious consideration of the relevant provisions of RTI Act, including the ones mentioned in this form.

Signature of PIO:

Name, address and contact details of PIO:

Full Name of Public Authority:

Date:

Part 4: Appeal and/or Complaint

1. RTI applicant or appellant aggrieved by PIO's reply and/or information provided may appeal to First Appellate Authority whose details are as below:

- Name:

- Designation:

- Office Address:

- Contact Nos.:

- E-mail Address:

2. Last date of Appeal to the First Appellate Authority is 30 days from the date of receipt of this reply.

3. However, there is no time limit for lodging a complaint with Information Commission under Section 18 for unjustified denial of information or false, incomplete, misleading information or delayed information. Please note that such a complaint is distinct from a second appeal lodged under Section 19.

Schedule 2 First Appellate Authorities

Under Section 19 (1) of RTI Act 2005: First Appellate Authority (FAA) must provide this form duly filled, stamped and signed to the Appellant, before the expiry of RTI deadline.

Part 1: Dates & Deadlines

1. Reference no. of RTI application: _____

2. Name and Address of Appellant: _____

3. Date of RTI application: _____

4. Last date for PIO's reply to application: _____

5. Please indicate Sections used for calculating last date of PIO's reply: 7(1), 7(3), 5(2), 11(3)

6. Actual date of receipt of Reply from PIO by Applicant: _____

7. Delay of _____ days (if any). _____

8. Date of receipt of 'Annexure B' (First Appeal) by the First Appellate Authority (FAA): _____

9. Last date of 30-day period for filing First Appeal as per Sec 19 (1): _____

10. Delay of _____ days (if any).

11. Does FAA accept First Appeal? YES/NO

12. Deadline for disposal of First Appeal, calculated as per Sec. 19(6): _____

13. Date of intimation of hearing sent to Appellant: _____

14. Date and method of actual dispatch of intimation letter: _____

15. Date of hearing (if any) by FAA: _____

16. Date of FAA's order: _____

17. Date of actual dispatch of FAA's order: _____

18. Delay of _____ days (if any).

Language of Response: English/Hindi/Other

[Unless it would disproportionately divert the resources of the Public Authority, responses must be in same language as RTI application, to ensure appellant's understanding as indicated by 6(1), 4(3) and also 7(9)]

Part 2: Assessment of PIO's Compliance (Tick-mark the correct options)

1. What are Appellant's Grounds of Appeal?

Please tick-mark options:

a. Not receiving, acknowledging or entertaining RTI application

b. Not responding, or delayed reply to application

c. Stonewalling, vagueness, misdirecting applicant

d. Delaying in providing information that was requested

e. Not giving information

f. Denying the existence of such information

g. Giving false or misleading information

h. Giving incomplete or partial information

i. Not allowing inspection of files and documents

j. Demanding unreasonable charges for information or inspection

k. Asking applicant to disclose purpose for disclosing information

l. Other (Please specify)

1. Write down Reasons & Justifications given by PIO, and the Sections of RTI Act 2005 that PIO applies in defense of his actions:

    i.

    ii.

    iii.

    iv.

    v.

2. In FAA's opinion, which of the above points of justification are true or false? FAA's brief comments to the same.

    i.

    ii.

    iii.

    iv.

    v.

Part 3: Conclusions of First Appellate Authority

Tick the appropriate reply and fill in the blanks as appropriate:

1. Information was denied, and denial was justified/unjustified/partly justified

2. PIO's reply/information was delayed by _____ days.

3. PIO's reply/information was false/misleading/incomplete/irrelevant /

4. Other (Please specify)_____

5. PIO was justified in providing whatever reply/information he has given to Appellant.

6. PIO is directed to give further information within _____ days.

7. PIO's actions/ negligence is such that it attracts provisions of Sec 20.

8. 1st Appeal is dismissed because _____

Part 4: FAA's Order & Directions

Tick the points which are applicable, and mention details:

1. PIO is directed to provide complete, true and relevant information, as desired by the Applicant, immediately

   a. Brief details of information to be provided are as follows:

   b. Deadline for giving above-mentioned information is _____(last date)

2. As information sought by the Applicant was given in confidence by Third Party, PIO should give notice to the

3. Third Party as required under Section 11, to seek the latter's representation within 10 days of receipt of the notice.

4. PIO's Acts of commission and/or omission are such that it attracts provisions of Sec 20. Therefore, copy of this order is sent to SIC/CIC for his consideration.

5. Others (specify) in the Public Authority have committed acts of commission and/or omission that attract provisions of Sec 20, as deemed PIOs or Assistant PIOs.

6. Reply/Information provided by the PIO is justified, therefore this Appeal stands dismissed.

7. Reprimand (if found guilty) to PIO and/or others within the Public Authority:

8. Reasons for delay of FAA's Order beyond 30 days of receipt of First Appeal (and not later than 45 days), if any:

Name of the First Appellate Authority	
Designation	
Name and address of Department & Public Authority	
Date of Order	
Stamp and Signature of the First Appellate Authority	

Schedule 3 Information Commissioners

<This form should be completed during the course of 2nd Appeal Hearing, and should be handed over to Appellant.>

Part 1: To be completed by Appellant/Complainant and/or Assisting Staff

Stage I of RTI Process

- Reference no. of RTI Application:
- Date of Application:
- Date of receipt of reply from PIO:

Stage II of RTI Process

- Date of filing 1st Appeal:
- Date of receipt of 1st Appellate Authority's Order:

Final Stage of RTI Process

- Date of filing 2nd Appeal:
- Name & Designation of PIO:

Grounds of Appeal (Tick one or more):

a. Not receiving, acknowledging or entertaining RTI application

b. Delaying in providing information

c. Not giving information

d. Giving incomplete, misleading or false information

e. Not allowing inspection of files and documents

f. Demanding unreasonable charges for information or inspection

g. PIO did not comply with orders passed by FAA

h. Other grievances or complaints specified as under:

Part 2: To be filled up by Information Commissioner

1. Is PIO present at hearing?   Yes/No

   Is FAA present?   Yes/No

   Is Appellant present?   Yes/No

2. Is the RTI application sufficiently clear? Yes/No/Partly

3. The below grievances and complaints Have Substance (Tick one or more):

   a. Not receiving, acknowledging or entertaining RTI application

   b. Delaying in providing information

   c. Not giving information

   d. Giving incomplete, misleading or false information

   e. Not allowing inspection of files and documents

   f. Demanding unreasonable charges for information or inspection

   g. PIO did not comply with orders passed by FAA

   h. Other grievances or complaints specified as under:

4. Did PIO make Written Submission Justifying Denial of request as per Section 19(5)?   Yes/No
   [If Yes, please attach copy of the same. Justification of PIO in necessary condition under the RTI Act.]

5. Is the PIO's justification Correctly Reasoned as per RTI Act 2005 as per the opinion of the Commission
   Yes/No/Partly

From the above, It Is concluded that:

A. Show-Cause notice is to be issued to PIO   Yes/No

   i. iPIO is eligible for Penalty of Rs. _____ under section 20(1)

   ii. Disciplinary Action to be recommended under section 20(2) as under:

B. Negligence/contributory negligence/abetment of negligence by PIO, FAA and/or others responsible for giving
   information is noted.   Yes/No

   (Strike what is not applicable.)

   Reprimand to _____ person(s) responsible for:

   i.

   ii.

   iii.

   … and Reprimand is hereby ordered to be noted in the Annual Confidential Report and Service Record of persons
   held responsible above.

C. PIO is ordered to provide Information to Appellant under section 19(8)(a)(i) & (iv), 18(3) and 7(9). Yes/No

   If YES, then details of information to be provided for following queries of the RTI Application:

   i. Query no. _____ :

   ii. Query no. _____ :

   iii. Query no. _____ :

   Last date for providing the above information is _____

D. Compensation to be awarded to appellant under section 19(8)(b)   Yes/No

   If YES, then amount to be paid to appellant by Public Authority is Rs. _____

   Last date for providing compensation is _____

E. Further enquiry into the matter and/or suo moto directions to Head of Public Authority as per sections 18 and
   19(8)(a) is ordered as under:

F. Compliance Report to be submitted within _____ weeks to signify compliance with these orders of
   Information Commission.

G. This 2nd Appeal/Complaint stands dismissed because:

   a. Reply/Information provided by the PIO and/or FAA is justified under RTI Act.

   b. Denial by PIO is justified under RTI Act.

   c. The RTI Application was not as per RTI Act.

   d. Other valid grounds for dismissal of 2nd Appeal under RTI Act specified as under:

Name, Signature & Stamp of Information Commissioner:

Date:

Annexure 7: Guidelines and Rights of Appellant and PIOs

1. Rights of Appellants and PIOs

1. Both appellants and PIOs have the right to be accompanied in small numbers, who may be authorized at their discretion to represent their views. ICs may not deny right of hearing in relevant matters to those accompanying concerned parties.

2. If personally unable to attend, either party may depute others to appear at hearings and plead on its behalf. However, deputed persons must carry a Letter of Authority in writing.

3. Both parties may consult and seek legal opinion or expert opinion.

4. ICs must not confer in private with either party regarding their case. If ICs do so for any reason whatsoever, the other concerned party may legitimately insist on being present, and such a request cannot be lawfully denied.

5. Appeal proceedings may be held in the regional language, Hindi or English – whichever is/are understood by all concerned parties. If language barriers arise, IC must actively seek to remedy them through interpreters, by transferring the case to another suitable IC for hearing, or by any other means.

6. Either party may seek adjournment of hearing with sufficient cause by sending IC a letter of notice 10 days in advance. IC must then inform the other party about such adjournment at least one week in advance.

7. No citizen or PIO can be compelled to sign any document or register that is not clearly understood. Also, no citizen can be deprived of his right to information, appeal, complaint or remedy under RTI Act, as these are inalienable rights and not negotiable. Even those being tried for heinous crimes or convicted for such crimes, or, those who are insolvent or judged to be unsound of mind are entitled to their full rights under RTI Act 2005.

8. All bona fide citizens (including members of the media) have the right to be present at hearings, observe the proceedings and record them.

2. Guidelines to Appellants & PIO

1. Appellants are advised to specify Grounds of Appeal as brief bullet-points, using words that appear in the RTI Act, such as "information delayed", "denied", "incomplete", "false" "misleading" etc. Avoid lengthy explanations.

2. PIOs are advised to present justification for denial, delay etc. as brief bullet-points, using words that appear in the RTI Act such as "Included under Section 8(i)(c) – "breach of privilege of parliament" etc.

3. Both parties are advised not to sign the attendance register until the end of the hearing. Please ensure that absent party is clearly marked "absent" and its signature space is crossed out.

3. Obligations of Information Commissioners:

1. Information Commissioner (IC) has no powers to punish someone for "Contempt of Court". Also, he/she has no powers of arrest, seizure or imprisonment. IC's punitive powers are restricted to the provisions of Section 20, which are applicable only to Public Information Officers (PIO). Section 18(3) does not confer on IC the wider powers of Judicial Courts.

2. As per Sec 19(5), the onus to prove that a denial of a request is justified rests on the PIO. Hence, PIO must be present at the hearing all possible evidence of his compliance with various provisions of RTI Act and grounds for denial in writing.

3. ICs must pass orders under RTI Act 2005 and applicable RTI Rules. As per Sec 22, orders may not be passed with reference to laws, rules, regulations or conventions other than the said Act and Rules. Reasons cited in Orders must correspond to specific provisions of the said Act and Rules. Orders may not be passed arbitrarily without reference to specific provisions of the said Act and Rules.

4. If grounds of appeal are upheld by IC, appellants may press for compensation under section 19(8)(b) and/or action against PIO under section 20. It is the IC's prerogative to accept or reject such a plea, but if rejected, the order must state detailed reasons enabling rejection in that specific instance.

5. 16. In case, Section 20 and Section 19(8)(b) are not applied, the IC order must contain applicable reasons mentioned in the Act.

6. If IC is required to adjourn a hearing for any reason, it must inform both parties at least 72 hours in advance.

7. If PIO is absent at the time of hearing without giving any excuse in writing, then IC must issue summons to appear before it or face penalty

8. IC must give both parties a stamped and signed "Spoken Order" at the end of the hearing. If the contents of this Order are ambiguous or not in accordance with the main points noted at the hearing, either party may register their protest and insist on a suitably revised order, and IC is obliged to record such grievances in the revised Order.

Annexure 8: Minutes of meetings

Schedule 1: Meetings with media and Civil Society Organizations

Outlook Magazine

Subject	Stakeholder Interview	
Date	29th April 2008	
Location	Outlook Office, Safdarjung Enclave, New Delhi	
Schedule	**Planned**	Actual
Start Time	10:30 AM	10:40 AM
End Time	NA	12:00 PM
Handouts Provided	NA	
Attendees	• Mr. Saikat Datta, Special Correspondent, Outllook India • Mr. Nitin Nagpal, Principal Consultant, PwC • Mr. Devashish Khatwani, Consultant, PwC	

Discussed items

Project Introduction
1. PwC representatives gave a brief background of the study being carried out
2. Nitin Nagpal pointed out that all stakeholders like Information Providers, Information Seekers including Civil Society Organizations and Media are being covered under the study to have a holistic view of RTI Implementation
3. Nitin Nagpal made Saikat aware of the fact that the study is not aimed at amending the Act but to find out roadblock in its implementation and suggest remedial actions.

Issues and Constraints faced by Media
1. Saikat pointed out that the RTI related FAQ section on most of the Public Authority websites was misleading as it mentioned File Notings as being exempt from disclosure under RTI, which is not the case.
2. Saikat pointed out that Ministry of Defense has corrected its FAQ section when he pursued this matter with their PIOs

3. Saikat pointed out that the statistics on RTI cases being provided by the Information Commissions should be looked at very carefully as in most of the cases either the information requests are rejected and treated as disposed or the information being provided is not relevant to the query filed by the applicant.

4. Saikat discussed ground level difficulties being faced by applicants in filing RTI applications. He discussed the case of Ministry of Defense which doesn't mention the details of its PIOs on a notice boards

5. Saikat discussed the issue of rejection of RTI applications under Section 8 of the RTI Act and quoted examples like the case related to Chemicals Manufacturing Company in Maharashtra and GM Food company where information requests were wrongfully rejected under Section 8

6. Saikat pointed out that many of the Central Ministries insisted on payment of RTI application fee through a Demand Draft which led to a lot of inconvenience for the end users

7. Saikat discussed the issue of skill set of the Information Commissioner and how people from fields like technology, Journalism, Academics etc were underrepresented in the Information Commissions

8. The issue of non imposition of penalties was discussed and it was thought that imposition stricter penalties can greatly increase the compliance rate of the PIOs

9. It was discussed that there should be a dialogue mechanism between the Civil Society Organizations and the Government. Machinery for effective implementation of RTI Act

10. Saikat pointed out that there was a lack of e Governance initiatives in implementing RTI, it was discussed that an online system for filing RTI requests could greatly increase the reach and accessibility of RTI

Good Practices

1. The mechanism of Social Audit is being successfully used to weed out corruption in NREGA in Andhra Pradesh

2. MKSS has been accessing information through RTI and exposing the corruption in Rajasthan

3. There is a well defined mechanism of classification of documents in U.S.A., similar practice needs to be followed in India

4. Public Authorities with large number of PIOs should have single nodal point from where RTI applications can be forwarded to the concerned PIO

5. Public Authorities should provide the facility of rooms for applicants to take notes from the files as this will greatly decrease the burden of collating information on the part of PIOs

Next steps discussed

PwC

1. Meet Mr K Raju, Principal Secretary, Rural Development Andhra Pradesh for discussion on use of Social Audit.

2. To get a first hand experience of filing a RTI application

Outlook

4. Saikat will mail some empirical data that would help PwC in identifying issues and concerns in implementing RTI

Parivartan

Subject	To understand the issues and challenges in implementing RTI	
Date	5th May 2008	
Location	403L, Girnar,Kaushambl, Ghaziabad, Uttar Pradesh	
Schedule	**Planned**	**Actual**
Start Time	11:00 AM	11:00 AM
End Time	NA	12:20 PM

Handouts Provided	NA	
Attendees	• Mr. Saikat Datta, Special Correspondent, Outllook India • Mr. Nitin Nagpal, Principal Consultant, PwC • Mr. Devashish Khatwani, Consultant, PwC	

Discussed items

Project Introduction

1. PwC representatives gave a brief background of the study being carried out
   - The study involves discussion with all the stakeholders of Information Providers(PIO's, AA's, APIO's, CPIO's, SIC, CIC); Information Seekers (Civil Society Organizations, Media, Individuals, disadvantage groups etc) to provide a holistic view on the issues/challenges in effective implementation of RTI Act.
   - The broad aspects of the study were discussed, which include Organizational, Institutional, Legal, Procedural, Infrastructural and Technological areas of RTI Implementation

Issues and Constraints faced by Media

1. Some of the key issues identified during the meeting include:
   - Filing of a RTI Application by the individual
     - Identification of concerned Public Authority which has the relevant information is a difficult task for a common citizen in many cases
     - Locating the concerned PIO in the Public Authority
     - Drafting of the RTI Application
     - Procedure for making a demand draft for the application fee
     - Attitude of the PIO while accepting the RTI Application
   - Working of the Information Commission
     - Excessive delays in first hearing of the cases
     - Non imposition of Penalties
     - Dismal disposal rate at the CIC/SICs
     - Performance of the information commissioners
     - Non compliance of PIOs with CIC orders, information is not provided by the PIOs with in the time frame set by the CIC.
   - Non usage of Section 18 wherein the PIO can be summoned to the information commission and asked to furnish the information, instead orders are passed for furnishing of information which leads to further delays and chances of non compliance.
   - The procedure for appointment of the Information commissioners should be analyzed.

Suggestions

1. In addition to stakeholder survey specific case studies should also be undertaken wherein the following data should be collected and analyzed to understand the implementation status of RTI
   - The date of RTI application
   - Date of first response by the PIO
   - Date of first appeal
   - Date of second appeal
   - Information furnished by the PIO
   - Orders given by the first Appellate Authority and SIC
2. The citizen survey should capture factual data in addition to perception based data.

3. There should work standards and procedures defined for Information Commissions
4. The performance of the information commissioners should be measured and may be benchmarked with the performance of High Court judges. The code of conduct which is applicable to High Court Judges can be used for Information Commissioners

Some of the Good Practices Discussed

1. Bihar call center where a citizen can file a RTI application, 1st appeal and a 2nd appeal was through the call centre was highlighted as a possible solution for filing the RTI application

NDTV India

Subject	To understand the issues and challenges in implementing RTI	
Date	6th May 2008	
Location	Archana Complex, Greater Kailash I, New Delhi	
Schedule	Planned	Actual
Start Time	04:00 AM	04:00 AM
End Time	NA	05:30 PM
Handouts Provided	NA	
Attendees	• Mr. Ravish Kumar, NDTV • Mr. Nilachal Mishra, Principal Consultant, PwC • Mr. Devashish Khatwani, Consultant, PwC	

Discussed items

Project Introduction

1. PwC representatives gave a brief background of the study being carried out
   - The study involves discussion with all the stakeholders of Information Providers(PIO's, AA's, APIO's, CPIO's, SIC, CIC); Information Seekers (Civil Society Organizations, Media, Individuals, disadvantage groups etc) to provide a holistic view on the issues/challenges in effective implementation of RTI Act.
   - The broad aspects of the study were discussed, which include Organizational, Institutional, Legal, Procedural, Infrastructural and Technological areas of RTI Implementation

Issues and Constraints faced by Media

1. Lack of awareness among the common masses regarding how to use RTI
2. The procedure of submitting the application fee is very cumbersome as it involves making a postal order or a demand draft of Rs. 10
3. The enforcement of the law with respect to imposing penalties on the erring PIOs is very low.
4. There are no training programs for Citizens regarding the RTI Act and filing of applications
5. Most of the information commissioners are ex-bureaucrats
6. Many times the information being asked for from the Public Authority is not available with them even though it relates to their day to day working; this is because of poor document and record management practices.

Improvement Suggestions

1. Information Commissions should work on the lines of Central Vigilance Commission and should have the powers of

raiding the offices of Public Authorities for non-performance

2. There should be strict imposition of penalties on the erring PIOs
3. Retired or sitting judges should be preferred over ex-Bureaucrats as Information Commissioners
4. The service levels should be decreased to 7 days instead of 30 days

PRIA

Subject	To understand the issues and challenges in implementing RTI	
Date	7th May 2008	
Location	PRIA Office, New Tughlakabad Institutional Area, New Delhi	
Schedule	**Planned**	**Actual**
Start Time	11:00 AM	11:30 AM
End Time	NA	12:30 PM
Handouts Provided	NA	
Attendees	• Mr. Vikas Jha, PRIA • Mr. Nilachal Mishra, Principal Consultant, PwC • Mr. Pooja Gupta, Consultant, PwC	

Discussed items

Project Introduction

1. PRIA has been undertaking RTI related activities in eight states: Bihar, Rajasthan, Himachal Pradesh, Gujarat, Chhattisgarh, Jharkhand, UP and Haryana. Various issues faced by the activists at ground level along with recommendations, as highlighted by Mr. Vikas Jha during the discussions have been provided below:

   a. In most of the Public Authorities at district levels (with the exception of Gujarat and Haryana) there are no notice boards/signboards indicating names of the PIOs for submission of RTI applications. As a result in most of the cases, citizens are not aware as to whom should they meet regarding RTI related queries. Also in Gujarat, Himachal Pradesh and Haryana, the notice boards/signboards can be found only in some Government departments.

   b. The RTI Act mandates publishing of a directory consisting of contact information PIOs of all Public Authorities at State/district/block level by a Nodal Department. However, this is not being followed. In addition, in cases where directory exists, it does not provide the addresses. This causes inconvenience to citizens as a lot of them prefer to send RTI applications by post.

   c. In case of depositing fee along with RTI applications, a citizen may deposit in the form of Postal Order, Demand Draft or cash. However, none of the websites/notice boards etc (including Central Public Authorities) provided details regarding under whose name should the DD or postal Order be made. Mr. Jha mentioned that the dealing clerk in the Election Commission Office, South Delhi refused to given the information as the application fee had not been paid in cash. He said that they are not accepting the Postal Order as the account for submission of postal order has not been opened; hence all the fees under RTI Act must be paid in cash. It is surprising that one of the key Government offices in New Delhi has not opened the account for the submission of postal orders/bank drafts even after nearly three years of legislation of RTI Act. However, information was given by PIO, who ensured that the payment of fees be made by postal order.

   d. Most of the Public Authorities even in Delhi e.g. Election Commission, Indian Postal Departments, MCD, Delhi Jal Board , Indian Railways do not mention on their web site , in whose name the bank draft/postal order is to be made. As a result citizens waste a lot of time searching for the details of officers/Government offices in whose name bank

draft/postal order is to be made. It is hereby suggested that the important Public Authorities/ Government offices should put up a section " Guide to Filing RTI Applcation" on their web site.

e. It was discussed that in majority of the cases, application fees is currently being accepted in cash. This necessitates the presence of a person for submitting his/her RTI applications. At times people are discouraged to submit their application when they go in person to the Public Authorities. Moreover, weaker sections in the society are scared to face the Public Authorities and therefore prefer to send their application by post.

f. In most of the cases (with the exception of Gujarat and Himachal Pradesh), PIOs are not cooperative. They give incomplete information and at time discourage the applicants from filing information. Some of the reasons cited for this were – non availability of information and not wanting to give information (for e.g. cases of malpractices in Public Distribution System). Moreover, the Appellate Authorities are in general biased towards the PIOs. The RTI related situation is better in case of SICs even though the PIOs are aware that they would be a given a chance at SICs and are able to take advantage of the system. It was however highlighted by Mr. Jha that a lot of penalties have been levied on the PIOs in the past six months

2. The composition of SICs was also discussed. SIC of Uttar Pradesh is good example as far as the composition of members is concerned. It consists of members from Judiciary, Law, Media, Medicine and Military. The composition of Jharkhand SIC with respect to the background of the members is quite diverse. But the SIC has huge pending cases of appeal which builds the case that mere diversity in the composition of members in the SIC is not going to improve the performance of SICs, the need is to appoint competent people from diverse background into the SIC. It can be taken up as the case study.

3. It was discussed that there is a need to provide assistance and awareness to the citizens in filling up RTI applications. One of the major problems for both PIOs and applicants is that the applications submitted are not comprehensible. Some of the good practices followed in this regard include:

a. Bihar call center where a citizen can file a RTI application on phone. Although this model is working well, it is prevalent only in some areas in Bihar, particularly Patna. It was discussed that there is a need for expansion in this model\

b. Manjunath trust runs a RTI call center in Bangalore that provides guidance in terms of filling up application, PIO details etc. However, since the call center is situated in Bangalore, citizens are charged STD rates for calling in from across the country

4. A need for single window system for accepting RTI applications was discussed:

a. It was discussed that an initiative has been taken Central level wherein 200 Post offices have been designated as APIOs. Applicants can submit their applications anywhere in the country and the same is transferred to the concerned Department. However, details on the working of this system are not available.

b. It was suggested that collector's office could be designated as a single window for accepting RTI applications at the district level

c. It was suggested that at the village level, post offices could be designated as a single window for accepting RTI applications

5. It was discussed that most of the SICs do not maintain data on the RTI queries. At the Central level although the data is maintained, it is not readily available in the public domain. Most of the SICs do not maintain the data on RTI queries which are easily retrieval as a result processing of small queries like number of cases pending and penalties levied in the SIC takes several days . At the level of Central Information Commission, such data is maintained well and it is available in Public domain on www.cic.gov.in

NCPRI

Subject	To understand the issues and challenges in implementing RTI	
Date	12th May 2008	
Location	Mr. Shekhar Singh's residence, DDA Flats, Munirka	
Schedule	**Planned**	**Actual**
Start Time	11:00 AM	11:30 AM
End Time	NA	12:30 PM
Handouts Provided	NA	
Attendees	• MS. Meetu Jain, CNN IBN • Mr. Diptosh Majumdar, CNN IBN • Mr. Sumon K Chakrabarti, CNN IBN • Mr. Nilachal Mishra, Principal Consultant, PwC • Mr. Devashish Khatwani, Consultant, PwC	

Discussed items

Project Introduction

1. PwC representatives gave a brief background of the study being carried out
2. The study involves discussion with all the stakeholders of Information Providers (PIO's, AA's, APIO's, CPIO's, SIC, CIC); Information Seekers (Civil Society Organizations, Media, Individuals, disadvantage groups etc) to provide a holistic view on the issues/challenges in effective implementation of RTI Act.
3. The broad aspects of the study were discussed, which include Organizational, Institutional, Legal, Procedural, Infrastructural and Technological areas of RTI Implementation

Issues and Constraints

1. Lack of awareness among the common masses regarding how to use RTI
2. The procedure of submitting the application is very cumbersome in High Courts as it involves
   - Submitting the application on Stamp Papers.
   - The fee structure for RTI Application varies from State to State and is significantly more than Rs 10.
3. The enforcement of the law with respect to imposing penalties on the erring PIOs is very low.
4. Information Requests are not accepted and misleading information is given on submission points of an RTI Application for particular information.
5. There is no set criterion/are no set criteria for classification of documents
6. Most of the information commissioners are ex-bureaucrats
7. Attitude of PIOs is always to scuttle and not give out information under RTI.
8. An individual needs to ask for pin point information which is not possible in all cases because of the opaqueness in workings of Government. Departments
9. RTI Act is being misused by certain individuals
10. In most of the cases the information given out is incomplete
11. There is delay in furnishing the information. The timeline of 30 days is rarely met.
12. Information that is not sensitive in nature should be provided by Organizations that are exempt from disclosing information. The operational areas for which information in not sensitive in nature should be clearly defined.

Kabir

Subject	To understand the issues and challenges in implementing RTI	
Date	13th May 2008	
Location	Kabir Office, Pandav Nagar, New Delhi	
Schedule	**Planned**	**Actual**
Start Time	11:00 AM	11:30 AM
End Time	NA	12:30 PM
Handouts Provided	NA	
Attendees	• Mr. Manish Sisodia, Kabir • Mr. Nilachal Mishra, Principal Consultant, PwC • Ms. Pooja Gupta, Consultant, PwC	

Discussed items

Project Introduction

1. Following issues relating to the implementation of RTI Act as cited by NCPRI were discussed:

   - One of the major issues is the attitudinal problems among the public employees such as PIOs responsible for RTI. (For e.g. a number of public employees are reluctant in providing information to the citizens).

   - It was discussed that even though training has been conducted for public officers dealing with RTI, it is not treated seriously by either training providers or trainees thereby not leading to the desired results

   - The functioning of information commissions has not been very effective. For e.g. not many penalties are levied on the PIOs. Also, there are cases where the appeals are heard at information commissions after the delay of a year. It was discussed that the budget allocated to State commissions is 100 crores, however on an average only 400 cases are heard in a year.

   - The applications submitted by the applicants are at times transferred to a lot of other Departments/Public Authorities leading to further delays in responding to the RTI querries.

2. It was discussed that it is important to fix the accountability of information commissioners to improve the effectiveness of RTI implementation

3. It was discussed that the records regarding RTI are not available (for e.g. number of RTI applications received and action taken against them). Although RTI Act mandates information commissions to obtain RTI related information from the Public Authorities and compile it into an Annual report, it is not complied with properly.

Times of India

Subject	To understand the issues and challenges in implementing RTI	
Date	15th May 2008	
Location	Times Building, ITO, New Delhi	
Schedule	**Planned**	**Actual**
Start Time	6:00 AM	6:00 AM
End Time	NA	6:45 PM
Handouts Provided	NA	
Attendees	• Mrs. Himanshi Dhawan, Times of India • Mr. Nilachal Mishra, Principal Consultant, PwC	

- Mr. Devashish Khatwani, Consultant, PwC

Discussed items

Project Introduction

4. PwC representatives gave a brief background of the study being carried out
   a. The study involves discussion with all the stakeholders of Information Providers (PIO's, AA's, APIO's, CPIO's, SIC, CIC); Information Seekers (Civil Society Organizations, Media, Individuals, disadvantage groups etc) to provide a holistic view on the issues/challenges in effective implementation of RTI Act.
   b. The broad aspects of the study were discussed, which include Organizational, Institutional, Legal, Procedural, Infrastructural and Technological areas of RTI Implementation

Issues and Constraints

1. Lack of awareness among the common masses regarding how to use RTI.
2. The procedure of submitting the application fee is very cumbersome as it involves making a postal order or a demand draft of Rs. 10.
3. The enforcement of the law with respect to imposing penalties on the erring PIOs is very low.
4. The procedure of submitting the application is very cumbersome in High Courts as it involves
   - Submitting the application on Stamp Papers.
   - The fee structure for RTI Application varies from State to State and is significantly more than Rs 10.
5. Attitude of PIOs is always to scuttle and not give out information under RTI.
6. An individual needs to ask for pin point information which is not possible in all cases because of the opaqueness in workings of Government Departments
7. Service levels of 30 days is too long for Media to do get information and publish stories.

ASSOCHAM

Subject	To understand the issues and challenges in implementing RTI	
Date	15th May 2008	
Location	Garden Estate, Gurgaon	
Schedule	**Planned**	**Actual**
Start Time	11:30 PM	11:30 PM
End Time	NA	12:30 PM
Handouts Provided	NA	
Attendees	• Mrs. Tara Sinha, Chairman - Advertising, Brand & Fashion Design, ASSOCHAM • Mr. Nitin Nagpal, Managing Consultant, PwC • Mr. Devashish Khatwani, Consultant, PwC	

Discussed items

Project Introduction

1. PwC representatives gave a brief background of the study being carried out
   - The study involves discussion with all the stakeholders of Information Providers (PIO's, AA's, APIO's, CPIO's, SIC, CIC); Information Seekers (Civil Society Organizations, Media, Individuals, disadvantage groups etc) to provide a

- holistic view on the issues/challenges in effective implementation of RTI Act.
- The broad aspects of the study were discussed, which include Organizational, Institutional, Legal, Procedural, Infrastructural and Technological areas of RTI Implementation

Suggestions for Study Methodology

1. One should not amalgamate finding derived from different states and should present them separately.
2. Local Civil Society Organizations in the State should be looked at.
3. Local Civil Society Organizations in the State should be looked at.
4. In addition to the awareness level the knowledge level of a person with respect to RTI should also be gauged.
5. RTI Act should be given a symbol or a caption line to make its use more popular among the people.
6. The field survey should not only focus on rural population and the urban population should be adequately represented.

SNS

Subject	To understand the issues and challenges in implementing RTI	
Date	20th May 2008	
Location	Shiek Sarai, SFS Flat, B-76(Garage), New Delhi	
Schedule	**Planned**	**Actual**
Start Time	03:00 PM	03:00 PM
End Time	NA	04:00 PM
Handouts Provided	NA	
Attendees	• Mrs. Anjali Bhardwaj, Times of India • Mr. Devashish Khatwani, Consultant, PwC	

Discussed items

Project Introduction

1. PwC representatives gave a brief background of the study being carried out
   a. The study involves discussion with all the stakeholders of Information Providers (PIO's, AA's, APIO's, CPIO's, SIC, CIC); Information Seekers (Civil Society Organizations, Media, Individuals, disadvantage groups etc) to provide a holistic view on the issues/challenges in effective implementation of RTI Act.
   b. The broad aspects of the study were discussed, which include Organizational, Institutional, Legal, Procedural, Infrastructural and Technological areas of RTI Implementation

Issues and Constraints

1. Lack of awareness among the common masses regarding how to use RTI
2. The attitude of the first level Appellate Authority is generally unsympathetic towards the applicant
3. Attitude of PIOs is always to scuttle and not give out information under RTI.
4. The procedure of submitting the application for appeal at the CIC is very cumbersome as it involves making four copies of the appeal, serving and getting a receiving receipt from the PIO and AA against whom the appeal is being filed.
5. The enforcement of the law with respect to imposing penalties on the erring PIOs is very low.
6. The time after which a RTI appeal comes for first hearing at the CIC is too long and stretches up to 1 year in many cases.
7. The compliance to Section 4 of the Act is very low among the Public Authorities
8. The record management system of most PAs is not up to the mark

9. Common people face a lot of problems in filing RTI applications because of the lack of proper notice boards and nodal points for collecting RTI applications

10. In most the cases the information given out is incomplete and not given in the stipulated 30 days time.

Good Practices

1. Compliance to RTI Act and the attitude of the PIOs has changed dramatically in cases where SNS has been involved
2. Awareness among the common people has also increased due the local Civil Society Organizations

Discussion on Preliminary Issues

Subject	RTI workshop with Civil Society Organizations and media
Date	24th May 2008
Location	PricewaterhouseCoopers Office, Gurgaon
Handouts Provided	• A copy of presentation • User guide on RTI Act designed DoPT • The approach and Methodology for study • ToR of the PwC Study
Attendees	• Dr. S K Sarkar JS(RTI), DoPT • Mr. K.G Varma, Director (RTI) , DoPT • Representatives CHRI • Representatives of Outlook • Representative of India Today • Representative of Satark Nagrik Sangathan • Representative of Kabir • Tara Sinha, ASSOCHAM • PwC Project Team including IMRB

Discussed items

1. A presentation was given by PwC which covered the following broad points:
   - A brief background of the RTI project
   - Overview of the approach and methodology for study
   - Issues and Recommendations identified through secondary research and discussion with Civil Society
   - Organizations, Media groups and PIOs
   - Next steps on the project

2. It was discussed during the workshop that the Government training institutions (such as ATI and SIRD State Institute for Rural Development, SIRD) responsible for imparting training regarding RTIs should also be included in the study along with information providers and information seekers.

   It was also mentioned during the meeting, that the issues and recommendations that are being presented have been designed based on discussions with the Civil Society Organizations /Media groups and PIOs. The issues have been presented to discuss and finalize a hypothesis based on which the survey will be conducted. It was also reiterated that the solutions have been arrived at, based on stakeholder discussions, however representative data collection and analysis will be done before any of the recommendations is formulated. It was also discussed that the objective of the

workshop was to create a collaborative environment where the views of different stakeholders can be discussed and captured for effective conducting the study.

Discussion on Preliminary Recommendations

Subject	Focus Group Discussion
Date	10th January 2008
Location	Sucheta Bhawan, Delhi
Handouts Provided	NA
Attendees	• Mr. Krishnaraj Rao, RTI Activist • Mr. Mohammed Afzal, RTI Activist • Mr. GR Vora, RTI Activist • Mr. Ramendra Verma, PwC • Mr. Nilachal Mishra, PwC • Mr. Devashish Khatwani, PwC

Discussed Items

1. A brief introduction on the RTI study being conducted by PwC was given by Mr. Ramendra Verma, Managing Consultant, PwC

2. A presentation was given by PwC which covered the following broad points:
   - Scope of the study
   - Survey Methodology followed
   - Issues which were verified in the field exercise
   - Preliminary recommendations for mitigating the issues

3. The following issues and corresponding recommendations were discussed during the FGD
   - The need for monitoring the implementation of RTI Act at State level. The probable solutions pertaining to this issue were:
     • A RTI monitoring cell under the Chief Secretary of the State for State level PAs
     • A RTI monitoring cell under the Cabinet Secretary for Central level PAs
     • Provision of a third party audit of SICs and PAs with respect to their performance in correctly disposing RTI applications and appeals. Mr. Krishnaraj Rao pointed out that the agency carrying out the third part audit should have representation from common citizens. This would enable the system to positively involve Civil Society Organizations in implementation of the Act.
   - The low motivation level of the PIOs towards disposing RTI application. The probable solutions pertaining to this issue were:
     • Extra compensation for the work of PIO as it is an additional responsibility
     • Inclusion of performance with respect to activities under the RTI Act in the ACRs of PIOs
     • Increasing the seniority level of the PIOs
     • Imposition of penalties on the heads of PAs for non implementation of RTI Act
     • Inclusion of RTI relating activities of the PA in ACRs of the heads of the PAs
     • Routing of all rejections and disposals of RTI applications through the first Appellate Authority
   - Lack of transparency at the all levels of RTI regime, which can be countered by standard formats for:

- RTI application
- PIO reply to the RTI application
- First level appeal
- First Appellate Authority's reply to the first level appeal
- Second level appeal
- SIC's speaking order

It was pointed out that these formats will help in proper compliance to the provisions of the RTI Act, decrease pendency of appeals at the SIC and analysis of RTI implementation based on applications and appeals data.

- Lack of training of PIOs and it was pointed out that the current setup for conducting training of PIOs has not achieved its intended outcomes. PwC explained the recommendation of training agency where:
  - A National Training Agency will design a standardized training material for PIOs, AAs, and other Government officials and an e-learning module
  - Training of State Resource Persons at ATIs based on the e-learning module designed by National Training Agency
  - Training of District Trainers by the State Resource Persons
  - Training of PIOs, AAs and other Government officials by District Trainers

It was discussed that Civil Society Organizations should be involved in training of PIOs and AAs.

- Need for an analysis of the decisions given SICs and CIC as many provisions have not been utilized adequately. For instance:
  - Section 19(8b) which provides for a compensation from the concerned PA in case of an appeal
  - Section 19(8a) which provides for SICs to require the PAs to take steps necessary for securing compliance with the provisions of the Act.
- The following suggestions were made for improving the processes at the SICs and CIC:
  - Prominent display of the rights conferred to a citizen in relation to hearing of the second appeal at the SIC office
  - Video recording of the appeal proceedings
  - Video conferencing facility to save travel time and money for citizens and PIOs
  - Use of standardized forms for disposing appeals as this will:
    - Decrease the need for additional infrastructure
    - Decrease the delay arising from composing a formal order
    - Build up trust among citizens
    - Analysis of SIC judgments
    - Proper management of SIC/CIC records
  - Multilingual orders and websites of the SICs
- Decentralization of the CIC and establishing a branch of CIC in all the four metros.
- PIOs are not utilizing the provision of record inspection by citizens which leads to an increasing amount of time being spent by the PIOs in collation of information.
- Need for making the first level appellate authorities more effective as this would decrease the number of appeals filed at the SIC. This can be done through developing a SOP for the first level appellate authorities.
- The possibility of deeming a grievance with an attached payment of Rs. 10 as a RTI application was discussed.
- With respect to the specific recommendations given by PwC the following observation were discussed:
  - The staffing of National level agencies viz. the National Resource & Knowledge Centre and National Training Agency should include representatives from Civil Society Organizations
  - Third Party Audit agency should have representation from the Civil Society Organizations

Key Decision Points

Discussed Items
4. Mr. Krishnaraj Rao will share the standard formats for PIOs, AAs and Information Commissioners for disposal of RTI applications and appeals.
5. PwC will review these formats and may use them in their recommendations.

Schedule 2: National Workshops

First National Level Envision Workshop

The first workshop held on 17th April 2008 at CSOI, Kasturba Gandhi Marg, New Delhi focused on 'Understanding the key issues and constraints in implementation of the RTI Act' under Capacity Building Program on Poverty Alleviation under DFID funding.

The workshop was attended by:-

• Dr. S K Sarkar JS (RTI), DoPT	• Joint Secretary Training, DoPT
• Central Chief Information commissioner	• CIC Officials
• DoPT Officials	• SIC Andhra Pradesh
• SIC Maharashtra	• PIOs of AP and Maharashtra
• NCPRI	• Parivartan
• PwC	• IMRB

The group discussion started with a presentation from PwC outlining the outcomes, approach undertaken for conducting the study and the scope of work .As the workshop proceeded, the following issues/constraints for implementing the RTI Act were discussed :-

• Awareness and training material pertaining to RTI Act is not available in the local language in most of the states.

• Non –acceptance of the RTI application by the PIOs.

• Infrastructure is a major hurdle in the RTI implementation.

• Latest and complete list of PIOs in the Public Authority is not readily available whether through the notice board or through Public Authority Websites.

• Variance in rules for filing a RTI Application among states was highlighted – attachment of Identification document like driving license, Voter ID card etc to the RTI application in the State of Punjab was discussed during the meeting.

Second National Level Workshop

The second workshop was held on 9th September in Yashada, Pune, Maharashtra which focused on the key issues in the gap areas identified for the group and design of probable solutions/recommendations for resolving the issues for effectively implementing the RTI Act.

The workshop was attended by:-

• Dr. S K Sarkar JS(RTI), DoPT	• Vineet Pandey, Director Training, DoPT
• Sh. C.D. Arha, SCIC, Andhra Pradesh	• Mr. D.C, Sharma, SO (RTI), DoPT

• Sh. K.K. Mishra, SCIC, Karnataka	• Public Concern for Governance Trust
• Sh. A. Venkataratnam, SCIC, Goa	• Sajag Nagrik Manch
• Sh. Thiru S. Ramakrishnan, SCIC, Tamil Nadu	• Centre for Public Policy Research
• Dr. S.V. Joshi, SCIC, Maharashtra	• Janpath
• Dr. Rajiv Sharma, DG, CGG	• Janapara Seva Sansthe
• Sh. Pramod Mane, Advisor, RTI Cell, YASHADA	• S.M. Mushrif Retd. IPS
• Mrs. Anuradha Chagti, DS(RTI),DoPT	• PwC and IMRB Team

The meeting proceeded with the brief introduction of the project, followed by the presentation of the major objectives and methodology of the project .As the discussions went on, there were recommendations made regarding

- Proactive Disclosure
- Capacity building – Resources, budget and Training
- Awareness
- Easy to Access to information

Focused Group Discussion (Working Group-1)

Recommendations made by the group include:

- Public authorities should regularly update the sections (vii), (viii), (xii), (xiii) and (xv) under 4 1(b) as the information under them changes frequently.

- A cell should be created comprising of the Information Commissioners of the State, under the Chief Secretary, that monitors the proactive disclosure of every Public Authority.

- Every quarter the SIC should identify the Public Authorities who have not executed the proactive disclosure. Since a penalty mechanism doesn't exist in Act, the SIC should start enquiry on the Public Authorities.

- Every Department should disclose information on services they provide, including the service delivery criteria, timelines and pending applications .The proactive disclosure should be linked to the information needs of the citizens.

- A platform for independence assessment by the third parties on the RTI implementation of every Public Authority and on the performance of SIC is required. The SIC annual report should also be standardized along with distribution of awards on the Republic/Independence days to the PIO providing commendable service to the citizens.

Leading practices

- Best Practice of Centre for Good Governance: A standard template has been designed for Proactive disclosure by Centre for Good Governance.

- Best Practice World Bank: World Bank mandates that before disbursement of funds to any project, a platform for online dissemination of the information related to the project should be created.

- Best Practice Andhra Pradesh: Chief Information Commissioner holds periodical meetings with the head of the Public Authorities. In this meeting, the commissioner verifies the proactive disclosure of the Public Authorities.

- Best Practice Andhra Pradesh: There should be a judicious mix of varied backgrounds of Information Commissioners as in Andhra Pradesh. Standardized proforma templates should be distributed among public

information officers, asking them to fill information regarding their performance in it. An honorarium incentive to Joint collector for RTI is being given in Andhra Pradesh.

Focused Group Discussion (Working Group-2)

The gap areas discussed in the focused group discussion were resources for RTI implementation, record management and training. The recommendations of the group included:

- Creation of Knowledge Partner and National Resource Centre (KP and NRC) at central level, which will provide necessary support to all administrative and training Institutes for training and capacity building.

- All Government officials should take a departmental examination on RTI (during Induction also). It should be mandatory to pass this exam before they earn any promotion.

- Central Government has circulated a recommendation in which, an implementation committee under Chief Secretary, with Information Commissioner as a member should be formed. Training should be the key responsibility of this committee. A list of files in the Departments prepared under section 41(A) should be digitized and put on the website. National Portal with link to the entire State portal with search facility should be created. A template for standard portal will be provided to the states.

- e-learning Tool to be used at all levels. For Public Authorities with high volume of RTI requests; a software application should be designed. Old records should be laminated and scanned for effective record management.

Leading practices

- Administrative and Training Institute, Mysore - Training of Panchayat secretaries through VSAT network.

- Single window concept in Bangalore at Municipal Corporation office. The office has high number of RTI applications.

Focused Group Discussion (Working Group-3)

The gap areas discussed were the low awareness levels and the lack of promotional activities. The recommendations of the group include:

- An "Open India Campaign" should be launched to create awareness of RTI among citizens and encourage extensive use of RTI.

- An "Information Day" should be held once a month at every Public Authority where the Department head will dispose and review RTI requests.

- The National Resource Centre responsible for promoting RTI Act will Act as a platform for interaction between various State Information Commissions, Government and Non-Government Organizations.

- The branding of RTI which means drafting of a slogan for RTI, should be done. RTI should be included in school/college syllabus, National Cadet Corps and National Service Schemes curriculum.

- Training of non –Government organizations to create awareness among the citizens.

Leading practices

- Best Practice Goa: NGO GOACAN (Goa Civic and Consumer Action Network) ran an awareness campaign where they highlighted RTI success stories with the help of students carrying placards on bus stands etc.

- Best Practice from Assam: Non- Government organizations are being trained in RTI at the State Administrative Staff College and then they in turn educated information seekers in their local areas.

Focused Group Discussion (Working Group-4)

The gap area "Non-standardized process for filling RTI application and the lack of support facilities provided to the citizen for filling RTI applications" was discussed by group 4.

The following recommendations were discussed:

- RTI application should not have a standard format.. Instead, information seekers should be made aware of the minimum information that is required to be filled in the application. Special RTI stamps can be used as one of the modes of payment.
- Single window system for filing of RTI applications should be introduced wherever possible, and the logistic of transferring the RTI Applications to the concerned Public Information Officer within one day should be worked out.
- Standard payment channels should be adopted and Public Authorities should provide all payment channels to citizens. Strict penalties should be imposed wherever the State Information Commissions agree that there is a mala-fide intention behind the decisions taken by the Public Information Officer.
- Public Information Officers need to be trained in behavioural issues. List of public information officers and appellate authorities should be prominently displayed in all Departments. Help should be provided to the citizens for filing RTI applications.

Third National Level Workshop

The Third Focused Group Discussion (FGD) held on 20th October 2008 at NALCO HRD Centre for Excellence, Bhubaneswar, Orissa focused on design of solutions/recommendations for resolving the key issues faced in implementation of the RTI Act.

The Focused Group Discussion (FGD) was attended by:-

Dr. S K Sarkar JS(RTI), DoPT	Sh. Anibrata Pramanik, The Calcutta Samaritans
Mohd. Haleem Khan , Secretary CIC	Sh. Pranabesh Manti, The Calcutta Samaritans
Sh. D. N. Padhi, SCIC , Orissa	Sh. Nishikanta Mahapatra, Orissa Suchana Adhikar Manch
Dr. Birendra Kr Gohain , SCIC , Assam	Ms. Reeta Rini Das , CYSD
Sh. Arun Kumar Bhattacharya, SCIC , West Bengal	Sh. Ranjan Rout , PRIA
Sh. Jagadananada , SIC orissa	Sh. Rameshwar Mukhiya, S.S.V.K
Sh. Anil Joshi , SIC Chhattisgarh	Mrs. Anuradha Chagti , DS (RTI) , DoPT
Sh. D Durga Prasad , Adam Smith International	Sh. B.Sengupta , DO (RTI), DoPT
Sh. Sudipto Sengupta, Adam Smith International	Sh. A.B.Maindoliya, DoPT
L. KharkoNGOr, Secretary to Meghalaya SIC	PwC and IMRB Team

The participants were divided into four working groups to discuss the issues and recommendations regarding the following process areas:

- Awareness and knowledge about RTI
- Proactive disclosure, drafting and submission of application
- Acceptance and processing of RTI application
- 1st and 2nd appeal processing

Focused Group Discussion (Working Group-1)

The focus of the first working group was on awareness and knowledge about the RTI. The following recommendations were made by the group. There is a need to have a separate awareness strategy for each of the three key categories of stakeholders. The categories are

a. Information seekers

b. Information provider

c. Facilitators like Civil Society Organizations (CSOs)

The Information seeker strategy should include RTI in school curriculum, systematic campaigns, "Soochna Shivirs" and creation of songs for RTI material etc. The information provider strategy should include Information fairs, probationer training etc .There is also a need of brand ambassadors – e.g. in Bihar. A Nation-wide material in addition to the literature required in multiple languages specially. DAVP, DD should conduct campaigns for RTI and DoPT can tie-up with them. A National level call centre is required, but it also needs to be supported with processes and systems. Further, training of legislators and elected representatives is of utmost importance.

Focused Group Discussion (Working Group-2)

The gap areas discussed by the second working group were "Proactive disclosure and the drafting and submission of application". The group came with following recommendations. There should be standards for record management applicable to all Public Authorities. Assessment and Rating Mechanisms should be based on these standards - incentives can be built around assessment ratings. Standards should be set up, especially for proactive disclosure pertaining to items under 4(b).In Section 4(1)(b)(2) and the Government should make prescribed rules first, as mandated in Act. Then, update the guidelines and make them available in hard copy/soft copies and webpage.

Online application filling should be promoted. The web should be used efficiently to provide information and FAQs. NIC should be used to this.

Focused Group Discussion (Working Group-3)

The areas discussed in third working group were "Acceptance and the processing of applications". After discussion of the given issues, the group came up with the following recommendations. The mode of payment for RTI application should be very simple and easily accessible. Hence, special RTI stamps should be considered and they can be made available at all post offices. These stamps can be pasted on the application and submitted to PIO.

The Government of India should make budgetary provisions to the states for RTI to overcome the problem of insufficient budget and infrastructure. It should further be mandatory for the State Governments to give matching/adequate grant for RTI. Such provisions should be used to empower weaker sections on rural areas.

It was also discussed that a rural appellant is reluctant to travel all the way to the State capital to file an appeal. Hence, in order to facilitate him, SICs should be decentralized to increase the reach of Commissioners. The ultimate aim should be appropriate representation of the commission at district level. Similarly the CICs should also have representation at least at all State headquarters. Further, facility of video conferencing should be considered by commissioners to hear appeals from remote places.

Focused Group Discussion (Working Group-4)

The gap area discussed by this group was "The processing of the 1st and 2nd appeal". In the ensuing discussion, the group realized that citizens are not aware of the process of first appeal. Hence, the onus of informing the citizen about the first appeal should lie with the PIO. The same would do well for the second appeal where the concerned AA takes the responsibility. There should also be some kind of check on the AA to ensure that he responds to the appeal within the stipulated time. Further, SICs should be provided a lot more support to build their own capacity.

Fourth National Level Workshop

The Fourth focused group discussion, held on 5th November 2008 held at CSOI, Delhi, focused on design of solutions/recommendations for resolving the key issues faced in process of RTI application and appeal.

The focused group discussion was attended by:

Dr. S K Sarkar JS(RTI), DoPT	Dr. R. Perumalsamy, SIC Tamil Nadu
Sh. Wajahat Habibullah, CIC	Sh. C. D. Arha , SIC Andhra Pradesh
Dr. Birendra Kr Gohain , SIC Assam	Sh. A. K. Vijayavargiya , CIC Chhattisgarh
Sh. , R.N. Das, SIC Gujarat	Sh. P. Talitemjen Ao, SIC Nagaland
Sh. P.K.Verma, SIC Punjab	Sh. K.K. Misra, SIC Karnataka
Sh. T.R.Ramasamy, SIC Tamil Nadu	Sh. S. Ramakrishnan , SIC Tamil Nadu
Sh. T.Srinivasan, SIC Tamil Nadu	Sh. Nipo Nabam, SIC Arunachal Pradesh
Sh. Mahesh Pandey, SIC Madhya Pradesh	Sh. Anil Joshi , SIC Chhattisgarh
Sh. Arun Kr Bhattacharya , SIC West Bengal	Sh. D. K. Das Chowdhury, SIC Tripura
Sh. Habung Payeng, SIC Arunachal Pradesh	Sh. B.K.Chakraborty, SIC Tripura
Mrs. Anuradha Chagti , DS (RTI) , DoPT	Sh. S.K.Misra, SIC Bihar
Sh. B.Sengupta , DO (IR), DoPT	Sh. D.C.Sharma, SO (IR), DoPT
PwC Team	

In the workshop the participants were divided into four working groups. The groups discussed the issues and recommendation on the following process areas:

• Awareness

• Accessibility

• Institutional response and enabling environment

• Compliance management

Focused Group Discussion (Working Group 1)

After discussing the issues under the gap area and reviewing the sample recommendations, the group came up with the following recommendations: There is a need to have a separate awareness strategy for three key categories of stakeholders: - seeker, provider and facilitators like CSOs. The Central Government should provide funds (separately for awareness), guidelines and monitor the implementation of the awareness programs at the CM/CS level. RTI should be introduced in the school curriculum and there should be systematic campaigns, songs/plays, RTI material and signage etc to increase awareness.

There should also be one nation-wide common prototype in addition to the literature required in multiple languages. A brand ambassador also helps a lot in increasing the awareness. Media channels like DD and Prasar Bharti should be involved in campaigns for RTI. Advertisements, documentaries etc can be aired live as these catch immediate attention. Social groups like Rotary club, Lion's club, Social organizations and Women's Group can also be used. Quality assessment of the implementation and evaluation should be done by an external agency. RTI should have a common logo and standard way of pronouncing.

Focused Group Discussion (Working Group 2)

This group focused on the accessibility aspect of the RTI Act. After discussing the gap areas, the following recommendations were arrived at. For the process of fee and cost of information, the convenience of the citizen should be kept in mind and all payment methods should be allowed. Call centre and CSCs should be supplemental and not substitutes. Filing of applications/appeals should be facilitated by receiving them without a visit to the Public Authority. Signage is very important.

Focused Group Discussion (Working Group-3)

This working group focused on the institutional response and the enabling environment. The recommendations were as follows.

- **Proactive Disclosure**

  A standardized template at the institutional level should be introduced. Use 4.1.b (xvii) which means the "prescribed" needs to be done by the State Government's Department. Standard procedures should be formulated for the major services provided and should be published. Every PIO should have a copy of the proactive disclosure published on the website. Proactive disclosure should be updated annually and the PIO should be responsible for this.

- **Record Management**

  A list of the files should be prepared under 4.1a that should be computerized or put on the web. The dates mentioned for the destruction of the records should be mentioned on the web. The procedures prescribed for record management should be followed. The State Governments should enact legislations on the lines of "Public Records Act".

- **Training**

  There should be separate budget allocated for every Department for RTI. The training should be provided through State training institute or other training institutes. Training should be mandatory for PIO and first appellate officer. Departmental examination in RTI (a section in departmental exam) – for all Government servants should be made mandatory for confirmation/promotion. Also in case of PIOs, self appraisal practice can be introduced. One of the parameters for self appraisal could be number of applications processed and pending.

- **Infrastructure**

  There should be separate budget for every Department (1% budget for stipulated Department budget): Funds to provide photocopier etc. The money collected from RTI applications should go to State RTI budget for developing infrastructure. At a Panchayat level, infrastructure/ citizen service centre should be located within the Panchayat, preferably to provide photocopier etc.

- **RTI Cell**

  A permanent committee should be set-up comprising of State representatives for co-ordination. CGG will be the permanent secretariat of this committee. Common portal pan India for all commissions. Government of India scheme should be laid down for strengthening RTI. Government of India should introduce a scheme (State Government should provide matching grant) for developing infrastructure, computerization and other facilities for RTI.

- **Others**

  A standard process of filing information should form a part of pro-active disclosure 4.1.b. (iii).The execution powers to the commission to get its own order should be executed. Not only decentralization, but video conferencing is also an option. Hence, video conferencing should be installed in each commission and district. At the State level – in case of evident decision – no requirement of formal hearing (Centre/ Tamil Nadu already doing it – it can be standardized)

Annexure 9: Model Templates for Section 4(1b) and Section 25(3)

Section 4(1b)

Section 4 (1) (b) (i)

The particulars of functions and duties of Public Authority:

- Name of the Public Authority:-
- Address (at different levels):-
- Telephone No:-
- Reporting to which office:-
- Parent Government Department:-
- Vision/Mission set by parent Department:-
- Objectives:-
- Duties/Functions:-
- In detail the services provided:-
- Mechanism available for monitoring the service delivery:-
- Organization structure:-
- Weekly holidays and specific service timings:-

Section 4(1) (b) (ii)

S. No.	Designation	Powers	Duties
1.		a. Financial b. Administrative c. Others	

Section 4(1) (b) (iii)

The procedure followed in the decision-making process, including channels of supervision and accountability in the office of _____

S. No.	Activity	Steps	Time limit	Level of Action	Authority's role/responsibility

Section 4(1) (b) (iv)

Physical and the financial norms set for the discharge of its functions in the office of _____

S. No in Rs.	Designation	Activity	Physical targets units to be covered	Financial targets in Rs.	Time limit	Remarks

Section 4(1) (b) (v)

The rules/regulation related with the function of _____

S. No	Subject	Circular/Office order/ Rule /Notification

Section 4(1) (b) (vi)

Statement of categories of documents held in the office _____

S. No.	Subject	Category of Document	File No./ Register No.	Procedure of obtain the document	Document Held by

Section 4(1) (b) (vii)

Particulars of any arrangement that exists for consultation with the members of the public relation to the formulation of the policy and implementation in the office _____

S. No	Consultation for	Steps	Under which circular/Act/rule

Section 4(1) (b) (viii)

Statement of boards, councils, committees or other bodies' _____

- Name and address of the affiliated body
- Type of affiliated body (Board, Council, Committees and Other Bodies)
- Brief introduction of the affiliated body (establishment year, objective/main activities)
- Role of the affiliated body (advisory/managing/executive/others)
- Structure and member composition
- Head of the body
- Frequency of meetings
- Can public participate in the meetings?
- Are minutes of the meeting prepared?
- Are minutes of the meetings available to the public? If yes, please provide information about the procedure to obtain them.

Section 4(1) (b) (ix)

The names, designations and other particulars of the Officers:

S. No	Designation	Name	Cadre	Date of joining the post	Phone	Address	E-mail

Section 4(1) (b) (x)

Details of remuneration of officers and employees in the office of _____

S. No.	Designation	Name	Address/Phone	Basic Pay	Allowances	Total Pay

Section 4(1) (b) (xi)

Details of allocation of budget disbursement made in the office of _____ at _____ for the year _____.

S. No	Budget head description	Grants	Planned Details	Remarks

S. No.	Budget head description	Grants received	Grants utilized	Grants Surrendered	Results

Section 4(1) (b) (xii)

The manner of execution of subsidy programs:

The information is:

- Name of Program/Scheme
- Duration of the Program/Scheme
- Objective of the Program
- Physical and financial targets of the Program (for the last year)
- Eligibility of Beneficiary
- Pre-requisite for the benefit
- Procedure of avail the benefits of the Program
- Criteria for deciding eligibility
- Detail of the benefits given in the Program (also mention the amount of subsidy or other held given)
- Procedure for the distribution of the subsidy
- Where to apply, or whom to contact in the office for applying
- Application Fee (where applicable)

- Application format (where applicable. If the application is made on plain paper please mention it along with what the applicant should mention in the application)
- List of attachments (certificates/documents)
- Format of Attachments
- Where to contact in case of process related complaints
- Details of the available fund (At various levels like District Level, Block Level etc)

List of beneficiaries in the format given below

S. No	Name and Address of the Code Beneficiary	Amount of subsidy

Section 4(1) (b) (xiii)

Particulars of recipients of concessions, permits or authorization granted by the Public Authority.

S. No.	Name and address of the beneficiary	Nature of concession /permit/ authorization provided	Purpose for which granted	Scheme and Criterion for selection	No. of times similar concession given in past with purpose

Section 4(1) (b) (xiv)

Details of information available in electronic form in the office of _____

S. No	Activity for which electronic data available	Nature of information available	In which format is data available	Person in charge

Details of information available in electronic form in the office of _____

Section 4(1) (b) (xv)

Types of facilities

Information about:-
- Visiting hours
- Websites
- Facilitation centre
- Inspection of record
- Inspection of works
- Providing samples
- Notice boards
- Library
- Inquiry window or reception

S. No.	Type of facility	Procedure	Working hours	Person in charge

Section 4(1) (b) (xvi)

Details of public information officers/APIOs/Appellate Authority in the jurisdiction of Public Authority _____

S. No	Designation	Name	Jurisdiction	Address/Phone./E-mail

Section 25(3)

Public authority-wise abstract of annual returns

S. No.	Dept	Name of PA	No. of Requests	No. of Requests Disposed	No. of Requests rejected	Number of times various provisions were invoked while rejecting requests														Total Registration Fee collected (Rs.)	Total Additional Fee collected (Rs.)	Total Penalty levied and collected (Rs)
						Relevant Sections of RTI Act 2005																
						Section 8(1)									Other Sections							
						a	b	c	d	e	f	g	h	i	J	9	11	24	others			

Disposal of 1st Appeals by Designated Appellate Authorities Department-wise

S. No	Dept	Name of PA	No. of 1st Appeals Pending with Appellate officers	No. of 1st appeals Received during the year with Appellate officers	Total No. of 1st appeals	Total No. of Appeals rejected	No. of Appeals pending for more than 45 days

Annexure 10: Capacity Building for Access to Information (CBAI) Project

Introduction: The felt need – Issue(s) sought to be addressed

Citizens' access to public information – held by or under the control of the Government or of a Government supported organisation – had been recognised as a key governance reform. In order to bring this reform into reality, the Government of India (GoI) enacted the 'Right to Information (RTI) Act, 2005'.

Implementation – over time – of the 'RTI Act, 2005' has amply demonstrated that RTI is a powerful, cross-cutting tool with a potential to address a host of developmental issues – the most significant being:

- Petty and grand corruption;

- Lack of transparency and accountability in public service delivery;

- Violation of rights and entitlements;

- Wastage of societal resources; and

- Inefficiencies in Government and public administration.

No sooner was the 'RTI Act, 2005' enacted, than it was realized that the success of the resultant implementation regime would depend – to a large extent – on building capacities, both, on the supply– and the demand-side. It would depend also on reinforcing these capacities – from time to time – in view of the challenges faced by this regime. It was to address this felt need that the 'CBAI Project' came to be designed as a significant intervention toward comprehensive multi-stakeholder capacity building.

The Project commenced in December 2005 under the aegis of the 'Department of Personnel and Training' (DoPT), 'Ministry of Personnel and Public Grievances', 'Government of India' (GoI). The Project has been funded by the 'United Nations Development Programme' (UNDP), whereas the 'Centre for Good Governance' (CGG), Hyderabad (Andhra Pradesh) and the 'Yashwantrao Chavan Academy of Development Administration' (YASHADA), Pune (Maharashtra) together constitute the 'National Implementing Agency' (NIA) for its implementation in 28 States in the country.

Background: Situation Preceding the Project

It was for the first time that a 'Right to Information' legislation had come into force at the national level. An earlier legislation – the 'Freedom of Information' Act, though passed by the Indian Parliament, had remained inoperative because the date from which that Act could come into force was not notified in the Official Gazette.

Several States (Tamil Nadu; Goa; Karnataka; Maharashtra) had enacted 'Freedom of Information'/RTI legislations earlier. Evidently, however, almost all these State legislations suffered from several deficiencies, which caused difficulties in effective implementation. Specifically, these regimes lacked a scheme of disincentives to pre-empt or penalize non-compliance even as they did not institute a clearly laid out, autonomous mechanism for the enforcement of the respective laws.

These issues spurred an ever-increasing support and demand for a broad-based and national-level legislation to recognize and reinforce people's right to information. The Central Government was quick to respond and the 'RTI Act, 2005' was enacted. The new country-wide RTI legislation necessitated manifold and sustained capacity building for all stakeholders – that would be in keeping with the 'Practical regime' envisaged under this Act.

Not surprisingly, the earlier capacity building activities were largely limited, merely, to basic sensitization/training of public officials and that too in those States having some RTI-related law. There had hardly been any efforts on the part of the Government(s) [Central or State], for instance, toward facilitating networking among various individual and

institutional stakeholders and instituting for regular interactions among the many individual and institutional stakeholders.

Efforts for mass awareness were also, understandably, limited in scale. It became obvious, thus, that the new country-wide regime required a much more rounded approach to comprehensive capacity building of all the stakeholders.

Project Approach & Methodology

The CBAI project adopted a broad-based approach even as it sought to build on the earlier initiatives in this area supported by UNDP and several State Governments, thus bringing together the complementary elements of previous efforts and addressing the continuing challenges and capacity gaps of the Government officials as information providers and of the citizens as information seekers.

The Project's approach and implementation methodology have attempted to incorporate strengthening and institutionalisation of mechanisms in a way that the Government-citizen interface can be improved through a consultative process and through research; documentation and advocacy efforts.

As a pilot (in the 1st phase), the project was launched in 12 States. These were the States, who had communicated to DoPT their willingness to play a key role under the proposed project. The respective State Administrative Training Institutes (ATIs) in these States were partnered with State-level Implementing Agencies (SIA).

In addition to being implemented at the State level through the interventions of the State ATIs, the project has been implemented in 2 districts per State. Selection of these districts was, of course, the prerogative of the State Governments concerned. However, it was suggested that at least one of these districts should be the district which has also been identified for implementation of the then-just-launched 'National Rural Employment Guarantee Scheme' (NREGS). District Collectorates of the Project districts became implementing partners and were designated as 'District Implementing Agencies' (DIAs [under the Project].

The 2nd phase of the Project was launched mid-way of the first phase wherein the Project was extended to 16 other States including Delhi, thereby, covering all the States (except Jammu & Kashmir) in the country, where the 'RTI Act, 2005' is in force. The same model of partnering with State ATIs and District Collectorates continued into the 2nd phase. Thus, 32 additional districts came to be covered in this phase.

The various activities to be carried out under the Project were worked out in detail – year-wise and component-/sub-component-wise. That said, enough flexibility has been built into the Project to ensure that a 'Cafeteria Approach' could be instituted whereby the 'State and District Implementing Agencies' have had the freedom and flexibility to decide upon their priorities and use the project funds for carrying out activities in keeping with their felt needs and their specific contexts.

Project Standing Committee

DoPT UNDP

NIA
[CGG &
YASHADA]

UNDP → DoPT

NIA

SIAs

DIAs

Fund Flow

Reporting
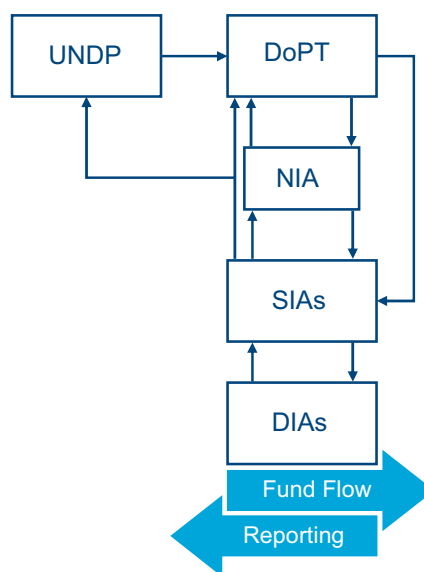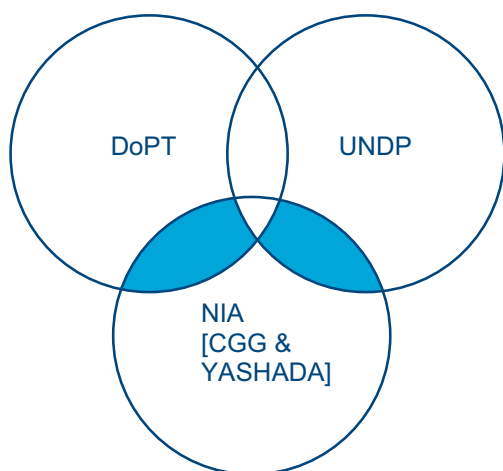
Project objectives

The key objectives of the Project are:

- Building capacities of Government officials to meet citizens' information needs for improved service delivery;

- Developing capacities of citizens and Civil Society Organizations to demand information that they need and create awareness for the same;

- Establishing institutional mechanisms at the national level for improved citizen-State interface; and

- Facilitating research; documentation; communications and advocacy along with sharing national and global good practices through networking of various practitioners.

Project strategy

The elements of a multi-pronged strategy devised for this project are as follows:

- Strengthening existing institutional capacity at the National, State and District level to service the right to information regime and monitor and enforce its implementation;

- Undertaking sensitisation and rigorous training for public officials at all levels focusing on curriculum development; practicing innovative training techniques; developing a network of researchers and practitioners for sharing ideas and 'best practices';

- Reviewing and reengineering business processes and information management systems of Public Authorities to facilitate sharing of information;

- Providing a platform for deliberations on the rules and procedures with a view to reinforcing and improving them;

- Launching media campaigns to create and sustain awareness amongst the general public and augment their capacities as information seekers; and

- Providing a mechanism for receiving regular feedback from citizens and Civil Society Organisations and channelling the inputs into the decision-making for bringing about improvements in the RTI implementation regime.

Project components

The broad components of the Project may be illustrated thus:
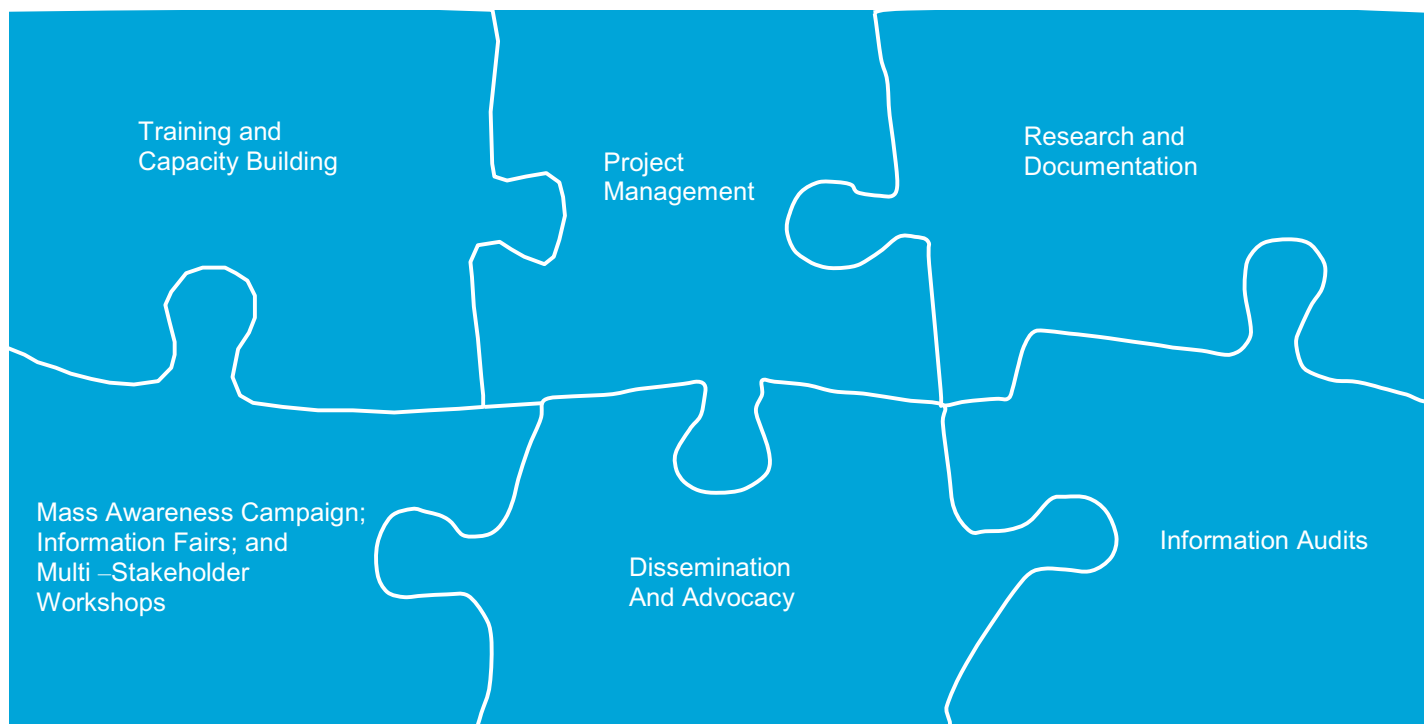
Project coverage

As mentioned earlier, the Project commenced in 12 States and in its second phase was extended to 16 other States. The table that follows lists out these 28 States as well as the respective project districts.

Phase - I			
Sl. No	State	Sl. No.	Districts
1	Andhra Pradesh	1a	Anantapur
		1b	Ranga Reddy
2	Assam	2a	Karbi Anglong
		2b	North Lakhimpur
3	Chhattisgarh	3a	Bilaspur
		3b	Rajnandgaon
4	Gujarat	4a	Narmada
		4b	Panchmahal
5	Karnataka	5a	Bidar
		5b	Chitradurga

Phase - I			
Sl. No	State	Sl. No.	Districts
6	Kerala	6a	Palakkad
		6b	Waynad
7	Madhya Pradesh	7a	Khargone
		7b	Mandla
8	Maharashtra	8a	Chandrapur
		8a	Nandurbar
9	Rajasthan	9a	Jodhpur
		9b	Udaipaur
10	Tamil Nadu	10a	Cuddalore
		10b	Nagapattinam
11	Uttarakhand	11a	Champawat
		11b	Tehri Garhwal
12	West Bengal	12a	Malda
		12b	West Midanapore

Phase - II			
Sl. No	State	Sl. No.	Districts
1	Arunachal Pradesh	1a	Lohit
		1b	West Kemang
2	Bihar	2a	Patna
		2b	Purnea
3	Delhi	3a	Delhi South
		3b	Delhi West
4	Goa	4a	North Goa
		4b	South Goa
5	Haryana	5a	Gurgaon
		5b	Jhajjar
6	Himachal Pradesh	6a	Hamirpur
		6b	Mandi
7	Jharkhand	7a	Ranchi

Phase - II			
Sl. No	State	Sl. No.	Districts
		7b	Singhboom East
8	Manipur	8a	Imphal East
		8a	Imphal West
9	Meghalaya	9a	Jaintia Hills
		9b	West Garo Hills
10	Mizoram	10a	Serchhip
		10b	Kolasib
11	Nagaland	11a	Dimapur
		11b	Mukokchang
12	Orissa	12a	Ganjam
		12b	Mayurbhanj
13	Punjab	13a	Nawanshahar
		13b	Patiala
14	Sikkim	14a	South District
		14b	West District
15	Tripura	15a	Dhalai
		15b	West Tripura
16	Uttar Pradesh	16a	Bareilly
		16b	Jaunpur

Project achievements

- To achieve the aforesaid objectives, the Project has delivered the following outputs:

- Action research for preparation of reference material (guides/handbooks/manuals) for almost all kinds of stakeholders from trainers to information officers to first appeal officers to other officials to citizens to representatives of Civil Society (including media organisations);

- A cadre of resource persons and trainers at the national, State and district levels;

- Training/Reference material in local language (and updating it from time-to-time) and organizing/conducting training and sensitisation of official and non-official stakeholders on generic as well as Department/service delivery-specific issues pertaining to implementation of the 'RTI Act, 2005';

- Directories of Public Authorities at the State and District levels;

- Assessment of the 'Proactive Disclosures' of select key Public Authorities at the State and District level;

- Various activities for facilitating networking – from time to time – among the many stakeholders of the RTI regime.

Some key statistics pertaining to Project achievements follow –:

Training & Capacity Building[29]			
as on 31.01.2009	Total	SIA level	DIA level
Resource Persons trained by NIA (YASHADA)	1,473 (Target: 1,425)	1,143	330
Resource Persons trained by SIAs	6,771	5,279	1,492
PIOs/APIOs /FAOs & Other Officials trained	56,534	22,302	34,232
Representatives of NGOs /Media Organisations trained	32,769	4,697	28,072
Total	97,547	33,421	64,126

Training & Capacity Building						
Compared with the figures available 6 months and 1 year ago	Total		SIA levelx		SIA level	
	Nov. 07	Jun. 08	Nov. 07	Jun. 08	Nov. 07	Jun. 08
Resource Persons trained by NIA (YASHADA)	961	1,303	723	--	238	--
Resource Persons trained by SIAs[30]	2,778	4,978	1,926	--	852	--
PIOs /APIOs/FAOs trained & other Officials trained	21,438	43,732	7,613	16,386	13,825	27,346
Representatives of NGOs/Media Organisations trained	10,797	31,175	1,642	4,017	9,155	27,158
Total	35,974	81,188	11,904	25,209	24,070	55,979

[29] An evaluation of the 'Training & Capacity Building' initiatives is currently underway. UNDP has engaged a New Delhi-based Organisation – 'Santek Consultants Private Limited' – for the same.

[30] Individuals from various categories of stakeholders were identified – by SIAs – to be trained as Resource Persons/Trainers who in turn trained persons from the stakeholder categories on the subject. These Resource persons were either trained at YASHADA or by resource persons from YASHADA who visited several ATIs. At present 'Regional Debriefing Workshops' of these 'Resource Persons' are underway

Training & Capacity Building						
Compared with the figures available 6 months and 1 year ago	**Total**		SIA levelx		SIA level	
	Nov. 07	**Jun. 08**	**Nov. 07**	**Jun. 08**	**Nov. 07**	**Jun. 08**
Resource Persons trained by NIA (YASHADA)	961	1,303	723	--	238	--
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Total	35,974	81,188	11,904	25,209	24,070	55,979

Mass Awareness Activities			
as on 31.01.2009	**Total**	SIA level	DIA level
Distribution of Pamphlets; Brochures & Posters	31,11,291	21,74,074	9,37,217
Radio Programmes aired	283	254	29
T.V. + Print Advertisements	19,590	3,891	15,709
Folk Theatre; Road Shows; Kalajathas etc.	1,194	249	945
Seminars/Talk Shows etc.	12,100	11,171	929
Translation in local language: RTI Act, 2005'; & Related Guides/Manuals.	Carried out by 22 and 18 SIAs respectively		--
Distribution of 'RTI Act, 2005' copies	1,83,490	1,30,629	52,861

Mass Awareness Activities						
Compared with the figures available 6 months and 1 year ago	**Total**		SIA level		DIA level	
	Nov. 07	**Jun. 08**	**Nov. 07**	**Jun. 08**	**Nov. 07**	**Jun. 08**
Distribution of Pamphlets; Brochures & Posters	6,70,000	22,53,783	--	14,59,329	--	7,94,454
Radio aired	117	267	--	240	--	27
T.V. + Print Advertisements	893	1,927 + 17,100	--	1,233 + 2,214	--	694 + 14,886
Folk Theatre; Road Shows; Kalajathas etc.	259	873	--	248	--	625
Seminars/Talk Shows etc.	11,000	12,023	–	11,158	–	865
Translation of 'RTI Act, 2005'						

Mass Awareness Activities						
Compared with the figures available 6 months and 1 year ago	**Total**		**SIA level**		**DIA level**	
	Nov. 07	**Jun. 08**	**Nov. 07**	**Jun. 08**	**Nov. 07**	**Jun. 08**
Translation of related guides /manuals in local language	12 States had done it	22 & 16 States had done this respectively	–	–	–	–

Other key activities (as on 31.01.2009)

- 23 SIAs to have compiled 'Directory of PIOs and APIOs'
- 18 DIAs to have compiled 'Directory of PIOs and APIOs'
- 'Audit of Proactive Disclosure' carried out for 14 PAs at the State level and 12 PAs at the district level
- Documentation/Compilation of 'Case Studies' & 'Good Practices' – State level: 16; District level: 13
- 359 'Information Fairs' have been conducted (67) by 13 SIAs & (292) in 15 Districts
- 258 'Multi-stakeholder Workshops' have been conducted (106) by 23 SIAs (152) in 19 Districts
- "Seminars/Talk Shows" organised in 13 States and 15 Districts are 106 and 152 respectively

Note: These numbers are expected to be more. Some IAs are yet to report latest figures

Key deliverables of NIA

- Knowledge Bank
- One of the significant activities carried out earlier on under the CBAI Project
- Guide for Public Authorities; Information Officers; & Appellate Authorities
- Annual Report of Information Commissions – A Guide
- Guide for Civil Society
- Guide for Media
- Trainer's Handbook
- Citizens' Guide
- Guide for Urban Local Bodies
- Audit of Proactive Disclosure – A Toolkit

Knowledge and networking portal on RTI

One of the earliest e-Interventions under this project has been the launch of a 'Networking Portal' (by CGG, Hyderabad), which makes various CBAI-generated as well as other national and international resources accessible to various stakeholders on one platform. The portal is designed as a repository of information for all stakeholders of the RTI regime in the country. As such it facilitates augmentation and dissemination of knowledge on reinforcing the implementation of 'RTI Act, 2005' in India.

Benefits

- Provides a one-stop source for a variety of RTI-related information

- Provides a forum for various demand and supply side stakeholders to network & to share ideas/experiences

- Facilitates reporting under the CBAI Project

It provides

- Freely downloadable soft copies of all Project publications

- Case Law Directory and FAQs

- Daily RTI news from various sources received through RSS feeds

- Articles and Presentations on various aspects of 'RTI Act, 2005'

- Notes on Events organised in this Project

- Online Discussion Forum

- e-Learning Module

- Online Project Monitoring System

Online discussion forum

It helps the stakeholders:

- Engage in online discussions about specific topics

- Exchange information and ideas

- Share their concerns and doubts

- Request help from each other

- Upload and share documents

- Access archived discussions

e-learning module

CGG, Hyderabad has recently developed the 'e-Learning Module' as part of a series of awareness generation initiatives designed to help understand and apply the Right to Information Act 2005. The aim of this e-Learning Module is to sensitize Public Information Officers about various provisions of the RTI Act and address the needs of various decision-makers under the Act for effective implementation of the Act.

Public Information Officers can now access the lessons and materials that make up the e-Learning Module through the web-enabled portal www.rti.org.in, any where and any time. Anyone with internet access may register online free of charge to access the contents of the Module. If someone has any difficulty with online access, he/she can request a Module on CD-ROM.

Salient features

- An interactive environment for self-paced learning.

- Quality study material at a click of the mouse.

- The e-Learning Module is more economical and time saving than other two modules – oral and postal learning modules.

The Module offers a series of lessons on RTI which introduce and describe basic concepts. The lessons include relevant resources and key decisions pronounced by Information Commissions which are valued because of the guidance they provide on future similar cases. The e-Learning Module has Various Units on the RTI Act including:

- Key Decisions of Information Commissions

- Case Studies

- Quizzes

- FAQs

The 'Online Project Monitoring System' developed and maintained by CGG, Hyderabad facilitates reporting by, viewing and collation of reports from all IAs.
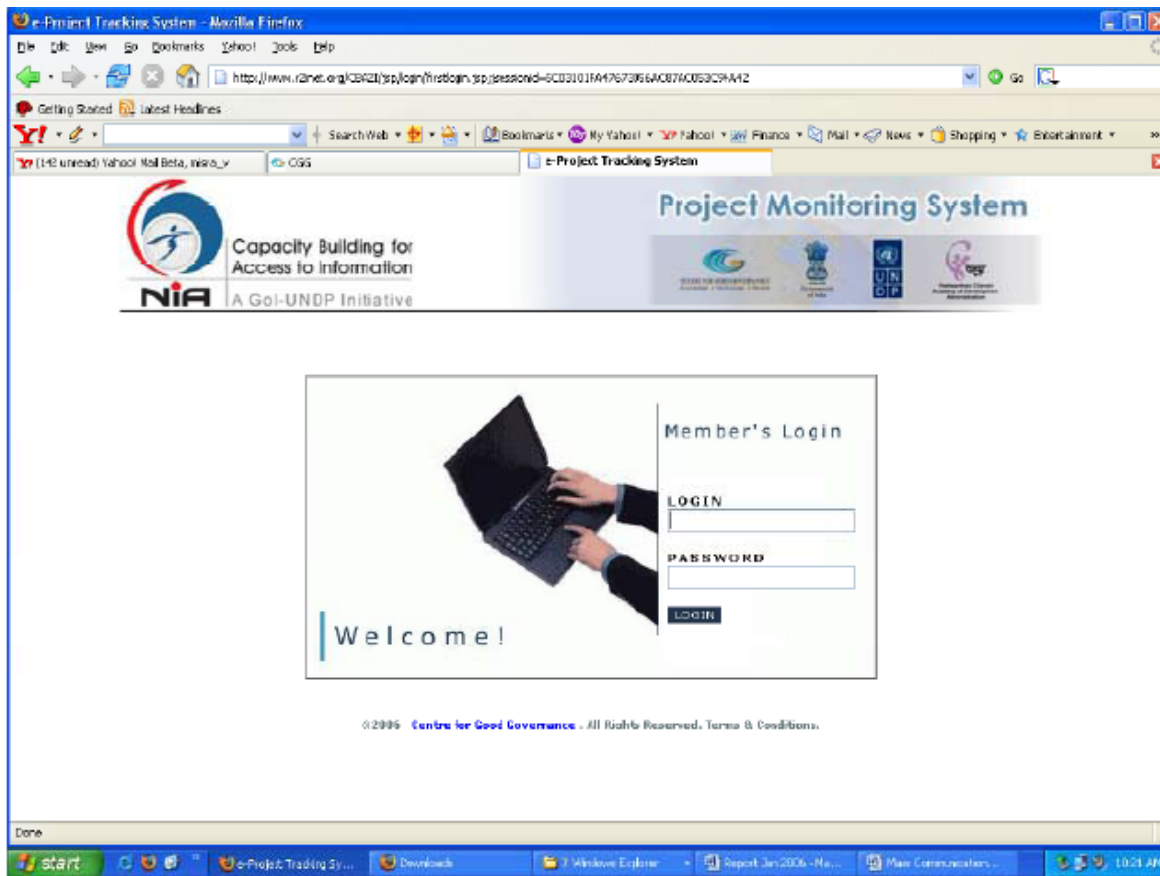
Website of the Andhra Pradesh Information Commission

One of the significant sub-components in the 'Annual Work Plans' for the Project "Support to the Andhra Pradesh Information Commission"; CGG, Hyderabad has designed the website of the Andhra Pradesh Information Commission (APIC). CGG has also been assigned the responsibility of hosting and maintaining this Website.

Features

- 'RTI Act, 2005' – Telugu, Hindi and English versions & User Guides

- Information about the powers and functions of APIC and its activities

- Profile of & work distribution among all 'Information Commissioners'

- Information disclosure pertaining to 'Public Authorities' (PAs) in AP

- 'Annual Reporting System'

- Links to key RTI resources on the web

Benefits

- 'RTI Act' copies and 'User Guides' are downloadable even as access to rules and regulations facilitating RTI in AP is provided

- Dedicated e-platform for 'Proactive Disclosure' by APIC. Single window for accessing contact information of thousands of PAs

- Facility for the citizens to know the status of disposal of their complaint /appeal using SMS

- Uploading ICs decisions within 48 hours of their pronouncement

- Facility for 'Heads of Departments' (HoDs) and 'District Officers' to report – from time-to-time – the status of their implementation of the 'RTI Act'

Internal tracking system

Features

- Online Registration of appeals /complaints and updation of their disposal status
- Automatic generation of 'Cause Lists'
- e-Enabled 'Management Information System' for generation of reports:
    - Month- /year-wise
    - 'Information Commissioner'-wise

Benefits

- Allocates 'Unique Identification Number' to each appeal /complaint
- Facility for identification and grouping of repeated appeals /complaints by the same person on the same issue
- Builds a centralised repository of all appeals /complaints
- Provides, instantly, the disposal status of an appeal or a complaint

Annual reporting system

Features

- Online registers for Public Information Officers (PIOs) and First Appeal Officers (FAOs) as also for 'District Officers'
- 'Annual MIS Reports'

Benefits

- Provides facility for quarterly submission of PA /PIO specific information for stocktaking of their performance
- Provides facility for updating lists of PA /PIO and their contact information in the 'Online Directory'
- Report generation can be detailed throughout the hierarchy – from PIO–PA – District – HoD – to the State Department level.

SMS status check

Features

- Availability of appeal- /complaint-disposal-status on the APIC Website
- Delivery of appeal- /complaint-disposal-status on the mobile phone

Benefits

- Citizen's ability to track the disposal status of an appeal /a complaint
- 24 X 7 convenience through the use of mobile phone
- Remote and real-time access to disposal-related information
- The Workshops & Seminars (held on various themes and topics relevant and related to the implementation regime of the 'RTI Act, 2005') are as follows:
- National Workshop at 'Yashwantrao Chavan Academy of Development Administration' (YASHADA), Pune, Maharashtra

- District Collectors' Workshop on RTI & CBAI at 'Uttarakhand Academy of Administration' (UAA), Nainital, Uttarakhand

- Zonal Workshops at 'Sardar Patel Institute of Public Administration' (SPIPA), Ahmedabad, Gujarat and 'Assam Administrative Staff College' (AASC), Guwahati, Assam

- 2 Workshops of RTI Researchers & Practitioners at 'Centre for Good Governance', Hyderabad, Andhra Pradesh.

- National Review and Experience Sharing Workshop at 'Rajasthan State Institute of Public Administration' (RSIPA) Jaipur, Rajasthan.

- Debriefing Workshops of 'State Resource Persons' trained under the 'CBAI Project' – 'Uttar Pradesh Academy of Administration and Management', Lucknow, Uttar Pradesh and at 'RCVP Noronha Academy of Administration', Bhopal, Madhya Pradesh [February 2009]. {A third "Debriefing Workshop" would be}

Mass awareness

- In addition to the various awareness-generating activities (at various levels) stated above, a 'Mass Awareness Campaign' was piloted in Andhra Pradesh in association with a network comprising more than 40 NGOs and let by the eminent RTI activist in the country – Shri Sandeep Pandey.

- Thanks to this initiative, there was a significant rise in the RTI applications made to various Public Authorities at various levels across the State. The entire process has been elaborately documented and provides a template – of sorts – for carrying out similar large scale awareness activities involving a wide network of CSOs.

- A set of IEC material has also been developed under this project including Folk Art templates; Radio jingles; T V programmes and an Animation film.

- CGG, Hyderabad has also developed a chapter on RTI (in both Telugu and English) to be included in the 'Environment Studies Text Book' Similar initiatives have been taken up in other States. Chhattisgarh ATI, for example, was also instrumental is developing a text book chapter for the school syllabus inn that State.

Key issues in implementation

Most IAs faced problems due to frequent transfers of the 'Nodal Persons' for the Project

- There were times when certain situations disturbed the work plans at the district level. These were, usually, disaster situations of flood or drought. At times elections (or by-elections) to the in relevant constituencies also put brakes on the project-related work for obvious reasons.

- Though, the ATIs were not directly involved in the related activities, project-related work was adversely affected due to rescheduling of dates and /or due to a significant drop in the rate of participation (especially of officials). Some ATIs were more successful in getting around these disruptions of project-related disruptions, while others could not for several understandable reasons.

- Not all IAs could communicate all their activities to NIA regularly. Several IAs faced the problem of paucity of funds and of human resources for it has been pointed out that the budget earmarked under

- Some IAs could not report regularly through the 'Online Project Monitoring System'

- Some DIAs have been less cooperative with the respective SIAs in reporting their activities

- Some IAs started rather late. Some of these were able to catch up, while others took some more time in carrying out their proposed activities. Some IAs could not keep up the momentum with which they had started, yet were largely successful in meeting their targets and using the project funds productively;

- Sharing between various IAs could have been more – though not necessarily through NIA. This was discussed extensively in the last 'Review & Experience Sharing Workshop'

Key takeouts

Gains

In addition to the project achievements elaborated above, it may be stated that some other significant gains of this project are:

- Significant strengthening of supply & demand side capacities

- Facilitation of strong research; documentation; and dissemination efforts to complement core Project activities which can, not only be sustained, but built upon in future to serve the cause of strengthening and improving the implementation regime.

- Creation of mechanisms for sustainable partnerships & networking among various stakeholders

Activities proposed in the near future

In the last year of the project, some of the key activities proposed in the 'Annual Work Plan 2009' are as follows. These activities are aimed at bringing in some continuity between this project and future initiatives to be taken up at the national and State level even as UNDP funding comes to an end in 2009.

- Preparing Consolidated Project Completion Reports for Phase-I & Phase-II

- Conducting inter-State Study on RTI & Service Delivery

- Assessing Training Needs for key GoI Departments

- Auditing Proactive Disclosure of key Central PAs

- Creating a dynamic Online Database for APIC

- Consultation (among eminent national and other-country protagonists of the RTI movement) on RTI Acts/Procedures /Institutional Arrangements

- Using the remaining financial resources fully and judiciously

- Putting a greater thrust on taking RTI to the grassroots through mass awareness activities

- Emphasising the need to take focus at the level of Districts and below

- Working toward ensuring greater involvement of civil society organisations at the local level

- Identifying issues and needs for broad-based capacity building of those who have not been covered under any relevant programmes/projects so far

- Identifying areas of customised design of tools and applications for enhancing the reach of RTI in various sections of the society

- Striving – as far as possible – toward bringing in more uniformity in the rules relating to the citizen-centric aspects of the RTI Act – like payment of fees; designation of PIOs and APIOs at appropriate levels; strict compliance of S. 4(1)(b) and going beyond the 16 points to make it more pro-information-seeker

- Undertaking joint initiatives to sustain the existing networks developed under the CBAI Project and creating new ones.

Annexure 11: State of implementation matrix – Self assessment checklist

Introduction

State of Implementation matrix has been designed to capture the implementation status of RTI Act across the states in the country. The approach followed for designing this matrix is based on capturing the current and expected implementation status of the RTI Act in states. A deliberate attempt has been made to quantify various aspects of RTI implementation to minimize subjective interpretation of implementation status. The matrix follows a three staged approach to reflect the improvements in RTI implementation and availability of comparison data. Figure 6.1 below describes the key characteristics of matrix in these three-stages:

Initial Stage	Medium Stage	Final Stage
Phase 1	**Phase 2**	**Phase 3**
The matrix in this phase aims to provide a checklist to Central/State Government on undertaking the basic steps in the implementation of the Act. The purpose of this matrix is to benchmark & improve with its performance in previous years.	On a "reasonable" progress made in the phase I, the Centre / State can decide to take up the items in the checklist mentioned in Phase II. It may be noted that Phase I and II can be implemented in parallel.	In this phase, the Centre/State is assumed to have undergone through the formative phase and is geared up fully to implement the Act in letter and spirit.

The parameters used in State of Implementation Matrix have been divided into two major areas:

Enabling Parameters: These parameters judge the status of the implementation enablers for the RTI Act. For instance the existence of implementation guidelines, launch of awareness campaigns, training of Government officials etc are all enablers for RTI implementation.

Performance Parameters: These parameters judge the performance of various stakeholders like PIOs, AAs, SICs and Nodal agencies involved in RTI implementation in a State. For instance, disposal rate of RTI application by PIOs is a performance indicator for PIOs.

Further, the parameters have been given weights according to their relative importance in achieving the outcomes of the RTI Act. Table 6.1 below shows how the weight of a parameter is decided:

S.No	Criteria	Weight
1	Four Highs	1.0
2	Three Highs	0.8
3	Two Highs	0.6
4	One High	0.4
5	Zero Highs	0.2

The weightages of different parameters in all the three stages of the implementation matrix have been provided in this Annexure

Stage 1 - State of implementation matrix

In this stage, emphasis is laid on establishing an enabling environment for implementation of RTI Act in a State, however enabling factors like appointment of PIOs, establishment of SICs and publishing of RTI rules have not been considered as these actions have been performed by all the states.

In addition to enabling factors performance of PIOs, AAs and SICs also forms a part of the Stage 1 Matrix. Disposal rate of RTI applications by PIOs, RTI appeals by AAs and second level appeals by SICs have been considered for this purpose. Table 6.2 below lists the parameters considered for Stage 1 State of Implementation Matrix.

S.No	Parameter		Details	Weight
Enabling Parameters				
1	**Guidelines/rules has been published by the State**		NA	0.6
		Marks		
	Guidelines for RTI implementation for Information Providers have been designed by State and sent to PAs	3		
	Rules for implementing RTI have designed and sent to the PAs	2		
	Guidelines for RTI implementation for Information seekers have been widely disseminated	3		
	Standard formats for gathering RTI-related information from the PAs have been formulated	2		
2	**% of trained officials**		(Number of trained officials involved in RTI activities)/(Number of officials involved in RTI activities(PIOs + APIOs + AAs + ICs))	0.6
		Marks		
	Above 20%	10		
	15 % - 20%	8		
	10% - 15%	6		
	5% - 10%	4		
	Below 5%	2		

S.No	Parameter			Details	Weight
3	**Adequacy of the Staff at the SIC/AA level**			((No of Appeals +Complaints SIC level appeals)/number of Information Commissioners)	0.4
			Marks		
	Ratio above 2000 appeals/complaints		2		
	Ratio between 1500 and 2000 appeals/complaints		4		
	Ratio between 1000 and 1500 appeals/complaints		6		
	Ratio between 500 and 1000 appeals/complaints		8		
	Below 500 appeals and complaints per year		10		
4	**Record Management System at State level**			N.A	0.6
			Marks		
	Guidelines for management of manual records have been issued		3		
	Guidelines for management of digital records have been issued		3		
	Mechanism to ensure compliance to record management guidelines		4		
5	**Initiatives undertaken for creating awareness created among the Information seekers**			N.A	0.8
			Marks		
	Awareness campaigns conducted by the State		2		
	Handbooks on How to use the RTI Act, FAQ's etc designed by the State and circulated to the citizens		3		
	Pamphlets in local languages circulated to create awareness		5		
	Training programs organized for the citizens		7		
6	**Technology usage at the SIC**			N.A.	0.6
			Marks		
	Software application for processing the applications/first level appeals with the following facilities 6. Online Submission 16. Online Status update 17. Online MIS		3		
	Software application for processing the applications/first level appeals with the following facilities 7. Offline Submission 18. Offline Status update 19. Offline MIS		3		
	Online availability of State RTI rules and guidelines		1		

S.No	Parameter		Details	Weight
	Online availability of all SIC judgments	1		
	Online availability of key SIC judgments	1		
	Online availability of list of all PIOs in the State	1		
Performance Parameters				
7	**Mandatory disclosure (Section 4(1b)) of all the information as mandated in the RTI Act by the PAs for the year available at SIC/State portal/PA Website**		((No of PAs who have done proactive disclosure in 2006-07)/(Total no of PAs)) X 100	0.8
		Marks		
	81% to 100%	10		
	61% to 80%	8		
	41% to 60%	6		
	21% to 40%	4		
	Below 20%	2		
8	**Disposal rate of the RTI requests at the PIO Level**		(Number of RTI applications disposed)/(Number of RTI applications filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		
	50%-70%	4		
	Below 50%	2		
9	**Disposal rate of the RTI requests at the AA Level for the year**		(Number of RTI applications disposed)/(Number of RTI applications filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		
	50%-70%	4		
	Below 50%	2		
10	**Disposal rate of the appeal/complaints at the SIC Level**		(Number of appeals+ complaints disposed)/(Number of appeals+complaints filed	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		

S.No	Parameter		Details	Weight
	50%-70%	4		
	Below 50%	2		

Stage 2 - State of Implementation Matrix

Stage 2 State of Implementation Matrix assumes that the activities outlined in the implementation plan of recommendations are being carried out. The key activities that need to be carried out are:

- Standard guidelines for information provider and information seeker need to be formulated and disseminated to all the states
- Standard rules on RTI implementation need to be formulated and disseminated to all the states and competent authorities
- Training Agenda needs to be developed by the National Training Agency
- State Resource Persons need to be identified and trained at the State level Administrative Training Institutes
- Reporting formats for the PAs need be designed and disseminated to the states
- Standard templates for SIC annual reports need to be designed and disseminated to the states
- Steps need to be taken to update the record management guidelines at the State level

The key differences in parameters of Stage 2 State of Implementation Matrix vis a vis the Stage 1 State of

The key differences in parameters of Stage 2 State of Implementation Matrix vis-a-vis the Stage 1 State of Implementation Matrix are given below:

In this stage, the progress made on enabling factors for RTI implementation as envisaged in this report are used as a comparison criterion across the states for e.g. establishment of a RTI monitoring cell at the State level is considered as one of the enabling factors for RTI implementation.

The performance factors used in this stage are also more stringent than the ones used in Stage 1 State of Implementation Matrix for e.g., the disposal rate of PIOs and AAs in Stage 2 is considered for cases disposed within a period of 30 days.

In Stage 2 State of Implementation Matrix parameters on citizen satisfaction on various aspects like process of filling RTI applications and appeals, response to their RTI applications and appeals and attitude of information providers. These factors will be determined through an Information Seeker Survey carried out in each State.

S.No	Parameter			Details	Weight
Enabling Parameters					
1	**Guidelines/rules has been published by the State**			NA	0.6
			Marks		
	Issued amended guidelines for information provider in accordance to standard guidelines issued by National Knowledge and Resource Centre		3		
	Issued amended guidelines for information seekers in accordance to standard guidelines issued by National Knowledge and Resource Centre		2		
	Issued amended rules for in accordance to standard rules issued by National Knowledge and Resource Centre		3		
	Annual reports by SICs are based on the guidelines provided by National Knowledge and Resource Centre		2		
2	**Strengthening Institutional Controls**			NA	1
			Marks		
	Establishment of a RTI monitoring cell at the State level		2		
	Training of the State resource persons based on the e learning module developed by National Training Agency		2		
	Training of the district trainers		2		
	Selection of third party auditors at the State level		2		
	Appointment of RTI project teams at top 10 PAs in terms of RTI applications		2		
3	**% of trained officials**			(Number of trained officials involved in RTI activities)/(Number of officials involved in RTI activities (PIOs + APIOs + AAs + ICs))	0.6
			Marks		
	Above 50%		10		
	40% - 50%		8		
	30% - 40%		6		
	20% - 30%		4		
	Below 20%		2		
4	**Adequacy of the Staff at the SIC level**			((No of Appeals +Complaints SIC level appeals)/number of Information Commissioners	0.4
			Marks		
	Ratio above 2500 appeals/complaints		2		
	Ratio between 2000 and 2500 appeals/complaints		4		

S.No	Parameter		Details	Weight
	Ratio between 1500 and 2000 appeals/complaints	6		
	Ratio between 1000 and 1500 appeals/complaints	8		
	Below 1000 appeals and complaints per year	10		
5	**Record Management System in the State**		NA	0.6
		Marks		
	Issuing of revised guidelines for record management by the State	2		
	Management of existing records by top 10 PAs as judged by TPA of their Record Management System	3		
	Design of an Electronic Record Management System	3		
	Design of an information retrieval tool	2		
6	**Per Capita non capital (promotional etc.) Budget Allocation at the State level for the year**		(Budget allocated at State level for non capital activities/population)	0.6
		Marks		
	Above Rs 15	10		
	Rs 10 -Rs 15	6		
	Rs 5 - Rs 10	3		
	Below Rs 5	1		
7	**Technology usage at the SIC**		NA	0.6
		Marks		
	Software application for processing the applications/first level appeals with the following facilities • Online Submission • Online Status update • Online MIS	3		
	Software application for processing the applications/first level appeals with the following facilities • Offline Submission • Offline Status update • Offline MIS	3		
	Online availability of State RTI rules and guidelines	1		
	Online availability of all SIC judgments	1		
	Online availability of key SIC judgments	1		
	Online availability of list of all PIOs in the State	1		
8	**Technology usage at the top 10 PAs**		NA	0.6

S.No	Parameter		Details	Weight
		Marks		
	Software application for processing the applications/first level appeals with the following facilities • Online Submission • Online Status update • Online MIS	3		
	Software application for processing the applications/first level appeals with the following facilities • Offline Submission • Offline Status update • Offline MIS	3		
	Online availability of list of all PIOs in the PA	2		
	Availability of the mandatory disclosure under Section 4(1b) on PA's website	2		
9	**Awareness created among the Information seekers**		NA	0.8
		Marks		
	Design of message material for State awareness program	2		
	State specific awareness program conducted by the State	2		
	Inclusion of RTI-related matters in school syllabus	2		
	Inclusion of RTI-related matters in higher education syllabus	2		

Performance Parameters

S.No	Parameter		Details	Weight
10	**Disposal rate of the RTI requests within 30 days at the PIO Level for the year**		(Number of RTI applications disposed within 30 days)/(Number of RTI applications filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		
	50%-70%	4		
	Below 50%	2		
11	**Strengthening Institutional Controls**		(Number of first level RTI appeals disposed within 30 days)/(Number of RTI applications filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		

S.No	Parameter		Details	Weight
	50%-70%	4		
	Below 50%	2		
12	**Disposal rate of the appeal/complaints at the SIC level for the year**		(Number of appeals+ complaints disposed)/(Number of appeals+ complaints filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		
	50%-70%	4		
	Below 50%	2		
13	**Review of PAs by RTI Monitoring Cell**		((No of PAs reviewed)/(Total no of PAs)) X 100	0.4
		Marks		
	60%-100% of the PAs have been reviewed	10		
	40%-60 % of the PAs have been reviewed	8		
	20 %-40% of the PAs have been reviewed	6		
	10%-20% of the PAs have been reviewed	4		
	Below 10% of the PAs have been reviewed	2		
14	**Annual reports on the RTI implementation has been prepared and submitted by the PAs to SIC**		((No of PAs who have submitted their annual report)/(Total no of PAs)) X 100	0.4
		Marks		
	80%-100% of the PAs have submitted their annual reports	10		
	60%-80 % of the PAs have submitted their annual reports	8		
	40 %-60% of the PAs have submitted their annual reports	6		
	20%-40% of the PAs have submitted their annual reports	4		
	Below 20% of the PAs have submitted their annual reports	2		
15	**Compliance level with SIC orders**		((No of SIC orders where PIOs have complied)/(Total no of SIC orders)) X 100	0.8
		Marks		
	81% to 100%	10		
	61% to 80%	8		
	41% to 60%	6		
	21% to 40%	4		
	Below 20%	2		

S.No	Parameter		Details	Weight
16	**Mandatory disclosure (Section 4(1b)) of all the information as mandated in the RTI Act by the PAs for the year available at SIC/State portal/PA website**		((No of PAs who have done proactive disclosure)/(Total no of PAs)) X 100	0.8
		Marks		
	81% to 100%	10		
	61% to 80%	8		
	41% to 60%	6		
	21% to 40%	4		
	Below 20%	2		
17	**Citizen satisfaction level with the process of filling a RTI application/appeal**		Based on Information Seeker Survey	1
		Marks		
	Satisfaction rating between 4 and 5	10		
	Satisfaction rating between 3 and 4	8		
	Satisfaction rating between 2 and 3	6		
	Satisfaction rating between 1 and 2	4		
	Satisfaction rating below 1	2		
18	**Citizen satisfaction level with the responses for their applications/appeals**		Based on Information Seeker Survey	1
		Marks		
	Satisfaction rating between 4 and 5	10		
	Satisfaction rating between 3 and 4	8		
	Satisfaction rating between 2 and 3	6		
	Satisfaction rating between 1 and 2	4		
	Satisfaction rating below 1	2		
19	**Citizen satisfaction level with the attitude of PIOs, AAs and ICs**		Based on Information Seeker Survey	1
		Marks		
	Satisfaction rating between 4 and 5	10		
	Satisfaction rating between 3 and 4	8		
	Satisfaction rating between 2 and 3	6		
	Satisfaction rating between 1 and 2	4		
	Satisfaction rating below 1	2		

Stage 3 - State of Implementation Matrix

Stage 3 State of Implementation Matrix assumes that all the activities mentioned in the implementation plan of recommendations have been completed. The key differences between the parameters of Stage 3 State of Implementation Matrix vis-à-vis the Stage 2 State of Implementation Matrix are:

In this stage the enabling parameters on adoption of standard guidelines for information provider and information seeker are no longer considered, as it is assumed that all the states have now adopted in full or in part the standard guidelines and rules issued by the National Knowledge and Resource centre; however the parameters on training and technology usage which are important throughout the life cycle of RTI implementation are still a part of the matrix. Another important enabling parameter considered is the number of PAs which have become RTI ready.

Performance parameters in Stage 3 State of Implementation Matrix gauge the results of awareness programs carried out to address the non-uniform RTI usage among different strata of population. This is done through parameters on RTI usage by OBC/SC/ST category and rural population

Table below lists the parameters considered for Stage 3 State of Implementation Matrix

S.No	Parameter		Formula	Weight
Enabling Parameters				
1	**Technology usage at the SIC**		N.A.	0.6
		Marks		
	Software application for processing the applications/ first level appeals with the following facilities • Online Submission • Online Status update • Online MIS	3		
	Software application for processing the applications/ first level appeals with the following facilities • Offline Submission • Offline Status update • Offline MIS	3		
	Online availability of State RTI rules and guidelines	1		
	Online availability of all SIC judgments	1		
	Online availability of key SIC judgments	1		
	Online availability of list of all PIOs in the State	1		
2	**Technology usage at the top 10 PAs**		N.A.	0.6
		Marks		
	Software application for processing the applications/ first level appeals with the following facilities • Online Submission • Online Status update • Online MIS			

S.No	Parameter		Formula	Weight
	Software application for processing the applications/ first level appeals with the following facilities • Online Submission • Online Status update • Online MIS			
	Online availability of list of all PIOs in the State	2		
	Availability of the mandatory disclosure under Section 4(1b) on PA's website	2		
3	**% of trained officials**		(Number of trained officials involved in RTI activities)/ (Number of officials involved in RTI activities(PIOs + APIOs + AAs + ICs))	0.6
		Marks		
	Above 80%	10		
	70 % - 80%	8		
	60% - 70%	6		
	50% - 60%	4		
	Below 50%	2		
4	**Strengthening Institutional Controls**		(Number of PAs which have been declared RTI ready in a State/ Total number of PAs in a State) X 100	1
		Marks		
	80% -100% PAs are RTI ready	10		
	60 % - 80% PAs are RTI ready	8		
	40% - 60% PAs are RTI ready	6		
	20% - 40% PAs are RTI ready	4		
	Below 20% PAs are RTI ready	2		
5	**Adequacy of the Staff at the SIC level**		((No of Appeals +Complaints SIC level appeals)/number of information commissioners)	0.4
		Marks		
	Ratio above 2500 appeals/complaints	2		
	Ratio between 2000 and 2500 appeals/complaints	4		
	Ratio between 1500 and 2000 appeals/complaints	6		
	Ratio between 1000 and 1500 appeals/complaints	8		
	Below 1000 appeals and complaints per year	10		
6	**Record Management System in the State**		N.A.	0.6
		Marks		
	Issuing of guidelines for digital record management by the State	2		

S.No	Parameter		Formula	Weight
	Management of existing records by all PAs as judged by TPA of their Record Management System	3		
	Implementation of Electronic Record Management System at top 10 PAs in terms of RTI application	3		
	Implementation of an information retrieval tool at top 10 PAs in terms of RTI application	2		
7	**Disposal rate of the RTI requests within 30 days at the PIO Level for the year**		(Number of RTI applications disposed)/ (Number of RTI applications filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		
	50%-70%	4		
	Below 50%	2		
8	**Disposal rate of the RTI requests within 30 days at the AA Level for the year**		(Number of RTI applications disposed)/ (Number of RTI applications filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		
	50%-70%	4		
	Below 50%	2		
9	**Disposal rate of the appeal/complaints at the SIC**		(Number of appeals+ complaints disposed)/ (Number of appeals+ complaints filed)	0.6
		Marks		
	Above 90%	10		
	80%-90 %	8		
	70 %-80%	6		
	50%-70%	4		
	Below 50%	2		
10	**No Appeals and complaints filed at the SIC level as a percentage of number of appeals at AA level**		((No of appeals and complaints filed at AA and SIC level)/(Total number RTI requests)) X 100	0.6
		Marks		
	Above 40%	1		
	39%-30 %	2		

S.No	Parameter			Formula	Weight
	29 %-20%		5		
	19%-10%		7		
	Below 10%		10		
11	**General and OBC/SC/ST category RTI applications divide**			((No of appeals and complaints filed at AA and SIC level)/(Total number RTI requests)) X 100	0.6
		Marks			
	Ration between 0.9 and 1.1		10		
	Ration between 0.7 and 0.9 or 1.1 and 1.3		6		
	Ratio between 0.5 and 0.7 or 1.3 and 1.5		3		
	Ratio less than 0.5 or more than 1.5		1		
12	**Urban to rural RTI applications divide**			((No of appeals and complaints filed at AA and SIC level)/(Total number RTI requests)) X 100	0.6
		Marks			
	Ration between 0.9 and 1.1				
	Ration between 0.7 and 0.9 or 1.1 and 1.3				
	Ratio between 0.5 and 0.7 or 1.3 and 1.5				
	Ratio less than 0.5 or more than 1.5				
13	**Review of PAs by Third Party**			((No of PAs reviewed)/(Total no of PAs)) X 100	0.4
		Marks			
	80%-100% of the PAs got unqualified opinion		10		
	60%-79 % of the PAs got unqualified opinion		8		
	40 %-59% of the PAs got unqualified opinion		6		
	20%-39% of the PAs got unqualified opinion		4		
	Below 20% of the PAs got unqualified opinion		2		
14	**Annual reports on the RTI implementation has been prepared and submitted by the PAs to SIC**			((No of PAs who have submitted their annual report)/(Total no of PAs)) X 100	0.4
		Marks			
	80%-100% of the PAs have submitted their annual reports		10		
	60%-80 % of the PAs have submitted their annual reports		8		
	40 %-60% of the PAs have submitted their annual reports		6		
	20%-40% of the PAs have submitted their annual reports		4		
	Below 20% of the PAs have submitted their annual reports		2		
15	**Compliance level with SIC orders**			((No of SIC orders where PIOs have complied)/(Total	0.8
		Marks			

S.No	Parameter		Formula	Weight
	81% to 100%	10	no of SIC orders))*100	
	61% to 80%	8		
	41% to 60%	6		
	21% to 40%	4		
	Below 20%	2		
16	**Mandatory disclosure (Section 4(1b)) of all the information as mandated in the RTI Act by the PAs for the year available at SIC/ State portal**		((No of PAs who have done mandatory disclosure) /(Total no of PAs)) X 100	0.8
		Marks		
	81% to 100%	10		
	61% to 80%	8		
	41% to 60%	6		
	21% to 40%	4		
	Below 20%	2		
17	**Identification of information needs of citizens and making proactive disclosure**		((No of PAs who have done proactive disclosure)/(Total no of PAs)) X 100	0.8
		Marks		
	81% to 100% of PAs doing proactive disclosure based on information needs of citizens	10		
	61% to 80% of PAs doing proactive disclosure based on information needs of citizens	8		
	41% to 60% of PAs doing proactive disclosure based on information needs of citizens	6		
	21% to 40% of PAs doing proactive disclosure based on information needs of citizens	4		
	Below 20% of PAs doing proactive disclosure based on information needs of citizens	2		
18	**Per Capita non capital (promotional etc.) Budget Allocation at the State level**		(Non capital Budget allocated at State level /population)	0.6
		Marks		
	Above Rs 2	10		
	Rs 1 -Rs 2	6		
	Rs 0.5 – Rs 1	3		
	Below Rs 0.5	1		

S.No	Parameter		Formula	Weight
19	**Citizen satisfaction level with the process of filling a RTI application/appeal**		Based on Information Seeker Survey	1
		Marks		
	Satisfaction rating between 4 and 5	10		
	Satisfaction rating between 3 and 4	8		
	Satisfaction rating between 2 and 3	6		
	Satisfaction rating between 1 and 2	4		
	Satisfaction rating below 1	2		
20	**Citizen satisfaction level with the responses for their applications/appeals**		Based on Information Seeker Survey	1
		Marks		
	Satisfaction rating between 4 and 5	10		
	Satisfaction rating between 3 and 4	8		
	Satisfaction rating between 2 and 3	6		
	Satisfaction rating between 1 and 2	4		
	Satisfaction rating below 1	2		
21	**Citizen satisfaction level with the attitude of PIOs, AAs and ICs**		Based on Information Seeker Survey	1
		Marks		
	Satisfaction rating between 4 and 5	10		
	Satisfaction rating between 3 and 4	8		
	Satisfaction rating between 2 and 3	6		
	Satisfaction rating between 1 and 2	4		
	Satisfaction rating below 1	2		

Annexure 12: List of references for secondary research

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- Federal Transparency And Access To Public Government Information Law, Mexico
- Freedom of Information Act 2000, UK

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Acronyms and abbreviations

Abbreviation	Description	Abbreviation	Description
AA	Appellate Authority	KRC	Knowledge Resource Centre
ACR	Annual Compliance Report	MIS	Management Information System
AP	Andhra Pradesh	MoM	Minutes of the Meeting
APIO	Assistant Public Information Officer	NCERT	National Council of Education Research and Training
ASI	Adam & Smith International	NCPRI	National Campaign on People's Right to Information
ASSOCHAM	Associated Chambers of Commerce and Industry of India	NDTV India	New Delhi Television India
ATI	Administrative Training Institute	NeGP	National e-Governance Plan
B2C	Business to Citizen	NGO	Non – Government Organization
BPL	Below Poverty Line	NIC	National Informatics Centre
CAPIO	Central Assistant Public Information Officers	NREGS	National Rural Employment Guarantee Scheme
CPIO	Central Public Information Officer	OBC	Other Backward Caste
CBO	Community Based Organizations	PA	Public Authority
CGG	Centre for Good Governance	PIO	Public Information Officer
CHRI	Commonwealth Human Rights Initiative	PPP	Public Private Partnership
CIC	Central Information Commission	PRIA	Participatory Research in Asia
CMC	Consultative Monitoring Committee	PSU	Public Sector Undertaking
CSC	Common Service Centre	PwC	PricewaterhouseCoopers
DoPT	Department of Personnel and Training	RFP	Request for Proposal
FAA	First level Appellate Authority	RKU	Record Keeping Unit
FAQ	Frequently Asked Questions	RTI	Right to Information
FGD	Focus Group Discussion	SNS	Satark Nagrik Sangthan
FOI	Freedom Of Information	SC/ST	Scheduled Caste/Scheduled Tribe
G2C	Government to Citizen	SEC	Socio-Economic Classification
GAD	General Administrative Department	SPIO	State Public Information Officer
IC	Information Commission	SIC	State Information Commission
ID	Identity	SSDG	State Service Delivery Gateway
ICT	Information and Communication Technology	ToR	Terms of Reference

Abbreviation	Description	Abbreviation	Description
IFAI	Instituto Federal de Acceso a la Información Pública	TPA	Third Party Audit
IMRB	Indian Market Research Bureau	UNDP	United Nations Development Program
IT	Information Technology	UP	Uttar Pradesh
KPI	Key Performance Indicator	UPC	Under Postal Certificate

Contacts

Neel Ratan
Performance Improvemnet and Leader eGovernment
neel.ratan@in.pwc.com
+91 124 4620 540

Nilaya Varma
Performance Improvement
nilaya.varma@in.pwc.com
+91 124 4620 562

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