Good Practices in

Implementation of the RTI Act

Select the department, section, GO type, GO number, and dates to search for government orders. A search button is available to view the selected GOs.

Reminder: No field is mandatory. However, select at least one search parameter(s) for fast search and click Search to view GO. If no field is selected, current year GO's are displayed.

Acrobat reader is required to view GOs. Click here to download free Adobe Acrobat Reader software (if not installed on your system).

Disclaimer: Every care has been taken to ensure correctness of information displayed here. However, in case of conflict, information in the original form shall prevail over the information displayed here.

Site Last Updated on 28/01/2016
Government of India

RTI Online

Version 2.0

An Initiative of Department of Personnel & Training, Government of India

Select Language: English

Applicants can now pay the prescribed RTI fee or Addition.

Please do not file RTI applications through this portal for the public authorities under the State Governments, including Government of NCT Delhi. If filed, the application would be returned, without refund of amount.

This is a portal to file RTI applications/first appeals online along with payment gateway. Payment can be made through internet banking of SBI & its associate banks, debit/credit cards of Master/Visa and RuPay cards. Through this portal, RTI applications/first appeals can be filed by Indian Citizens for all Ministries/Departments and few other Public Authorities of Central Government. RTI applications/first appeals should not be filed for other Public authorities under Central/State Govt. through this portal. Please read Instructions carefully while submitting request/appeal.

Login for Registered Users

(Note: User Registration is not mandatory)

- Username:
- Password:
- Sign In

Help Desk: For any query or feedback related to this portal, Please contact at 011-24622461, during normal office hours (9:00 AM to 5:30 PM, Monday to Friday except Public Holidays) or send an email to help@online-dopt[at]nic[dot]in

Last updated on 25-04-2016: 12:44:55

Home | National Portal of India | Complaint & Second Appeal to CIC | FAQ
http://dsscic.nic.in/online-appeal-application/onlineappealapplication
Facility of hearing through video conferencing is available at almost all district headquarters of National Informatics Centre (NIC) in the country.
# PROCESSING RTI APPLICATION in ERP THROUGH SAP (ZRTI)

**Step 1:** Log on with Public Information Officer (PIO) SAP User ID and Password.

<table>
<thead>
<tr>
<th>SAP</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client</strong></td>
<td>220</td>
</tr>
<tr>
<td><strong>User</strong></td>
<td>spg_home_pi</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Login Language</strong></td>
<td>EN</td>
</tr>
</tbody>
</table>

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**Step 2:** Enter T code: ZRTI

**SAP Easy Access**

<table>
<thead>
<tr>
<th>SAP Easy Access</th>
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<tbody>
<tr>
<td><strong>ZRTI</strong></td>
<td></td>
</tr>
</tbody>
</table>

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RTI User Manual for SAP Processing
TS GENCO

HAND BOOK ON
RIGHT TO INFORMATION ACT, 2005
(Bare Acts, Orders, Case Laws and Sample Replies of TSGENCO)
[For Internal Circulation & Reference only]

Under the Guidance of:
Sri S. ASHOK KUMAR
Hon’ble Director(HR),
TSGENCO.

Compiled by:
MD. FASIUDDIN FEROZ,
Deputy Manager/HR (RTI&PR)
TSGENCO, Vidya Soudha,
Hyderabad-82. Ph: 040-23499526.
JAANKARI-BIHAR
JAANKARI-BIHAR
Centralised Public Grievance Redress and Monitoring System (CPGRAMS) was launched in 2007.

Web based portal for lodging complaints by the public.

It is now operational in all the Ministries and Departments of Government of India along with about 6000 of their subordinate organisations.
Madhya Pradesh innovated a law making the Citizens Charter statutory in 2010.
Revolutionized the concept of Public Service delivery in India.

Many States have followed the footsteps of Madhya Pradesh.
About 20 states have either passed or implemented the law so far.
A few important Public Services have been selected for service delivery.
In April 2011 anti-corruption activist Anna Hazare began a hunger strike at the Jantar Mantar in New Delhi.

Thousands joined the campaign asking the government to enact a law to fight corruption.
Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011

- introduced in the Lok Sabha on the 20th December, 2011.
- referred by to the Department-related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice for examination and report.
confers right on every individual citizen to:
- time bound delivery services and
- redressal of grievances;
Maharashtra State Information Commission has set an example by establishing its offices at six different towns outside Mumbai.

Such initiatives are required to improve access to justice and strengthen people’s right to information.
Department of Personnel and Training, Government of India launched an 'Online Certificate Course on RTI' for various stakeholders on, both, the demand and supply sides of the RTI implementation regime.

Such Online Certificate Courses should be made available in regional languages also.
RTI - Online Certificate Course
An initiative of DoPT, GoI

The course will be temporarily suspended for technical reasons

Best viewed at 1024 x 768 screen resolution in Internet Explorer 7.0 or above / Mozilla Firefox / Google Chrome

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Knowledge + Technology + People

Designed and Developed by Centre for Good Governance
Disclaimer | Privacy Policy
RTI Applications/ First Appeals and their replies - Disclosure logs
Proactive Disclosure

Ministry of Personnel, Public Grievances and Pensions

<<< Proactive Disclosure (RTI) >>>>

Nodal Officer Details

Webpage last updated on 10.05.2016

1. The particulars of its organisation, functions & duties
2. The procedure followed in the decision making process including channels of supervision and accountability.
4. Amendment/Addition to internal delegation of powers for final disposal of cases.
5. The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions.
6. A statement of the categories of documents that are held by it or under its control.
7. A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as part or for the purpose of its advice, and as to whether meetings of these boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.
8. The monthly remuneration received by each of its officers and employees. Including the system of compensation as provided in its regulations.
9. The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made.
10. An estimate of the expected outputs or services and the expected benefits which in the opinion of the authority, can be derived from the execution of the plans.
11. Details of procurement and supplies and services and the names and addresses of the firms, persons or contractors to whom supplies and services and the names and addresses of the firms, persons or contractors to whom it refers for supplies and services.
12. Information related to procurement
13. Tenders
14. Tenders awarded
15. Public Private Partnership
16. Transfer Policy and Transfer Orders
17. RTI Applications/First Appeals and their replies
18. CAG & PAC Reports and the action taken reports of DOPT
19. Minutes of Meeting of the board for reviewing of Citizen/Client's Charter
20. Discretionary & Non-Discretionary Grants
21. Tours undertaken by Hon'ble Minister and officials of DOPT
22. The details of Foreign/ Domestic tours undertaken by Non-MOS (PF)
23. The details of Foreign/ Domestic tours undertaken by Officers of DOPT.
Foreign/ Domestic tours undertaken by Hon. MOS(PP)

Details of foreign visits undertaken by Hon’ble MOS(PP)

As per records available no official foreign visit has been undertaken by Hon’ble MOS(PP) for the period 1st July to 31st December, 2012

Details of official foreign visit undertaken by Hon’ble MOS(PP) for the period 1.1.2013 to 31.3.2013 is given below:-

<table>
<thead>
<tr>
<th>S.No</th>
<th>Name of the Officer</th>
<th>Place of visit/Sector</th>
<th>Purpose of visit</th>
<th>Period of visit</th>
<th>No. of people visited</th>
<th>Amount (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>V. Narayanasamy</td>
<td>China</td>
<td>Signing of MOU with Govt. of China</td>
<td>13-17 January, 2013</td>
<td>3</td>
<td>Rs. 3,30,845/- DA, Contingency, Air Tickets etc. (Entire expenditure to be borne by Cabinet Sectt.)</td>
</tr>
</tbody>
</table>

updated as on 5th Sept. 2013
This year, we are celebrating the first “International Day for the Universal Access to Information”.

2016 is the first year of UNESCO marking ‘28 September’ as the “International Day for Universal Access to Information”. Last year, UNESCO adopted a resolution declaring ‘28 September of every year’ as “International Day for Universal Access to Information”.

Designed the one stop Internet portal, known as *Infomex* to enable requesters to file queries online from anywhere in Mexico with Internet access.

*Infomex* issues reference numbers, and these can be used to track the status of a request.

Requests can be anonymous. All responses are made public.
In UK, `Governance of Britain White Paper` requires pre-appointment hearings for posts that exercise statutory or other powers in relation to protecting the public’s rights and interests. The list includes the post of Information Commissioner.

Government invites the interested persons by publishing a notification. These hearings enable select committees to take evidence from candidates before they are appointed.
Hearings are in public and involve the select committee publishing a report setting out their views on the candidate’s suitability for the post.

Pre-appointment hearings are non-binding but ministers will consider the committee’s views before deciding whether to proceed with the appointment.
How about having a website, where citizens can see where their money goes? The ability to look at Government expenditures, in whatever form, in greater detail builds public trust in government.

US is doing this under a law-Federal Funding Accountability and Transparency Act, 2006, under which a website was created [http://usaspending.gov/](http://usaspending.gov/) which gives access to all federal government spending exceeding $25000.
Though Brazil did not enact any such law, Brazil’s Office of the Comptroller General created an open-access Web portal with data on federal expenditures [www.transparencia.gov.br](http://www.transparencia.gov.br), obviously with political will to contain corruption.
Pakistan has not enacted a formal RTI law so far. However, it became one of four countries in the world where tax records are public, mainly due to efforts of Center for Investigative Reporting in Pakistan, led by journalist Umar Cheema. The other three being Scandinavian countries such as Norway, Finland and Sweden.
Nepal

- Nepalese Right to Information Act 2007 includes registered Political Party in its definition of ‘Public Agency’ and offers Whistleblowers’ protection under which any employee can disclose information on any ongoing or probable corruption or irregularities.
Bangladesh

The RTI Act does not offer any definition of this phrase. There should be some cap on how much time (and resources) a public authority can spend on a request.

Under the UK Freedom of Information Act, an authority can refuse a request if it estimates that it will cost them in excess of the appropriate cost limit to fulfil a request.

The limit is 600 pounds for central government and Parliament and 450 pounds for other public authorities.
In many cases the test of unreasonableness was largely limited to consideration of the impact on the authorities’ time and resources in responding to the request. *Examples:*

- Indonesia ("if the request involves an unreasonable quantity of documents);
- Azerbaijan (highly time consuming and so impedes principle obligations of the authority);
- Ireland (substantial and unreasonable impact on the work of the body);
- Denmark (disproportionate)
South African Promotion of Access to Information Act includes a unique provision that allows individuals and government bodies to access records held by private bodies when the record is `necessary for the exercise or protection` of people`s rights.
The UK Freedom of Information Act, Section 5 has the provisions to extend the ambit of the Act to organizations that are in the private sector, but carry out public functions.
The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA): Inbuilt transparency provisions
Workers in Europe have the Right to information and consultation when management contemplates major changes or plans.

This right emanates from the Charter of Fundamental Rights of the European Union. Article 27 gives “workers’ right to information and consultation” the status of a Fundamental right.
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The “right to information and consultation of workers” is claimed as a European social value.
France goes too far.
Information must include details of business and financial rationale, the legal and financial structure of the operation.

Failure to consult the works council prior to transfer is a **criminal offence** which carries penalty up to one year’s imprisonment. And the transfer may be suspended.
The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) has inbuilt Transparency provisions.

The Central Council and State Councils are required to promote the widest possible dissemination of information about the Schemes made under the Act.
Section 17 of the Act mandates social audits by Gram Sabhas:

- Social audit of work by Gram Sabha
- (1) The 'Gram Sabha shall monitor the execution of works within the Gram Social audit of Panchayat.
- (2) The Gram Sabha shall conduct regular social audits of all the projects under the Scheme taken up within the Gram Panchayat.
- (3) The Gram Panchayat shall make available all relevant documents including the muster rolls, bills, vouchers, measurement books, copies of sanction orders and other connected books of account and papers to the Gram Sabha for the purpose of conducting the social audit.
Under section 4 of the Act, State Governments have notified NREG Schemes for the purposes of giving effect to the provisions of the Act. For example, NREG Scheme-Andhra Pradesh, Para 22.2 states:

“An information wall shall be built by the Gram Panchayat headquarters. One side of the wall shall be painted with salient provisions of the scheme like task-wise piece rates, non-negotiables, works taken up etc. The other side of the wall shall be updated with weekly information like work-wise number of labour working; materials procured and work wise expenditure etc.”
To efficiently provide for the enhancement of livelihood security of the households in rural areas, *Mahatma Gandhi National Rural Employment Guarantee Act 2005 (Mahatma Gandhi NREGA) Operational Guidelines 2013* go many steps ahead in promoting transparency, by reducing time limit for disclosure of the records requested under the RTI Act to just ‘three days’. --Mahatma Gandhi
Para 13.8.2 of the Guidelines states as follows:

“Requests for copies of Mahatma Gandhi NREGS-related documents submitted under Mahatma Gandhi NREGA shall be complied with within three days.

No information shall be withheld by invoking Clause 8 of the RTI Act. All Mahatma Gandhi NREGA-related information is in the public domain.”
Para 13.8.5 of the Guidelines states as follows:

“Fees charged for copies of documents should not exceed photocopying costs.”
Janata Information System

- The information as available in the Management Information System (MIS) i.e. NREGASoft shall be painted on the walls of buildings in the Gram Panchayat.
- The information painted will include number of days of work provided and payments made to every Job Card holder in a year, list of works sanctioned, expenditure on labour and material component, quantity of various material items and rates at which these were procured. This system (Janata Information System) will ensure access of MIS information to villagers who cannot access the internet.

(para 13.8.1)
Mahatma Gandhi NREGS-related accounts of each Gram Panchayat shall be proactively displayed and updated twice a year. Summary accounts should be displayed through various means, including painting on walls at the Panchayat Bhawan, postings on notice boards and publication in Annual Reports available at cost price.

(para 13.87.7)
Proactive disclosure

- Mahatma Gandhi NREGS-related accounts of each Gram Panchayat shall be proactively displayed and updated twice a year. Summary accounts should be displayed through various means, including painting on walls at the Panchayat Bhawan, postings on notice boards and publication in Annual Reports available at cost price.

(para 13.87.7)
Report Cards on local works, employment and funds shall be pasted by the Gram Panchayat on its premises or other prominent public places like schools, community centres, and by the programme Officer at the Intermediate Panchayat/Programme Officer’s office, and for the whole District by the District Programme Coordinator at the District Programme Coordinator /District Panchayat office.  (para 13.87.8)
**TRANSPARENCY AT THE WORKSITES**

- Reading out of muster rolls information regarding attendance, work done and wages paid in the presence of workers at the end of the day by the person authorized.
- The measurements in the Measurement Book will also be read out before the workers during the measurement of works.

13.9.1
THANK YOU!

Srinivas Madhav
srinivasmadhav@india.com