

Chapter – V

Aggregate Data Analysis-II

INTRODUCTION

Enacted in 2005, the Right to Information Act, 2005 was implemented in all over India except Jammu& Kashmir. RTI is a holistic measure aimed at fulfilling one of the important elements of good governance i.e. transparency and accountability by providing a right to seek, inspect information to all citizens. Seeing its features and provisions, one can say that this Act is one of the greatest experiments undertaken in India to ensure good governance. RTI Act allows citizens to access public information and thus to question the officials and the government. The objective of the present study has been to know the role of RTI to strengthen transparency and accountability in governance. It has been an empirical study. Primary data related to the present study has been generated in accordance with the interview schedule, interviewing the information seekers as well as concerned SPIOs at district and divisional level.

Present chapter is divided into three sub parts: Information seekers, State Public Information Officers (SPIO) and Case studies. A set of 200 information seekers under the Act, of Bhiwani district of Haryana was selected through random sampling through multistage method on the basis of data collected and analyzed in Chapter-4. Five departments were selected on the basis of high public interface in concerned departments decided on the basis of data collected through RTI applications filed in all government departments in Bhiwani District. Thereafter information seekers of 2011-12 were selected randomly and proportion of 15 percent of respondents were taken from all five selected PAs respectively i.e. 216 respondents through probability sampling. Out of these selected respondents, 13 respondents denied to respond to the questions. So the data is analyzed in round figure of 200 respondents. Data from this set of respondents were obtained through interview schedule analyzed in Section-5.1 of this chapter. The researcher contacted all the respondents to administer the interview schedule. Among those respondents; 172 were male and 28 were female respondents including 117 Urban and 83 rural respondents.

Public Information Officers have a pivotal role in the implementation and supervision of RTI Act to ensure transparency and accountability in public authority. The investigator also obtained data and information from the State Public Information Officers of the five selected public authorities as listed above. The SPIOs at field level were selected on the basis of probability sampling through multi stage method. An interview schedule (Annexure-2) was administered to this set of respondents and the responses so obtained has been tabulated and analyzed in Section-5.2 of this chapter. In Section-5.3 case studies discussed.

5.1 Information Seekers under RTI Act

Interview Schedule-1(Annexure-1) was administered to the information seekers under RTI Act. Their responses to the interviewed schedule are tabulated and analyzed in the present section.

5.1.1 Awareness about Provisions of RTI Act

Recognizing the fact that success of any Act or scheme depends on the level of awareness of the people associated therewith as beneficiaries, the RTI Act has provided that the appropriate government may develop and organize educational program to advance the understanding of the citizens including disadvantaged communities, regarding how to exercise the rights contemplated under the Act.¹Pursuant to this, awareness campaigns have been launched from time-to-time to increase the level of awareness of the people about the provisions of the Act. The researcher tried to measure the level of awareness about certain provisions of the RTI Act of the selected respondents of Bhiwani district by putting few questions to them. These responses so gathered have been analyzed on the basis of gender classification and place of residence classification of the respondents in this section.

5.1.1.1 Applicability of RTI Act

One of the questions put to the respondents was regarding the applicability of the Act, i.e., whether the Act applies to public authorities, private authorities or both. The gender-wise distribution of responses regarding awareness about applicability of the Act are presented below in Table-5.1.1.1A and interpreted thereafter.

¹ Sec. 26, Right to Information Act, 2005

Table-5.1.1.1A
Gender Distribution of Responses Regarding
Awareness about Applicability of RTI Act

N = 200

Category of Respondents	The RTI Act is Applicable to		
	Public Authorities	Private Authorities	Both
Male n = 172	149 (86.63%)	1 (0.58%)	22 (12.79%)
Female n = 28	3 (10.72%)	2 (7.14%)	23 (82.14%)
Total	152 (76.00%)	3 (1.50%)	45 (22.50%)

It is evident from Table-5.1.1.1A that more than three-fourths of the respondents (76%) are aware about the provision of applicability of the Act to public authorities. The table also shows that while an overwhelming majority of the selected male respondents (86.63%) are aware of this provision of the Act, awareness about this provisions of the Act amongst the selected female respondents is quite poor (10.72%). Besides the classification of respondents on gender basis, the distribution of responses to the above question on the basis of their place of residence has been tabulated below (Table-5.1.1.1B) and analyzed thereafter.

Table-5.1.1.1B
Area Distribution of Responses Regarding
Awareness about Applicability of the RTI Act

N = 200

Category of respondents	The RTI Act is Applicable to		
	Public Authorities	Private Authorities	Both
Urban n =117	114 (97.44%)	2 (1.71%)	1 (0.85%)
Rural n =83	38 (45.78%)	1 (1.20%)	44 (53.02%)
Total	152 (76%)	3 (1.5%)	45 (22.5%)

It is revealed in Table-5.1.1.1B above that an overwhelming majority (97.44 per cent) of the respondents from urban areas are aware about the provision of applicability of RTI Act. However, majority of respondents from rural areas (54.22 per cent) are not aware about the applicability provision.

5.1.1.2 Time Limit for Furnishing Information under RTI Act

Section-7(1) of the RTI Act provides that information under RTI Act has to be furnished within a period of thirty days of the receipt of the request in case the information does not relate to life and liberty of someone. The researcher probed the respondents to ascertain the level of their awareness about this important provision of the Act. The gender wise distribution of responses to this question are depicted in Table-5.1.1.2A and analyzed thereafter.

Table-5.1.1.2A
Gender Distribution of Responses Regarding
Prescribed Time Limit for Furnishing Information
(Generally) under RTI Act

N =200

Category of Respondents	Prescribed Time Limit for Providing Information (Not Related to Life and Liberty) under RTI Act		
	10 days	30 days	45 days
Male n = 172	0 (0.00%)	159 (92.44%)	13 (7.56%)
Female n =28	0 (0.00%)	24 (85.71%)	4 (14.29%)
Total	0 (0.00%)	183 (91.50%)	17 (8.50%)

As is exhibited from Table-5.1.1.2A, an overwhelming majority (91.50%) of the selected respondents are aware about the provision of time limit as they rightly stated that the concerned PIOs have to furnish information under RTI Act within a period of thirty days. This included 92.44 per cent of male respondents and 85.71 per cent of female respondents.

The distribution of responses to the above question on the basis of place of residence of the selected respondents is given in Table-5.1.1.2B below and analyzed thereafter.

Table-5.1.1.2B
Area Distribution of Responses Regarding
Prescribed Time Limit for Furnishing Information
(Generally) under RTI Act

N = 200

Category of Respondents	Prescribed Time Limit for Providing Information (Not Related to Life and Liberty) under RTI Act		
	10 days	30 days	45 days
Urban n = 117	0 (0.00%)	109 (93.16%)	8 (6.84%)
Rural n = 83	0 (0.00%)	74 (89.16%)	9 (10.84%)
Total	0 (0.00%)	183 (91.5%)	17 (8.5%)

Table-5.1.1.2B shows that there is no phenomenal difference in the level of awareness of the respondents from urban and rural areas as 93.16 per cent of the selected respondents from urban areas and 89.16 per cent of the selected respondents from rural areas are aware about the provision of time period for providing information under RTI Act.

5.1.1.3 Maintenance of Official Website under RTI Act

Section-4(1) (a) of the RTI Act provides that, “every public authority shall ensure that all records that are appropriate to be computerized, are within a reasonable time and subject to availability of the resources, computerized and connected through a network all over the country.” Also, section-4(2) of the Act provides that the PAs has to post certain basic information suo motu for the public through various means of communication including internet and also required to update this information regularly. The researcher probed the selected respondents to know their level of awareness and the responses so gathered are analyzed in this sub-section.

The researcher enquired the selected information seekers of Bhiwani district regarding requirement of maintenance of official website (after availability of the resources) under RTI Act. They were also enquired as to whether they ever tried to visit the official website of the concerned public authority. The gender wise distribution of responses so gathered is shown in Table-5.1.1.3A below and analyzed later.

Table-5.1.1.3A
Gender Distribution of Responses Regarding
Maintenance of Official Website under RTI Act

N = 200

Category of Respondents	Whether Creation of Website Mandatory for Public Authorities		
	Yes	No	Don't know
Male n = 172	110 (63.95%)	18 (10.47%)	44 (25.58%)
Female n = 28	8 (28.57%)	4 (14.29%)	16 (57.14%)
Total	118 (59.00%)	22 (11.00%)	60 (30.00%)

As is revealed from Table-5.1.1.3A, majority of the selected respondents (59%) have been aware about the provisions of mandatory requirement of creation of website by the public authorities. This includes about two-thirds of selected male (63.95%) respondents and a little over one-fourths of the selected female (28.57%) respondents, which indicates that there is substantial difference in the level of awareness about this provision between the selected male and female respondents.

The selected respondents were also classified on the basis of their place of residence and the distribution of their responses is shown in Table-5.1.1.3B and analyzed subsequently.

Table-5.1.1.3B
Area Distribution of Responses Regarding
Maintenance of Official Website under RTI Act

N = 200

Category of Respondents	Whether Creation of Website Mandatory for Public Authorities		
	Yes	No	Don't know
Urban n =117	88 (75.21%)	7 (5.98%)	22 (18.81%)
Rural n =83	30 (36.14%)	15 (18.07%)	38 (45.79%)
Total	118 (59.00%)	22 (11.00%)	60 (30.00%)

As is evident from Table-5.1.1.3B, a little over three-fourths (75.21%) of the selected urban respondents and more than one-thirds (36.14%) of the rural

respondents have awareness about the provision that the public authorities have to mandatorily maintain official website whether sources available. While rest of respondents, respond in pessimistic manner including no and don't know responses.

5.1.2 *Suo Motu Disclosure of Information*

Right to Information Act not only requires governments to provide information upon request, they also impose a duty to disclose information proactively. This has been provided to ensure that the people do not have to approach the concerned authority in person for seeking information. This has been provided in section-4(2) of the Act. The researcher tried to obtain information regarding the implementation of this section of the Act by asking certain questions from the selected information seekers of Bhiwani district. The responses so gathered have been tabulated and analyzed in this section.

5.1.2.1 *Maintenance of Website*

Section-4(2) of the RTI Act requires that every PA must create its website and post as much information as possible to ensure that the people do not have to approach the concerned authority in person for seeking information. It also requires the public authority to update the website regularly.

Table-5.1.2.1A
Distribution of Responses Regarding Visiting
Official Website of Public Authority under RTI Act

N = 200

If Ever Tried to Visit Official Website of Public Authority?	Gender Distribution of Respondents		Area Distribution of Respondents		Total
	Male	Female	Urban	Rural	
Yes	56 (32.56%)	8 (28.57%)	58 (49.58%)	6 (6.67%)	64 (32.00%)
No	116 (67.44%)	20 (71.43%)	59 (50.42%)	77 (93.33%)	136 (68.00%)
Total	172 (86.00%)	28 (14.00%)	117 (58.50%)	83 (41.50%)	200

The selected respondents were enquired whether they ever tried to visit the official website of the concerned department before seeking information under RTI Act. More than two-thirds (68%) of the selected respondents disclosed that they did not ever tried to visit the website and this includes 67.44 per cent and 71.43 per cent

of the selected male and female respondents, respectively. Also, little over half (50.42%) of the urban respondents and an overwhelming majority of the selected respondents from rural areas 93.33%) stated that they did not ever tried to visit the official website of the concerned public authority wherefrom they obtained information under RTI Act.

Those respondents who answered in affirmative to the question whether they ever tried to visit the official website of the respective public authority (64 in number), were further probed about the website existed and it was operational. Responses so received were classified on the basis of gender and area and their responses to the above question are presented in Table-5.1.2.1B below and analyzed thereafter.

Table-5.1.2.1B
Distribution of Responses Regarding Existence of
Official Website of Public Authority under RTI Act

N = 64

Whether Official Website of Public Authority Existed?	Gender Distribution of Respondents		Area Distribution of Respondents		Total
	Male	Female	Rural	Urban	
Yes	49 (87.50%)	5 (62.50%)	6 (100.00%)	48 (82.76%)	54 (84.38%)
No	7 (12.50%)	3 (37.50%)	0 (0.00%)	10 (17.24%)	10 (15.62%)
Total	56 (87.50%)	8 (12.50%)	6 (9.37%)	58 (90.63%)	64

It is clear from Table-5.1.2.1B, that vast majority (84.38%) of those of the selected respondents who ever tried to visit official website stated that website existed. This included 87.50 per cent of the selected male and 62.50 per cent of selected female respondents in this category. Analysis of area distribution of the responses shows that all the selected respondents from rural areas and vast majority (82.76%) of the selected respondents from urban areas in this category of respondents also state that they found that the official website of the concerned public authority in existence.

Those respondents who stated that the official website of the concerned public authority was in existence (54 in numbers) were further inquired whether website was operational. The responses to this question are shown in Table-5.1.2.1C

Table-5.1.2.1C
Distribution of Responses Regarding Operational mode of
Official Website of Public Authority under RTI Act

N = 54

Whether Official Website of Public Authority was Operational?	Gender Distribution of Respondents		Area Distribution of Respondents		Total
	Male	Female	Rural	Urban	
Yes	31 (63.27%)	3 (60.00%)	5 (83.33%)	29 (60.42%)	34 (62.96%)
No	18 (36.73%)	2 (40.00%)	1 (16.67%)	19 (39.58%)	20 (37.04%)
Total	49 (90.74%)	5 (9.26%)	6 (11.11%)	48 (88.89%)	54

As is obvious from the above table, out of 54 respondents a little less than two-thirds (62.96%) of those selected respondents stated that the official website was found operational. Gender distribution analysis of this category of respondents shows that 63.27 per cent of the selected male and 60 per cent of selected female respondents in this category found the official website of the concerned PA operational. Also, 83.33 per cent of the selected respondents from rural areas and 60.42% of the selected respondents from urban areas in this category of respondents share this view.

5.1.2.2 Quality of Information Provided Proactively

To know the quality of proactive disclosure the researcher inquired from those respondents, who answered in affirmative to the question whether the website of respective public authority was operational; were further come across out about the quality of information posted by the public authorities on their official website. Responses so received were classified on the basis of gender and area and the gender responses to the above question is presented in Table-5.1.2.2A below and analyzed thereafter.

Table-5.1.2.2A
Gender Distribution of Responses Regarding
Quality of Information on Official Website

N = 34

Category of Respondents	If Website was Operational, whether:		
	Information available	Information inadequately available	Information not available
Male n = 31	3 (9.68%)	5 (16.13%)	23 (74.19%)
Female n = 3	1 (33.33%)	2 (66.67%)	0 (0.00%)
Total	4 (11.76%)	7 (20.59%)	23 (67.65%)

As is exhibited from Table-5.1.2.2A, only 11.76 per cent of the selected respondents in this category stated that the information that they were seeking was available on the official website. This included about one-tenths (9.68%) of the selected male respondents and one-thirds (33.33 per cent) of the selected female respondents in this category. One-fifths (20.59%) of the selected respondents in this category stated that information was inadequately available on the official website of the concerned public authority. This included about one-sixths (16.13%) of the selected male respondents and two-thirds (66.67%) of the selected female respondents in this category. The remaining over two-thirds (67.65%, All male) of the total respondents in this category stated that the information sought was not available on the official website of the concerned public authority.

Besides the classification of respondents on gender basis, the researcher has also classified the respondents on the basis of place of their residence– rural or urban. The distribution of responses to the above question on the basis of their place of residence has been tabulated below (Table-5.1.2.2B) and analyzed subsequently.

Table-5.1.2.2B
Area Distribution of Responses Regarding
Quality of Information on Official Website

N = 34

Category of Respondents	If Website was Operational, whether:		
	Information was Available	Information was Inadequately Available	Information was not Available
Urban n =5	1 (20.00%)	0 (0.00%)	4 (80.00%)
Rural n =29	3 (10.34%)	23 (79.32%)	3 (10.34%)
Total	4 (11.76%)	23 (67.65%)	7 (20.59%)

As Table-5.1.2.2B indicates, overall 11.76 per cent respondents in this category respond that information was available on the official website of the concerned authority included one-fifth (20%) of the selected respondents from urban areas and one-tenths (10.34%) of selected respondents from rural areas. There was no respondent from urban areas who stated that the information they have been looking for was inadequately available on the official website. Overall, 20.59 per cent respondents in this category who stated that information was not available on the official website of the concerned authority included four-fifths (80%) and one-tenths (10.34%) of the selected respondents from urban and rural areas, respectively.

5.1.3 *Furnishing Timely and Relevant Information*

Under sections 7(1), (2), (3) of the RTI Act, it is duty of the PIO to furnish the demanded information to the information seekers. The information seeking should be complete and relevant and has to be provided within a stipulated time period. In case the demanded information has to be denied under sections-8, 9 and 11 of the Act, it is the duty of the concerned PIO/ APIO (under section-8 of the Act) to intimate the information seeker about rejection of application along with its reason quoting relevant section/s of the Act. The researcher enquired the selected information seekers on the above issues.

5.1.3.1 *Furnishing Information*

The researcher inquired the selected information seekers whether they received intended information under RTI Act. They were also enquired as to whether they received any intimation about the grounds of denial of information in case it was

not furnished. The gender distribution of the responses so gathered have been tabulated below (Table-5.1.3.1A) and analyzed thereafter.

Table-5.1.3.1A
Gender Distribution of Responses
Regarding Furnishing Information

N = 200

Category of Respondents	Whether Received Intended Information		Category of Respondents	If Not, Whether Intimated About Grounds of Denial	
	Yes	No		Yes	No
Male n = 172	169 (98.26%)	3 (1.74%)	Male n = 3	0 (0.00%)	3 (100.00%)
Female n = 28	27 (96.43%)	1 (3.57%)	Female n = 1	1 (100.00%)	0 (0.00%)
Total	196 (98.00%)	4 (2.00%)	Total n = 4	1 (25.00%)	3 (75.00%)

It is evident from the above table that an overwhelming majority of the selected respondents (98 %) received information from the respective SPIOs. Such respondents included 98.26 per cent of the selected male respondents and 96.43 per cent of the selected female respondents. The remaining 2 per cent of the selected respondents who claimed that they did not receive the demanded information were further enquired as to whether they received intimation about the grounds for denial of information. It is visible from the table that while 75 per cent of these respondents (all male information seekers) did not receive any intimation from the concerned SPIOs. The only female information seeker who did not receive the intended information under RTI Act stated that she received intimation about the grounds for denial of information (Table-5.1.3.1A).

The area distribution of the responses regarding furnishing information has been tabulated below (Table-5.1.3.1B) and analyzed thereafter.

Table-5.1.3.1B
Area Distribution of Responses Regarding Furnishing Information

N = 200

Category of Respondents	Whether Received Intended Information		Category of Respondents	If Not, Whether Intimated About Grounds of Denial	
	Yes	No		Yes	No
Rural n = 83	82 (98.80%)	1 (1.20%)	Rural n = 1	0 (0.00%)	1 (100.00%)
Urban n = 117	114 (97.44%)	3 (2.56%)	Urban n = 3	1 (33.33%)	2 (66.67%)
Total	196 (98.00%)	4 (2.00%)	Total n = 4	1 (25.00%)	3 (75.00%)

It is evident from the Table-5.1.3.1B that an overwhelming majority of rural (98.8%) and almost an equal proportion (97.44%) of urban respondents respectively stated that they received the intended information under RTI Act from the respective SPIOs.

Rest of the respondents (2%) who stated that they did not receive intended information were further enquired if they received any intimation about the grounds for denial of information. The only respondent in this category from rural areas claimed that he/ she did not receive any such intimation. Of the three respondents from urban areas in this category, majority (66.67%) denied having received any such intimation from the respective SPIOs.

5.1.3.2 Relevance of Information Furnished and Satisfaction Therefrom

Section-3 and section-2(j) of RTI Act provide a right to every citizen to seek information under RTI Act and it is the moral duty and ethics of service providers to furnish relevant and complete information to the information seekers to meet the objective of the Act “to promote transparency and accountability in the working of every public authority”. The researcher, therefore, inquired from the selected information seekers whether they received complete and relevant information. They were also asked about satisfaction with the information provided to them. The gender distribution of the responses is presented in the Table-5.1.3.2A below and analyzed subsequently.

Table-5.1.3.2A
Gender Distribution of Responses Regarding Relevance of
Information and Satisfaction of Information Seekers Therefrom

N = 196

Category of Respondents	If Received Information			
	Was it Relevant and Complete		Whether Satisfied with the Information	
	Yes	No	Yes	No
Male n = 169	141 (83.44%)	28 (16.56%)	134 (79.28%)	35 (20.72%)
Female n = 27	23 (85.18%)	4 (14.82%)	23 (85.18%)	4 (14.82%)
Total	164 (83.67%)	32 (16.33%)	157 (80.11%)	39 (19.89%)

As is obvious from the above table that a vast majority of respondents (83.67 per cent) stated that they received complete and relevant information from respective PIOs. These include 83.44 per cent of the selected male respondents and 85.18 per cent of the selected female respondents.² Though the information provided may be relevant and complete, yet the information seekers may not be satisfied therefrom. The researcher, therefore, enquired the information seekers whether they were satisfied with the information provided. It is visible from the above table that even though 83.67 per cent of selected respondents received complete and relevant information, only 80.11 per cent of the selected respondents were satisfied with the information provided. This includes 79.28 per cent of selected male and 85.18 per cent of selected female respondents.

The area distribution of responses regarding relevance and completeness of information provided and satisfaction of the information seekers therefrom is given in Table-5.1.3.2B below and analyzed subsequently.

² In this context the researcher also wants to share her own experience of seeking information from Health dept. in Bhiwani district from PHC. The researcher received completely irrelevant information after a payment of Rs.74 regarding her application.

Table-5.1.3.2B
Area Distribution of Responses Regarding Relevance of
Information and Satisfaction of Information Seekers Therefrom

N = 196

Category of Respondents	If Received Information			
	Was it Relevant and Complete		Whether Satisfied with the Information	
	Yes	No	Yes	No
Rural n = 82	73 (89.02%)	9 (10.98%)	68 (82.93%)	14 (17.07%)
Urban n = 114	91 (79.82%)	23 (20.18%)	89 (78.07%)	25 (21.93%)
Total	164 (83.67%)	32 (16.33%)	157 (80.10%)	39 (19.90%)

As is observed from Table-5.1.3.2B, enormous majority of selected respondents from rural areas (89.02%) and about four-fifths (79.82%) of selected respondents from urban areas, respectively, reported that they were provided relevant and complete information under the RTI Act. However, all the respondents who stated that they were provided relevant and complete information were not satisfied with the information so provided. Thus, only 82.93 per cent of the selected respondents from rural areas and 78.07 per cent of the selected respondents from the urban areas expressed satisfaction with the information provided.

5.1.3.3 Time Taken in Providing Information

Section-7 of the RTI Act provides: “PIOs/ APIOs on receipt of a request under section-6(3), section-5(2) shall as expeditiously as possible and in any case within thirty days of receipt of the request provide the information on payment of such fee as may be prescribed.” In case information is related to life and liberty of a person it shall be provided within forty-eight hours of the receipt of the request. The researcher inquired the selected information seekers about the time period taken by SPIO in providing the information. The gender distribution of the responses so gathered have been tabulated below in Table-5.1.3.3A and analyzed thereafter.

Table-5.1.3.3A
Gender Distribution of Responses Regarding
Time Taken in Providing Information

N = 196

Category of Respondents	Time Taken in Providing the Information ³			
	Within 30 Days	31 Days to 60 Days	61 Days to 90 Days	More Than 90 Days
Male	126 (74.56%)	41*(26) (24.26%)	2 (1.18%)	0 (0.00%)
Female	25 (92.59%)	2 (7.41%)	0 (0.00%)	0 (0.00%)
Total	151 (77.04%)	43 (21.94%)	2 (1.02%)	0 (0.00%)

It is evident from the above table that more than three-fourths (77.04%) of the selected respondents received information within the stipulated period of 30 days. These include 74.56 per cent and 92.59 per cent of selected male and female respondents, respectively. A little over one-fifth (21.94%) of the selected respondents stated that they received information in more than 30 days but within 60 days and these included 24.26 per cent of the selected male respondents and 7.41 per cent of the selected female respondents. The remaining two respondents (both male) stated that they received information in the period 61 days to 90 days. None of the selected respondents received information in more than 90 days.

Gender distribution of the responses regarding time taken by the SPIOs in providing information is shown in Table-5.1.3.3B below and analyzed thereafter.

³ The *mentioned in Table-5.1.3.3A indicates that out of 41 male information seekers, 26 seekers in bracket receive information after stipulated time of 45 days in some cases.

Table-5.1.3.3B
Area Distribution of Responses Regarding
Time Taken in Providing Information

N =196

Category of Respondents	Time Taken in Providing Information ⁴			
	Within 30 Days	31 Days to 60 Days	61 Days to 90 Days	More Than 90 Days
Rural	64 (78.05%)	18*(15) (21.95%)	0 (0.00%)	0 (0.00%)
Urban	87 (76.32%)	25*(11) (21.93%)	2 (1.75%)	0 (0.00%)
Total	151 (77.04%)	43 (21.94%)	2 (1.02%)	0 (0.00%)

It is revealed in Table-5.1.3.3B that more than three-fourths (78.05%) of rural respondents and urban (76.32%) of selected respondents from urban areas received information within the stipulated period of 30 days. About one-fifths (21.95%) rural respondents and almost an equal ratio (21.93%) of urban respondents stated that they received information in more than 30 days but less than 60 days. The remaining two respondents who received information in a period of 61 days to 90 days belonged to the urban areas.

5.1.4 First Appellate Authority (FAA)

As stated in section-19(1) of the Act, if a citizen does not receive information within stipulated time period or is aggrieved by a decision of the PIO may prefer an appeal to FAA which has been provided in every Public Authority as per section-19(1) of the RTI Act.

5.1.4.1 Appeals to First Appellate Authority

The researcher enquired the selected information seekers in case of violation of the Act whether they approached to the First Appellate Authority. The gender and area distribution of the statistics regarding those information seekers who approached the first appellate authority is given in Table-5.1.4.1 below and analyzed thereafter.

⁴ The *mentioned in Table-5.1.3.3B indicates that out of 18 rural and 25 urban information seekers, 15rural and 11 urban seekers in bracket receive information after stipulated time of 45 days in some cases

Table-5.1.4.1
Distribution of Responses Regarding
Appeals to First Appellate Authority

N=96⁵

In Case of Violation of Act in Providing Information, Whether Approached First Appellate Authority							
Responses	Gender Distribution			Responses	Area Distribution		
	Male	Female	Total		Rural	Urban	Total
Yes	74 (81.32%)	4 (80.00%)	78 (81.25%)	Yes	29 (82.86%)	49 (80.33%)	78 (81.25%)
No	17 (18.68%)	1 (20.00%)	18 (18.75%)	No	6 (17.14%)	12 (19.67%)	18 (18.75%)

As is noticeable from Table-5.1.4.1, more than three-fourths of the selected respondents (81.25 %) approached to FAA in case of violation of Act. The table also shows that a huge majority of the selected male and female respondents (81.32% and 80% respectively) approached FAA against violation of Act. On the other side a similar ratio of approaching was found in case of area wise distribution. Here more than three-fourth of the selected rural respondents and approximately same proportion of urban respondents approached the FAA.⁶

5.1.4.2 Time Taken by the First Appellate Authority

Right to Information Act not only provides provision of appeal, it also imposes a time bound edge for disposal of first appeal. Section-19(6) of the RTI Act made a provision of disposal of first appeal within thirty days of receipt of the appeal

⁵ Here it is must to clarify that total number of respondents are 96 which comes from table 5.1.3.2A, 63 male (28+35) and 5 females (total there are 8 females out of them 3 females didn't respond to the question whether they approached or not to first appellate authority). As per table 5.1.3.3A, 28 male received information after stipulated time period of 30 or 45 days as the case may be. As per table 5.1.3.2B, out of 71 respondents 68 respondents (20 rural and 48 urban) respond while 3 rural respondents who are females didn't respond to that question and as per table 5.1.3.3B, 15 rural and 13 urban respondents did not receive information in stipulated time period. So these respondents further questioned about whether they appeal to first appellate authority.

⁶ The researcher requested the rest of the respondents who had not approached to first appellate authority in spite of violation of Act state the reason for not approaching the first appellate authority. Some of respondents (3 in number) who are below middle standard, state that they submit their application with the help of other person and don't know the process of approaching the first appellate authority. Some of them state that after approaching the first appellate authority it takes time and the received information does not solve their purpose so they prefer to take another source to take it. While few respondents who are habitual to file an application under RTI state that after 1st appeal the PIO became more rigid and it became more difficult to take information.

or within such an extended period not exceeding a total of forty five days from the date of filing thereof. The researcher therefore enquired the information seekers about periodicity of disposal of first appeal. The responses of selected male and female respondents are presented in Table-5.1.4.2A below and explained afterward.

Table-5.1.4.2A
Gender Distribution of Responses Regarding
Time Taken by First Appellate Authority

N = 78

Category of Respondents	Time Taken by First Appellate Authority			
	Within 30 Days	31 Days to 60 Days	61 Days to 90 Days	More Than 90 Days
Male n=74	3 (4.05%)	64 (86.49%)	7 (9.46%)	0 (0.00%)
Female n=4	1 (25%)	2 (50%)	1 (25%)	0 (0.00%)
Total	4 (5.13%)	66 (84.61%)	8 (10.26%)	0 (0.00%)

As is out in the open from Table-5.1.4.2A, even not as much of one-fourths proportion of the selected respondents (5.12%) stated that their case was disposed off within thirty days by first appellate authority. This includes about very fewer of one-fourths male (4.05%) respondents and accurately one-fourths of selected female (25%) respondents stated that their case disposed in thirty days at first appellate authority level. On the other hand, with a huge proportion over three-fourths (84.61%) of selected respondents as well as stated that in their case first appellate authority takes time between 31-60 days⁷. It included more than three-fourths of selected male (86.49%) respondents and two-fourths of female (50%) respondents which respond that their first appeal disposed off in 31-60 days. Here it is notable that time of receiving of decision has also included.

Besides the classification of respondents on gender basis, the researcher has also classified the respondents on basis of their residence – rural or urban. The

⁷ Here it is essential to clarify that 43 cases were disposed off in 45 days while rest of cases takes more than 45 days which is in all aspects against stipulated time period. Over all 47 cases more than two-fourths (4+43) (60.25 per cent) were disposed off in stipulated time frame as per section-19(6) of RTI Act, 2005.

distribution of the responses to the above question on the basis of their place of residence has been tabulated below (Table-5.1.4.2B) and analyzed afterward.

Table-5.1.4.2B
Area Distribution of Responses Regarding
Time Taken by First Appellate Authority

N =78

Category of Respondents	Time Taken by First Appellate Authority			
	Within 30 Days	31 Days to 60 Days	61 Days to 90 Days	More Than 90 Days
Rural	0 (0.00%)	24 (82.76%)	5 (17.24%)	0 (0.00%)
Urban	4 (8.16%)	42 (85.72%)	3 (6.12%)	0 (0.00%)
Total	4 (5.13%)	66 (84.61%)	8 (10.26%)	0 (0.00%)

As it is pragmatic from Table-5.1.4.2B, none of the rural respondents state that their case disposed off within thirty days and very less than one-fourths (8%) of urban respondent's cases were disposed off within thirty days. On the other hand an overwhelming majority more than three-fourths⁸of selected rural and urban respondents (82.76% & 85.71%) stated a time period of 31-60 days taken by first appellate authority. Here it is notable that time of receiving of decision has also included.

5.1.4.3 Satisfaction from the Decision of the First Appellate Authority

Recognizing the fact that RTI Act prescribes a provision of first appeal in case of violation of Act under section-19, it is essential to further inquired about satisfaction of the respondents with the decision of the first appellate authority. They were also inquired about whether the decision acted upon. The gender distribution of responses so gathered have been tabulated in Table-5.1.4.3A and analyzed later.

⁸ Ibid

Table-5.1.4.3A
Gender Distribution of Responses Regarding
Satisfaction from the Decision of First Appellate Authority

Category of Respondents N = 78	Whether Satisfied With the Decision		Category of Respondents N = 60	If Decision Favored You, Was it Acted Upon?	
	Yes	No		Yes	No
Male n = 74	58 (78.38%)	16 (21.62%)	Male n = 58	48 (82.76%)	10 (17.24%)
Female n = 4	2 (50.00%)	2 (50.00%)	Female n = 2	1 (50.00%)	1 (50.00%)
Total	60 (76.92%)	18 (23.08%)	Total	49 (81.67%)	11 (18.33%)

As Table-5.1.4.3A reveals, more than three-fourths of selected respondents (76.92%) are satisfied with the decision of FAA. The table also depicts that approximately the same proportion of male respondents (78.38%) were satisfied with the decision of First Appellate Authority while in the female category it comes down to two-fourths (50%) of selected respondents which indicates that there is a significant difference in satisfaction as well as compliance with the decision in male and female respondents. Further, another question put to the respondents regarding if the decision of First Appellate Authority favors you whether the SPIO acted upon the decision. More than three-fourths (81.67%) of the respondents stated in affirmative which included the same proportion of male respondents (81.76%) and two-fourths of female (50%) respondents though it is one in number who stated that the decision of First Appellate Authority was not acted upon.

After the analysis of responses on the above two questions on a gender basis, the researcher further analyzes the responses for the same questions on area-wise distribution in Table-5.1.4.3B and explained thereafter.

Table-5.1.4.3B
Area Distribution of Responses Regarding
Satisfaction from the Decision of First Appellate Authority

Category of Respondents N = 78	Whether Satisfied With the Decision		Category of Respondents N = 60	If Decision Favored You, Was it Acted Upon?	
	Yes	No		Yes	No
Rural n = 29	21 (72.41%)	8 (27.59%)	Rural n = 21	18 (85.71%)	3 (14.29%)
Urban n = 49	39 (79.59%)	10 (20.41%)	Urban n = 39	31 (79.49%)	8 (20.51%)
Total	60 (76.92%)	18 (23.08%)	Total	49 (81.67%)	11 (18.33%)

It is obvious from Table-5.1.4.3B, majority of selected respondents respond in affirmative on the question of satisfaction with the decision followed by near about three-fifths of rural respondents (72.41%) and a little over three-fifths of (79.59%) selected urban respondents respectively. On the question of compliance with the decision, as per majority of rural responses (85.71%), decision of First Appellate Authority taken place while in urban area its ratio of action was slightly less(79.49%) than rural area. It can be conclude from above table that there is no major difference between rural and urban respondents view on above two questions.

5.1.5 Approaching the SIC/ CIC

Section-19(3) of the RTI Act provides a provision of second appeal. As per provision of the Act if a person is not aggrieved by a decision of 1st Appellate Authority could move to SIC/CIC by filling an appeal against the decision. The researcher inquired the selected information seekers in case they were against the decision of FAA whether they approached to State Information Commission.

5.1.5.1 Appeals to the SIC/ CIC

The gender and area distribution of the respondents who approached the second Appellate Authority are tabulated below (Table-5.1.5.1) and analyzed thereafter.

Table-5.1.5.1
Distribution of Responses Regarding
Approaching SIC/ CIC

N=29

Respondents Approached SIC/ CIC		
Classification of Respondents	Numbers	Total
Gender Distribution	Male 28 (96.55%)	29
	Female 1 (3.45%)	
Area Distribution	Rural 11 (37.93%)	29
	Urban 18 (62.07%)	

As is visible from previous table (Table-5.1.4.1) only 78 respondents were approached to FAA. After the first appeal most of the respondents receive information from concerned SPIO. Some respondents did not satisfy with the FAA decision or in their case decision was not taken place fully or partially. Out of that respondents, some of them fed up and skip from the process and they consider 2nd appeal process as a long process because it takes more time and no specific time limit has been mentioned in RTI Act for disposal of 2nd appeal. While rest of 29 information seekers decided to approach to SIC. The gender and area wise distribution of these respondents classified in Table-5.1.5.1. Out of total respondents who approached to 2nd Appellate Authority, an overwhelming majority belongs to male respondents (96.55%) while in area distribution, more over three-fifths (60.07%) of urban respondents and near about two-fifths (37.93%) to rural respondents.

5.1.5.2 Decision of the SIC/ CIC

Section-19(8)(b) of the RTI Act provides power to CIC/SIC, to compensate the complainant for any loss or other detriment suffered, to impose penalty under section 20(1) and recommend disciplinary action under section 20(2) of the Act. The researcher inquired from respondents whether any penalty/ disciplinary action or compensation was recommended in their case whether they approached the Central Information Commission or the State Information Commission, as the case may be.

Gender distribution of the responses regarding decision of the CIC/ SIC, as the case may be, is given in Table-5.1.5.2A

Table-5.1.5.2A
Gender-wise Distribution of Responses
Regarding Decision of the CIC/ SIC

N = 29

Responses	If Approached SIC/ CIC, Whether:					
	Penalty Imposed		Disciplinary Action Recommended		Recommended Compensation	
	Yes	No	Yes	No	Yes	No
Male n=28	3 (10.71%)	25 (89.29%)	1 (3.57%)	27 (96.43%)	0 (0.00%)	28 (100%)
Female n=1	1 (100%)	0 (0.00%)	0 (0.00%)	1 (100%)	1 (100%)	0 (0.00%)
Total	4 (13.79%)	25 (82.21%)	1 (3.45%)	28 (96.55%)	1 (3.45%)	28 (96.55%)

As it put on display in Table-5.1.5.2A, overall in less than one-fourths of cases (13.79%) penalty was imposed on concerned SPIO included more than 10 per cent of male respondents and 100 per cent of female respondents which indicates an extensive difference between them. While in case of recommendation of disciplinary action there is very deprived situation. Only in smaller quantity of cases (3.45%) it was recommended (only in case of male respondent). On the question of recommendation of compensation, it is very severe to state that it follows responses of recommendation of disciplinary action. All female respondents (1) stated that compensation was recommended in her favor. While in male category none of received favor regarding recommendation of compensation on his part.

Besides the classification of respondents on gender basis, the researcher has also classified the respondents on basis of their residence –rural or urban. The distribution of the responses to the above question on the basis of their place of residence has been tabulated below (Table-5.1.5.2B) and analyzed afterward.

Table-5.1.5.2B
Area-wise Distribution of Responses Regarding
Decision of the SIC/ CIC

N = 29

Responses	If Approached SIC/ CIC, Whether:					
	Penalty Imposed		Disciplinary Action Recommended		Recommended Compensation	
	Yes	No	Yes	No	Yes	No
Rural n=11	1 (9.09%)	10 (90.91%)	0 (0.00%)	11 (100%)	0 (0.00%)	11 (100%)
Urban n=18	3 (16.67%)	15 (83.33%)	1 (5.56%)	17 (94.44%)	1 (5.56%)	17 (94.44%)
Total	4 (13.79%)	25 (82.21%)	1 (3.45%)	28 (96.55%)	1 (3.45%)	28 (96.55%)

As it make known from Table-5.1.5.2B that, only 9.09 per cent of respondents from rural areas and 16.67 per cent of selected respondents from urban areas make a statement that penalty was imposed on concerned SPIO in their cases. In case of recommendation of disciplinary action, only in one case (5.56%) of urban respondents it was recommended. While remaining more than 94 per cent of urban and all of rural respondents denied from recommendation of any disciplinary action. On the question of compensation, it is very severe to state that only in a single case of urban respondent (5.56%) compensation was recommended in their favor. While an overwhelming majority of (94.44%) of urban and all rural respondents stated that none of received any recommended of disciplinary action and compensation in their cases.

5.1.6 Difficulties Faced and Attitude of Officials

The information seekers may face difficulties while seeking information like difficulties in filling application, approaching the first appellate authority or second appellate authority.

5.1.6.1 Difficulties Faced

The researcher approached the respondents to know whether they faced any difficulties at any stage in obtaining information as per the Act and gathered their responses in this regard. The gender distribution of responses is presented in Table-5.1.6.1A and analyzed thereafter.

Table-5.1.6.1A
Gender-wise Distribution of
Responses Regarding Difficulties Faced

Responses	Whether Faced Any Difficulty in:					
	Filing Application Under RTI n = 200		Approaching First Appellate Authority n = 78		Approaching SIC/ CIC n = 29	
	Yes	No	Yes	No	Yes	No
Male n = 172	19 (11.04%)	153 (89.96%)	9 (12.16%)	65 (87.84%)	2 (7.14%)	26 (92.86%)
Female n = 28	5 (17.85%)	23 (82.15%)	0 (0.00%)	4 (100%)	0 (0.00%)	1 (100%)
Total	24 (12%)	176 (88%)	9 (11.54%)	69 (88.46%)	2 (6.89%)	27 (93.11%)

As revealed from the Table-5.1.6.1A, majority of respondents (88%) had not faced any difficulty in filing the application. While a small proportion of respondents faced difficulties during filling the application under RTI Act. These included 11.04 per cent male and 17.85 per cent of female respondents respectively. In case of approaching to FAA, it is generous that none of female respondents faced any difficulty while near about 12 per cent of male respondents stated that they faced difficulties during second step. As the same case has been happened in approaching SIC none of the female respondents faced any difficulties, while 7.14 per cent of selected male respondents faced difficulty during this process. Over all more than 6 per cent (6.89%) of respondents faced difficulty while approaching to SIC.

After the analysis of responses on gender basis, the researcher further analyzes the responses related to face any difficulty during this process on area wise distribution in Table-5.1.6.1B and explained thereafter.

Table-5.1.6.1B
Area Distribution of Responses
Regarding Difficulties Faced

N=200

Responses	Whether Faced Any Difficulty in:					
	Filing Application n = 200		Approaching First Appellate Authority n = 78		Approaching SIC/ CIC n = 29	
	Yes	No	Yes	No	Yes	No
Rural n=83	17 (20.48%)	66 (79.52%)	7 (24.14%)	22 (75.86%)	2 (18.18%)	9 (81.82%)
Urban n=117	7 (5.98%)	110 (94.02%)	2 (4.08%)	47 (95.92%)	0 (0.00%)	18 (100%)
Total	24 (12%)	176 (88%)	9 (11.54%)	69 (88.46%)	2 (6.90%)	27 (93.10%)

As per the responses of the selected respondents as mentioned in Table-5.1.6.1B, total 12 per cent of respondents faced some sort of difficulties during filing RTI application included a little over one-fifth (20.48%) of rural respondents and a small proportion of (5.98%) of urban respondents. While majority of the respondents (88.46%) did not face any difficulty in filing application. Some respondents approached to FAA and out of these 78 respondents, near about one-fourths (24.14%) of rural respondents faced some problems while there is enormous disparity in urban respondents where only 4.08 per cent of respondents faced difficulties. During this process, few of respondents (29) approached to SIC. The researcher inquired whether they faced any difficulty while approaching the State Information Commission. A little close to one-fifth (18.18%) of rural respondents stated that they faced difficulties while none of urban respondents faced any difficulty. As is visible from Table-5.1.6.1B, it can be concluded that during this process rural respondents faced more difficulties as comparison to urban respondents.⁹

⁹ As stated by the respondents, the common difficulty faced during this process was not availability of RTI dealing head in the offices and their response regarding the address and designation of first appellate authority. While at first appellate authority level, lenient behavior of appellate authority towards PIO creates problems for information seekers.

5.1.6.2 Attitude of Officials

The researcher enquired the respondents about the attitude of officials at different levels. As is evident from the Table-5.1.6.2A, total respondents were 200 but only 72 respondents directly come in touch with SPIOs while filing their application or after that. The gender wise distribution of responses of respondents regarding attitude of officials is shown in Table-5.1.6.2A below and analyzed thereafter.

Table-5.1.6.2A
Gender Distribution of Responses
Regarding Attitude of Officials

Level/ Stage	Attitude of Officials	Respondents		
		Male	Female	Total
PIO/ APIO n=72	Encouraging	41 (59.42%)	2 (66.67%)	43 (59.72%)
	Obstructionist	28 (40.58%)	1 (33.33%)	29 (40.28%)
First Appellate Authority n=78	Encouraging	72 (97.30%)	4 (100%)	76 (97.44%)
	Obstructionist	2 (2.70%)	0 (0.00%)	2 (2.56%)
SIC/ CIC n=29	Encouraging	27 (96.43%)	1 (100%)	28 (96.55%)
	Obstructionist	1 (3.57%)	0 (0.00%)	1 (3.45%)

It is evident from the table that near about three-fifth (59.72%) of the selected respondents stated that the attitude of officials at SPIO/SAPIO level was encouraging. This includes approximately equal proportion of male respondents (59.42%) and more than three-fifths of female respondents (66.67%). While two-fifth of male respondents and more than one-fifths of selected female respondents found the attitude of SPIO/SAPIO obstructionist.

While approach to FAA, an over whelming majority (97.44%) stated a statement in favor of encouraging and cooperative behavior of First Appellate Authority. This includes 97.30 per cent of male respondents and all female respondents. The remaining two respondents (both male) stated that the attitude of

First Appellate Authority was not encouraging. At the SIC level same tendency is described. A little proportion (3.57%) of male respondents faced obstructionist attitude of officials while rest of (96.55%) male and all female respondent found it encouraging. From above table, it can be conclude that the attitude of officials at bottom level is not satisfactory. In fact, in many they tried to discourage the information seekers to seek information.

Besides the classification of respondents on gender basis, the researcher has also classified the respondents on the basis of place of their residence – rural or urban. The distribution of responses to the above question on the basis of their place of residence has been tabulated below (Table-5.1.6.2B) and analyzed thereafter.

Table-5.1.6.2B
Area Distribution of Responses
Regarding Attitude of Officials

Level/ Stage	Attitude of Officials	Respondents		
		Rural	Urban	Total
PIO/ APIO n=72	Encouraging	5 (62.5%)	38 (59.38%)	43 (59.72%)
	Obstructionist	3 (37.5%)	26 (40.62%)	29 (40.28%)
First Appellate Authority n=78	Encouraging	27 (93.10%)	49 (100%)	76 (97.44%)
	Obstructionist	2 (6.90%)	0 (0.00%)	2 (2.56%)
SIC/ CIC n=29	Encouraging	10 (90.90%)	18 (100%)	28 (96.55%)
	Obstructionist	1 (9.10%)	0 (0.00%)	1 (3.45%)

As Table-5.1.6.2B specify, slightly over than three-fifth (62.5%) of selected rural respondents and slightly less proportion (59.38%) of urban respondents observed the attitude of officials at SPIO/SAPIO level encouraging while rest of two-fifths of urban and few less of rural respondents (37.5% & 40.62%) respectively found their attitude obstructionist. On the other hand, at the FAA level an overwhelming majority of respondents observed their attitude encouraging included more than four-fifths of rural respondents (93.10%) and entire section of urban respondents. At SIC level also

the same trend has been observed as mentioned at first appellate authority level. An overwhelming majority of rural (90.90%) and all urban respondents stated that the attitude of officials was encouraging at SIC level. While a small section of rural respondents (9.10%) faced an obstructionist attitude at SIC level.

5.2 State Public Information Officers (SPIOs)

Public Information Officers in different PAs have been assigned a significant role in ensuring transparency and accountability through the implementation of the Right to Information Act. Public Information Officers at district level are the chief implementing officers at district level. Besides, they also play an important role in the formulation as well as in the supervision of the different projects under different schemes. As district head of the concerned PA they are also required to maintain several records.

With a view to obtain the official version, it was deemed desirable to obtain the view of the State Public Information Officer of the selected PAs, who are responsible for the effective implementation of the RTI Act viz. SPIO at district level & at field level. Considering this fact, an Interview Schedule was prepared and administered to the State Public Information Officers (SPIO), who divulged information in the capacity of RTI Act functionaries. The SPIOs at field level were selected on the basis of probability sampling through multi-stage method. The responses of this category of respondents were recorded, systematized, tabulated and analyzed in this Section of this chapter.

5.2.1 General Analysis Regarding Seriousness towards RTI Act

Generally it is considered regarding implementation of any scheme or Act that, if the officials who have responsibility of its execution takes it seriously than it has a high rate of effectiveness. In this section average time spend by SPIOs, attitude and cooperation of colleagues, deemed SPIOs and right of decision making of concerned officials analyzed in this section.

5.2.1.1 Average Time Contribution towards RTI work

Recognizing the fact that success of anything depends on the quality time spend on it. The researcher has made an attempt to gather information on the time spend by SPIOs on RTI related work. These responses so gathered have been

analyzed on the basis of Public Authority wise classification of the respondents are presented below in Table-5.2.1.1 and interpreted thereafter.

**Table-5.2.1.1
Public Authority wise Distribution of Responses Regarding
Average Time Spend on RTI Related Work per Week**

N= 45

Category of Respondents SPIOs & ASPIOs	On an average time spend on RTI related work per week			
	Less than 1 Hour	Between 1-3 hours	Between 4-7 hours	More than 7 hours
Education Department n=22	0 (0.00%)	6 (27.27%)	4 (18.18%)	12 (54.55%)
Police Department n=5	0 (0.00%)	0 (0.00%)	3 (60%)	2 (40%)
Health Department n=12	0 (0.00%)	2 (16.66%)	3 (25%)	7 (58.33%)
Electricity Department n=4	0 (0.00%)	0 (0.00%)	1 (25%)	3 (75%)
Food & Supplies Department n=2	0 (0.00%)	0 (0.00%)	2 (100%)	0 (0.00%)
Grand Total 45	0 (0.00%)	8 (17.78%)	13 (28.89%)	24 (53.33%)

It is revealed in Table-5.2.1.1 that, overall about half (53.33%) of the selected respondents are stated that they spend more than seven hours per week for RTI related work while more than one-fourths (28.89%) of the respondents spend between 4-7 hours per week including all SPIOs of Food & Supplies Department who spend near about 4-7 hours per week for this work. As Public Authority wise analysis, above table indicates that more than half of the PIOs/APIOs in Health and Education departments on an average spend more than seven hours for RTI related work in a week while other PAs including three-fourths SPIOs of Electricity and two-fifths of Police spend more than seven hours on RTI related work.

As per Table-4.3.31 (Chapter -4) in all these PAs maximum numbers of applications (2421) were received in Police while only two-fifths SPIOs of this PA

spend more than seven hours per week on an average. Maximum three-fourth of SPIOs in Electricity department stated that they spend more than seven hours; in spite of this dedication as per Table-4.3.32(chapter-4) maximum penalties (in 14 cases) were imposed during the study period.

SPIOs are generally head of the concerned PA at that particular level. To reveal information they associate other staff in that work. To know the attitude of other staff, the researcher inquired whether they get proper inputs from colleagues. The PA wise response so gathered is shown in Table-5.2.1.2 and analyzed later.

Table-5.2.1.2
Public Authority wise Distribution of Responses Regarding
Adequate & proper inputs from colleagues/ deemed PIOs

N=45

Category of respondents	Timely and proper/adequate inputs from colleagues for furnishing information		
	Yes	No	In some cases
Education Department n=22	18 (81.82%)	0 (0.00%)	4 (18.18%)
Police Department n=5	5 (100%)	0 (0.00%)	0 (0.00%)
Health Department n=12	9 (75%)	2 (16.67%)	1 (8.33%)
Electricity Department n=4	2 (50%)	1 (25%)	1 (25%)
Food & Supplies Department n=2	2 (100%)	0 (0.00%)	0 (0.00%)
Grand Total 45	36 (80%)	3 (6.67%)	6 (13.33%)

As is evident from Table-5.2.1.2, four-fifths (80%) of the selected respondents answered in affirmative while near about seven per cent (6.67%) respond in negative and more than thirteen per cent(13.33%) of the selected respondents stated that their colleagues provide proper inputs in some cases . All respondents of Police and Food & Supplies department stated that their colleagues always provide pertinent and adequate inputs for furnishing information. May be this is the reason that in these PAs any penalty or disciplinary action has not been imposed till date as per Table-4.3.31 (Chapter-4). Maximum one-fourths (25%) respondents of Electricity department and

more than sixteen per cent (16.67%) respondents of Health department stated that they did not receive any proper inputs provided by their colleagues in furnishing information. While same proportion of respondents (25%) in Electricity department and slightly more of eight per cent (8.33%) respondents of Health department stated that in some cases proper inputs from colleagues are not received. The reason behind negligence of adequate inputs by colleagues in some extant is provision of penalty and accountability of concerned PIOs/APIOs. Though there is a provision of penalty in RTI Act, inadequate assistance by deemed PIOs for.

The researcher enquired the selected respondents of selected PAs, whether they decide on their own as to what information is to be revealed in response of RTI applications. Further to know more about it the researcher put question about any instances of conflict with seniors in this regard. The responses so gathered is shown in Table-5.2.1.3 below and analyzed thereafter.

Table-5.2.1.3

Public Authority wise Distribution of Responses Regarding Decision on disclosure of information

N=45

Category of Respondents	Self Decision on what information is to be revealed			Category of Respondents	If no or in some cases, Instances of conflict	
	Yes	No	In some Cases		Yes	No
Education Department n=22	13 (59.09%)	0 (0.00%)	9 (40.91%)	9	0 (0.00%)	9 (100%)
Police Department n=5	1 (20%)	0 (0.00%)	4 (80%)	4	0 (0.00%)	4 (100%)
Health Department n=12	9 (75%)	0 (0.00%)	3 (25%)	3	0 (0.00%)	3 (100%)
Electricity Department n=4	4 (100%)	0 (0.00%)	0 (0.00%)	0	0 (0.00%)	0 (0.00%)
Food & Supplies Department n=2	2 (100%)	0 (0.00%)	0 (0.00%)	0	0 (0.00%)	0 (0.00%)
Grand Total 45	29 (64.44%)	0 (0.00%)	16 (35.56%)	16	0 (0.00%)	16 (100%)

As is revealed from Table-5.2.1.3 more than three-fifths (64.44%) of the respondents decide their own as what information is to be revealed while near about two-fourths (35.56%) of the respondents stated that in some cases they discuss provisions with their seniors while revealing information. In police department four-fifths of respondents discuss with their seniors in some cases .Along with this response, they clarify that in Police department some applicants seek information about the matter under jurisdiction .In that case, they consult their senior officers and provide rest of the information. While in Education department, fewer more than two-fifths of respondents stated that they discuss in some cases which are related to third party information. The researcher further questioned to the respondents if no or in some cases is there any instance of conflict with seniors regarding disclosure of information. All the respondents denied about any conflict with seniors regarding revelation of information.

5.2.2 Suo Motu / Proactive Disclosure of Information

Right to Information law not only requires governments to provide information upon request, they also impose a duty to disclose information proactively. Disclosure of information suo motu means supply of readily available information to the public without application for information. The Act makes it obligatory for every PA, to make suo motu disclosure in respect of the particulars of its organization, functions, duties etc. as provided in section-4 of the Act. The Act requires dissemination of lot of suo motu information at regular intervals through various means of communications so that it is available to the citizens without making any formal application.

5.2.2.1 Maintenance of Official Website & its Updating

Section-4(2) of the RTI Act requires that every public authority must create its website and post as much information as possible so as to ensure that the people do not have to approach the concerned authority in person for seeking information. It also requires the public authority to update the website regularly.

The researcher tried to obtain information regarding the implementation of this section of the Act by asking certain questions from the selected PIOs/APIOs of

concerned PAs of Bhiwani district. The responses so gathered have been tabulated and analyzed below.

Table-5.2.2.1A
Department wise Distribution of Responses Regarding
Availability of Official Website & Information Furnished on it

N=45

Category of Respondents	Does your PA have an Official Website				Category of Respondents	If yes, Information Furnished/Posted on it under Sec.4(1)(b)		
	Yes Independent at District Level	Yes, attached with head office	Yes, attached with district website	No		Yes	No	Partially
Education Department n=22	0 (0.00%)	0 (0.00%)	2 (9.09%)	20 (90.91%)	2	0 (0.00%)	2 (100%)	0 (0.00%)
Police Department n=5	0 (0.00%)	3 (60%)	2 (40%)	0 (0.00%)	2	0 (0.00%)	0 (0.00%)	2 (100%)
Health Department n=12	0 (0.00%)	0 (0.00%)	1 (8.33%)	11 (91.67%)	1	0 (0.00%)	0 (0.00%)	1 (100%)
Electricity Department n=4	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (100%)	0	0 (0.00%)	0 (0.00%)	0 (0.00%)
Food & Supplies Department n=2	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (100%)	0	0 (0.00%)	0 (0.00%)	0 (0.00%)
Grand Total 45	0 (0.00%)	3 (6.67%)	5 (11.11%)	37 (82.22%)	5	0 (0.00%)	2 (40%)	3 (60%)

As is revealed in Table-5.2.2.1A, more than four-fifths (82.22%) of the respondents stated that their PA has no Official website. While near about seven per cent respondents (all are related to Police) stated that their website is attached with head office and rest of respondents (11.11%) stated that their website is attached with district website. The respondents who stated that their website is related to district website are SPIOs at district level. The researcher further inquired about information furnished on it; whether all Information under Sec.-4(1) (b) has been posted on it. Two –fifths of the respondents denied that no related information was furnished on it. While three-fifths of the respondents (all are related to Police) stated that partial

information has been provided on website.¹⁰ To proactive disclosure of information official website is not only sufficient it requires complete, relevant and quality information of concerned PA.

To know the quality of proactive disclosure the researcher inquired from those respondents, who answered in affirmative to the question whether the website of respective PA regularly updated and further come across out about last update. Responses so received were classified and presented in Table-5.1.2.2A below and analyzed thereafter.

Table-5.2.2.1B
Distribution of Responses Regarding
Regular Updating of Official Website

N=45

Category of Respondents	Is Website regularly Updated			Category of Respondents	Last updated as		
	Yes	No	As per requirement		Last Year	Last month	As per requirement
Education Department n=2	0 (0.00%)	2 (100%)	0 (0.00%)	2	0 (0.00%)	0 (0.00%)	2 (100%)
Police Department n=2	0 (0.00%)	0 (0.00%)	2 (100%)	2	0 (0.00%)	0 (0.00%)	2 (100%)
Health Department n=1	0 (0.00%)	1 (100%)	0 (0.00%)	1	1 (100%)	0 (0.00%)	0 (0.00%)
Electricity Department n=0	0 (0.00%)	0 (0.00%)	0 (0.00%)	0	0 (0.00%)	0 (0.00%)	0 (0.00%)
Food & supplies Department n=0	0 (0.00%)	0 (0.00%)	0 (0.00%)	0	0 (0.00%)	0 (0.00%)	0 (0.00%)
Grand Total 5	0 (0.00%)	3 (60%)	2 (40%)	5	1 (20%)	0 (0.00%)	4 (80%)

As per above Table-5.2.2.1.B, three-fifths of the selected respondents respond in negative about regular updating of website while two-fifths of selected respondents respond that website has been updated as per requirement. On the question of last when updated the one-fifths (20%) of respondents stated that it was updated last year

¹⁰ As researcher personally go through the website of concerned Public Authorities find out that in District website of Bhiwani District; Health and Education Departments has attached. In health list of PIOs/APIOs at district level and field level with their contact numbers and designation has been posted along with detail of different health schemes and programs run by PA. While in Education department's attachment only list of educational institutions of the district and enrolment of students at different level is provided. Police Department has a separate website with much information about PA.

while four-fifths (80%) of the respondents respond in diplomatic way and stated that it has updated as per requirement. The website of Police department posted information as per requirement while it has observed in Education department attachment information is as it is from very long period.

As per the provision of the RTI Act, “it shall be a constant endeavor of every public authority to take steps in accordance with the requirements of clause (b) of sub-section (1) to provide as much information *suo motu* to the public at regular intervals through various means of communications, including internet, so that the public have minimum resort to the use of this Act to obtain information.”¹¹The researcher, therefore, inquired from the selected respondents whether they prepared and publish any information brochure regarding fulfillment of the purpose of section-4(1) (b) of the Act. They were also asked about when last brochure was published. The distribution of the responses is presented in the Table-5.2.2.2 below and analyzed subsequently

Table-5.2.2.2
Distribution of Responses regarding Preparation/Publication of Brochure for
***Suo - Motu* Disclosure of Information under Sec.4 (1) (b)**

N=40

Category of Respondents	Prepared & Published Information Brochure		Category of Respondents	Last Brochure Published
	Yes	No		Year
Education Department n=20	0 (0.00%)	20 (100%)	0	Nil
Police Department n=3	0 (0.00%)	3 (100%)	0	Nil
Health Department n=11	0 (0.00%)	11 (100%)	0	Nil
Electricity Department n=4	0 (0.00%)	4 (100%)	0	Nil
Food & Supplies Department n=2	2 (100%)	0 (0.00%)	2	2011
Grand Total 40	2 (5%)	38 (95%)	2	Nil

¹¹ Sec. 4(2) of Right to Information Act,2005

As is observed from Table-5.2.2.2, an overwhelming majority (95%) of respondents of those PAs who have no facility of website denied that they have prepared or published any information brochure about his PA. Whereas the respondents of Food & Supplies PA only stated that they published information brochure related to schemes working in their PA. The researcher further inquired to concerned respondent about when last it published. Selected respondent stated that it was published last to last year (in 2011). It can be conclude that these PAs have no facility of official website at concerned level and in spite of this they are making no efforts regarding suo-motu disclosures.

5.2.3 Timely Disposal of Applications

Section-7 of the RTI Act provides: “PIOs/ APIOs on receipt of a request under section 6(3), 5(2) shall as expeditiously as possible and in any case within thirty days of receipt of the request provide the information on payment of such fee as may be prescribed.” In case information is related to life and liberty of a person it shall be provided within forty-eight hours of the receipt of the request.

5.2.3.1 Average Time for Disposal of Application

The researcher enquired about the time period taken by SPIOs in providing the information on an average. Under sections-7(1), (2), (3) of the RTI Act, it is duty of the PIO to furnish the demanded information to the information seekers. The information demanded should be complete and relevant and has to be provided within a stipulated time period. The PA wise distribution of the responses gathered have been tabulated below in Table-5.2.3.1 and analyzed thereafter.

Table-5.2.3.1
Department wise Distribution of Responses Regarding
Average Time for Dispose off a RTI Application

N= 45

Category of Respondents SPIOs & ASPIOs	On an average time taken to dispose off a RTI Application			
	Less than 10 days	10-20 days	20 to 30 days	More than 30 days
Education Department n=22	0 (0.00%)	0 (0.00%)	17 (77.27%)	5 (22.73%)
Police Department n=5	2 (40%)	2 (40%)	1 (20%)	0 (0.00%)
Health Department n=12	0 (0.00%)	0 (0.00%)	9 (%)	3 (%)
Electricity Department n=4	0 (0.00%)	0 (0.00%)	2 (50%)	2 (50%)
Food & Supplies Department n=2	1 (50%)	1 (50%)	0 (0.00%)	0 (0.00%)
Grand Total 45	3 (6.67%)	3 (6.67%)	29 (64.44%)	10 (22.22%)

It is evident from the Table-5.2.3.1, very few proportion (6.67% in both durations) of respondents state that they take less than 10 days or 10-20 days in revealing information while more than three-fifths (64.44%) of the respondents on an average take 20 to 30 day's time for furnishing information. While about one-fifths (22.22%) of selected respondents take more than thirty days to provide information. In this context the respondents of Electricity and Education department added that most of applications received in their PAs are through transfer under section-6(3) of RTI Act. It can conclude that, those respondents take more than thirty days to provide information in that case it has less chances of getting of information in stipulated time period. The time period of postage is also included in stipulated time period and in general they (SPIOs) send it to diary and dispatch and they kept it more than seven days as my personal experience.

The researcher further inquires about any cases, in which information could not be provided in stipulated time frame and if yes what are the reasons thereof. The responses so gathered have been tabulated below in Table-5.2.3.2 and analyzed later.

Table-5.2.3.2
Distribution of Responses regarding
Delay in providing information & reasons thereof

N=45

Category of Respondents	In some cases information Could not be provided in Stipulated time frame		Category of Respondents	If yes , Reasons thereof			
	Yes	No		Transfer of application	Incomplete record/ Inadequate record	Difficulty in getting information from colleagues/ superiors	Others
Education Department n=22	16 (72.73%)	6 (27.27%)	16	12 (75%)	2 (12.5%)	0 (0.00%)	2 (12.5%)
Police Department n=5	1 (20%)	4 (80%)	1	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (100%)
Health Department n=12	7 (58.33%)	5 (41.67%)	7	4 (57.14%)	1 (14.29%)	2 (28.57%)	0 (0.00%)
Electricity Department n=4	3 (75%)	1 (25%)	3	0 (0.00%)	1 (33.33%)	0 (0.00%)	2 (66.67%)
Food & Supplies Department n=2	1 (50%)	1 (50%)	1	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (100%)
Grand Total 45	28 (62.22%)	17 (37.78%)	28	16 (57.14%)	4 (14.29%)	2 (7.14%)	6 (21.43%)

As is evident from Table-5.2.3.2 that more than three-fifths (62.22%) of the respondents respond in affirmatively that there are some cases where information could not provide in stipulated time frame included about three-fourths (72.73% & 75% respectively) respondents of Education and Electricity department. While about two-fifths (37.78%) of the selected respondents denied about any cases in which information could not be provided in stipulated time frame. When the reasons asked about delay fewer less than three-fifths (57.14%) of the respondents mention transfer of application in this regard while about 14 percent (14.29%) admit that due to incomplete or inadequate record information could not be provided in time in some cases and a few portion (7.14%) of respondents (all are related to Health) consider it as a difficulty in getting information from colleagues or superiors. More than one-

fifths (21.43%) of respondents stated other reasons for delay in providing information such as demand of frivolous and anonymous information by applicant, due to work load and other reasons.

Section-19(8)(b) of the RTI Act provides power to CIC/SIC to impose penalty under section 20(1) and recommend disciplinary action under section-20(2) of the Act. The researcher inquired from respondents whether any penalty/ disciplinary action was imposed or recommended against you as SPIO. Distribution of responses in this regard is given in Table-5.2.3.3 and analyzed thereafter.

**Table-5.2.3.3
Distribution of Responses regarding
Imposition of Penalty & Disciplinary action**

N=45

Category of Respondents	Ever penalized or disciplinary action recommended		Category of Respondents	Penalty/D.A was enormous & disproportionate	
	Yes	No		Yes	No
Education Department n=22	0 (0.00%)	22 (100%)	0	0	0
Police Department n=5	0 (0.00%)	5 (100%)	0	0	0
Health Department n=12	1 (8.33%)	11 (91.67%)	1	0 (0.00%)	1 (100%)
Electricity Department n=4	1 (25%)	3 (75%)	1	0 (0.00%)	1 (100%)
Food & Supplies Department n=2	0 (0.00%)	2 (100%)	0	0	0
Grand Total 45	2 (4.44%)	43 (95.56%)	2	0 (0.00%)	2 (100%)

As it put on display in Table-5.2.3.3, an overwhelming majority (95.56%) of respondents denied from imposition of any penalty or recommendation of disciplinary action on his/her part. Only little section (4.44%) of respondents including Health and Electricity department stated that, they had penalized by SIC. The researcher further inquired about the disciplinary action /penalty imposed was enormous and disproportionate to the mistake committed. All respondents stated that it was not enormous and disproportionate. They openly admitted that there was fault on that part.

5.2.4 Improvement in Office /Record Management

Record management is essential for providing timely asses to information. Today Information System has helped in efficient record keeping in almost all the fields. As per section-4 of the RTI Act, it is duty of every PA to maintain records in a duly catalogued and indexed manner .The researcher thus wanted to know the officer’s view in this regard Further to know the state of record keeping, the question put forth to them was whether the state of record-keeping was good enough to provide all the required information as stipulated under the RTI Act.

5.2.4.1 Perception about Improvement in Record keeping & Service Delivery

The researcher put an effort to know the views of respondents about improvement in record keeping and service delivery after implementation of RTI Act. The responses of the respondents have been tabulated in Table-5.2.4.1 and analyzed thereafter.

**Table-5.2.4.1
Public Authority wise Distribution of Responses Regarding
Improvement in Record Keeping after implementation of RTI Act**

N=45

Category of Respondents	After Implementation of RTI Act, Improvement in Record Keeping & Service Delivery			Category of Respondents	Whether wants to make Fundamental Changes in PA regarding Record Management		
	Yes Substantially	Yes Moderately	No		Yes	No	In some extent
Education Department n=22	2 (9.09%)	20 (90.91%)	0 (0.00%)	22	2 (9.09%)	4 (18.18%)	16 (72.73%)
Police Department n=5	2 (40%)	3 (60%)	0 (0.00%)	5	0 (0.00%)	4 (80%)	1 (20%)
Health Department n=12	1 (8.33%)	9 (75%)	2 (16.67%)	12	0 (0.00%)	10 (83.33%)	2 (16.67%)
Electricity Department n=4	2 (50%)	2 (50%)	0 (0.00%)	4	1 (25%)	2 (50%)	1 (25%)
Food & Supplies Department n=2	2 (100%)	0 (0.00%)	0 (0.00%)	2	0 (0.00%)	2 (100%)	0 (0.00%)
Grand Total 45	9 (20%)	34 (75.56%)	2 (4.44%)	45	3 (6.67%)	22 (48.89%)	20 (44.44%)

As is observed from Table-5.2.4.1, vast majority of respondents admitted that there is an improvement in record keeping and service delivery after implementation of RTI Act. Though some of them (20%) stated it substantially including all respondents of Food & Supplies department while other three-fourths (75.56%) of respondents mention it moderately. Only about 4 per cent (4.44%) of respondents feel that there is no improvement in record keeping and service delivery. The researcher further asked as a head of the PA at respective level would you like to make certain fundamental changes in your PA regarding record management system. Near about half (48.89%) of the respondents don't want to make any changes in their PA regarding record keeping including all respondents of Food & Supplies and a vast majority of respondents of Health and Police department while more than 6 per cent (6.67%) of respondents wants to make fundamental changes and other near about 45 per cent stated that they want to make changes in some extent.

As per Section-25, related to monitoring and reporting of RTI Act CIC/SIC as the case may be, 'after the end of each year, prepare a report on the implementation of the provisions of this Act during that year and forward a copy thereof to the appropriate Government.'¹²To prepare this report under this section, "Each Ministry or Department shall, in relation to the public authorities within their jurisdiction, collect and provide such information to the Central Information Commission or State Information Commission, as the case may be, as is required to prepare the report under this section and comply with the requirements concerning the furnishing of that information and keeping of records for the purposes of this section."¹³The researcher, therefore, inquired from the respondents whether they submit Annual Reports regarding implementation of RTI Act to the Head office for onward submission in CIC/SIC as the case may be. They were also asked about last submission of report. The distribution of the responses is presented in the Table-5.2.4.2 below and analyzed subsequently.

¹² Sec. 25 (1) of Right to Information Act , 2005

¹³ Sec. 25(2) of Right to Information Act,2005

Table-5.2.4.2
Public Authority wise Distribution of Responses
Regarding Submission of Report related to Implementation of RTI Act

N=45

Category of Respondents	Prepared & Submitted annual Report under Sec.25			Category of Respondents	If Yes, when last submitted
	Yes	No	Don't know		Year
Education Department n=22	0 (0.00%)	14 (63.64%)	8 (36.36%)	0	Nil
Police Department n=5	4 (80%)	0 (0.00%)	1 (20%)	4	Monthly
Health Department n=12	1 (8.33%)	9 (75%)	2 (16.67%)	1	As per requirement
Electricity Department n=4	1 (25%)	3 (75%)	0 (0.00%)	1	As per requirement
Food & Supplies Department n=2	2 (100%)	0 (0.00%)	0 (0.00%)	2	Monthly
Grand Total 45	8 (17.78%)	26 (57.78%)	11 (24.44%)	8	Nil

As is obvious from the Table-5.2.4.2, that a very low percentage (17.78%) of respondents stated that they submit report in this regard to higher authorities for further submission including all respondents of Food & Supplies and majority of Police department (80%). Whereas few less than three-fifths (57.78%) of the respondents including Education, Electricity and Health PAs stated that they had not submitted any report in this regard. Interestingly near about one-fourths (24.44%) of selected respondents stated that they don't know about anything in this regard.

The researcher further asked about last submission of report .The respondents of Food& Supplies and Police show their record and stated that they submit it monthly while respondents of Electricity and Health, who are working at district level stated in diplomatic way that they submit it when it demanded from higher authorities. From this observation it can be conclude that in PA of Food & Supplies,

Health and Electricity by district offices it has submitted while in police PA report of division level is submitted to district office and further to higher level. On the other side it is shocking to disclose that even DEO & DEEO (working as SPIO) of Education department are not acquainted with this provision.

5.2.5 Official Efforts for Transparency and Accountability

In present section data related to official efforts of concerned PAs regarding transparency and accountability like availability of citizen charter etc. has been analysed and compliance with transparency and accountability related section of RTI Act has been analyzed.

5.2.5.1 Compliance with Section-4 (1) (c) & Section-4(1) (d) of the RTI Act

According to section-4 (1) (c) & section-4(1) (d) of the RTI Act, every PA shall publish all relevant facts while formulating important policies or announcing the decisions which affect public and provide reasons for its administrative or quasi-judicial decisions to affected persons. The investigator enquired from respondents whether their PA acts in accordance with these provisions of the RTI Act. All the respondents claimed that they have been providing reasons to affected persons and announcing the decisions which affect public. Along with this they stated that at district level there are very low chances of formulation of any policies but they publish relevant facts of policies which are formulated by state/centre government in their particular area.

The responses gathered on availability of citizen charter and service provided under this has been tabulated in Table-5.2.5.2 and analyzed thereafter.

Table-5.2.5.2
Distribution of responses regarding
Availability of citizen charter

N=45

Category of Respondents	PA have Citizen Charter to ensure accountability		Category of Respondents	If yes, Service delivery in actual practice matches the time frame as mentioned in citizen charter	
	Yes	No		Yes	No
Education Department n=22	0 (0.00%)	22 (100%)	0	0 (0.00%)	0 (0.00%)
Police Department n=5	5 (100%)	0 (0.00%)	5	5 (100%)	0 (0.00%)
Health Department n=12	0 (0.00%)	12 (100%)	0	0 (0.00%)	0 (0.00%)
Electricity Department n=4	1 (25%)	3 (75%)	1	0 (0.00%)	1 (100%)
Food & Supplies Department n=2	2 (100%)	0 (0.00%)	2	2 (100%)	0 (0.00%)
Grand Total 45	8 (17.78%)	37 (82.22%)	8	7 (87.5%)	1 (12.5%)

As it is clear from Table-5.2.5.2, that more than four-fifths (82.22%) of the selected respondents respond in pessimistic way. Whereas near about 18 per cent (17.78%) of respondents stated in affirmative about availability of citizen charter including all respondents of Police and Food & Supplies departments. While one respondent from Electricity department stated that there are some time bound services under their PA but no particular citizen charter is available. The researcher further asked whether service delivery in actual practice matches the timeframe of citizen charter. The four-fifths (87.5 per cent) of selected respondents stated that in actual practice service delivery matches the time frame as mentioned in citizen charter. Whereas about 12 per cent (1 in number) of respondents stated that in actual practice delivery of service is not matched with furnished time frame.

5.2.6 Attitude of SPIOs

State Public Information Officer play a pivotal role in effective implementation of RTI Act in state at different levels. The transparency and accountability in concerned public authority depends on attain of common people to information and

this attainment only take place if attitude of SPIOs is affirmative towards applicants and RTI Act. In present section the researcher make an endeavor to observe the attitude of SPIOs.

5.2.6.1 Attitude towards information demanded in format & RTI Act

The responses of SPIOs regarding reveal of information in demanded format and about RTI Act whether it increases enormous burden on officials so gathered has been tabulated in Table-5.2.6.1 and analyzed subsequently.

Table-5.2.6.1
Distribution of Responses regarding
Attitude towards information demanded in format & increased Burden

Category of respondents	Information provide in the format it is sought			Category of Respondents	RTI increased enormous burden on officials				
	Yes	No	Not in some cases		Strongly Agree	Agree	Cannot say	Disagree	Strongly Disagree
Education Department n=22	15 (61.18%)	0 (0.00%)	7 (31.82%)	22	2 (9.09%)	4 (18.18%)	0 (0.00%)	7 (31.82%)	9 (40.90%)
Police Department n=5	4 (80%)	0 (0.00%)	1 (20%)	5	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (20%)	4 (80%)
Health Department n=12	7 (58.33%)	0 (0.00%)	5 (41.67%)	12	2 (16.67%)	1 (8.33%)	0 (0.00%)	4 (33.33%)	5 (41.67%)
Electricity Department n=4	2 (50%)	0 (0.00%)	2 (50%)	4	1 (25%)	0 (0.00%)	0 (0.00%)	3 (75%)	0 (0.00%)
Food & Supplies Department n=2	2 (100%)	0 (0.00%)	0 (0.00%)	2	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (100%)
Grand Total 45	30 (66.67%)	0 (0.00%)	15 (33.33%)	45	5 (11.11%)	5 (11.11%)	0 (0.00%)	15 (33.33%)	20 (44.44%)

As is clear from Table-5.2.6.1 that few more than three-fifths (66.67%) of the selected respondents stated that they provide information in the format it is sought including all respondents of Food & Supplies department while rest of one-third respondents (33.33%) stated that in some cases it is not provided in the format it is sought. None of the respondent completely denied about that. On the question of whether RTI increase enormous burden on officials, near about one-fifths (22.22% including strongly agree and agree) the respondents agree about enormous burden increased by RTI whereas rest of the respondents (77.78% including disagree and strongly disagree) are vary with the view that RTI has increased burden on officials including all respondents of Police and Food & Supplies department.

5.3 Case Studies

The Right to Information Act has been used by the common man across the country in spite numerous constraints created by the government departments, government officials and other factors. Mentioned below are some case studies from different departments of Bhiwani district of Haryana, which demonstrate that how Right to Information, has been used to solve routine problems and used as a potent weapon to foster transparency and accountability in governance. In this section case studies related to selected departments of Bhiwani district has been provided.

Case Study No.1 Dayanand Singhmaar gets his pension on appropriate time after RTI

At the last phase of life ,when all members of family get busy in their lives, the fruit(Pension) of all hard work done in his life become a source of survival for a retired person. Dayanand Singhmaar¹⁴is a retired JBT teacher and his pension is only source of income for survival but he never received his pension on timely. As per the letter issued by Director Primary & Secondary School Education Haryana vide 7/1/-2010 dated 29/7/10 para11.1 the pension of retired teachers shall be released in first week of every month. He became fed up from all these unnecessary delays and writes a letter to District Primary (Elementary) Education Officer in this regard (30/8/11) and receive a letter (5/9/11) in this response and assured that your pension will be reached in your bank accountant before 30/9/11. In spite of this assurance he had not receive his pension. At last he filed an RTI application to SPIO cum DPEO (DEEO) Bhiwani (4/10/11) and asked information on 26 points related to pension matter. Even after completion of stipulated time period he had not received information from DPEO office and he decided to approach to First Appellate Authority. The applicant files first appeal to DEO Bhiwani (15/11/11) but no information was furnished and no response was intimated. So he approached to SIC and filed second appeal in SIC on 19/12/11 and after hearing the SIC (Asha Sharma) ordered to SPIO to furnish information. After the order of SIC the applicant got information vide letter 27/3/12 and his problem of not getting pension on time has been solved.

¹⁴ Information collected from DEO office letter vide R.T.I-13/1433 and through interview from Mr.Dayanand Singhmaar on 22/3/13. Case no.1179/2012

Case Study No.2 An endeavor for releasing of Scholarship of SC students

Haryana government for the up gradation of SC, BC & BPL students of the state provide different scholarships. Omprakash¹⁵ resident of Dhani Phogat village, Tehsil-Ch.Dadri come to know from his community that the scholarship provided by state government to SC girls had not provided to the entitled students during 2008-09. Omprakash filed an application to the SPIO cum BEO (Block Education Officer) under RTI Act on 24/9/09 to know some information in 18 points regarding scholarship including these points.

- What type of government aid is providing to girl students and by which process it reached to students.
- Under different schemes how much grant is provided and how much grant is dispersed.
- Under the scheme SSA how much grant is given in which form.
- How much grant is given for BC girls students.
- For PH candidates what type of help is providing? In succeeding years whether grant is provided and if yes detail of this entire grant and its use.
- What is the reason behind not providing of grant in particular year 2008-09 and who are responsible for that and provide the channels of accountability in this process.

The applicant received no information in stipulated time period and taking it to be a deemed refusal the applicant filed an appeal to FAA on 10/11/09. First Appellate Authority directed the appellant to appear before it on 25/11/09 but appellant did not avail this opportunity. Thereafter 1st Appellate Authority (14/12/09) informed the appellant that the information had been collected and would be furnished soon. Same while the information furnished by the SPIO (30/11/09) but it was not complete and up to mark as per request filed. So he decide to file 2nd appeal(8/3/10) and during this process five times date for appeal had taken place and SIC (State Information Commissioner) Asha Sharma directed the SPIO to provide information to him within 10 days after received order.

The twist comes in the case and SPIO did not follow the order of SIC and not furnished information till 29/7/10 and Omprakash send letter to SIC for directing SPIO cum BEO for furnishing information. The SIC redirect the SPIO and demand compliance report till 30/1/11. Appellant received some information not fully in this regard and with all available information and data approached to National SC Commission on 22 April 2011. The Commission directed Director of School Education, Haryana to check the matter and submit its report in one month. As per information received through interview with BEO & school Principle as per the order of director office the amount is calculated and detail of entitled students has been submitted to Director's office for further inquiry. Now the matter is under SC Commission and from all this it can be expect that student got their scholarship as early as possible.

¹⁵ Detail of this case (Case no.1518/2010) is collected through an RTI application response from PIO cum DDEO Bhiwani District vide memo no. R.T.I-13/1433 dated 20/3/13 and other information in this regard received from applicant through personal interview on 2 April 2013.

Case Study No.3 Dalbir Singh get rid of problems related to electricity connection

Many time Dalbir Singh¹⁶resident of Chahar Kalan village, Bhiwani District filed complaint against the problem caused in his electricity connection due to transformer put near his house but no output come in response of complaints filed by him. He becomes fed up from functioning of official of electricity department. He decided to file an application under RTI Act (3/11/11) in DHBVN Office Bahal and seek information about grievance redress mechanism, status of function in complaints filed in the office, citizen charter, monitoring report and other issues related to facilities provided to consumers by the department and seek permission of inspection & video grapy of records as it is true. The applicant got responses vide letter no.912 dated 7/1/12 after two months. Aggrieved with the non receipt of complete information after the expiry of stipulated time period the applicant decide to file first appeal on 20/1/2012 in SE Office DHBVN Bhiwani. After the decision of first appeal, the applicant received complete information in this regard and the purpose of filing RTI application has solved.

Case Study No.4: SPIO pays Rs 10000 for providing misleading and incomplete information

Intentionally providing misleading and incomplete information became heavy on the SPIO. Maman Chand Sharma¹⁷resident of Bhiwani made an application on 6/12/2010 under RTI Act in DDEO office regarding seeking information about appointment of guest faculty in the district. The appointment of guest faculty in the state itself became the issue of great protest and went to the High Court itself. As the applicant already expected in the same way information was not provided to the applicant. Aggrieved with non supply of information, applicant filed first appeal to First Appellate Authority at DEO Office Bhiwani (10/1/2011). After hearing in first appeal (17/1/11), FAA ordered SPIO to provide information to the applicant. But partial information was provided by SPIO (20/1/11). Second appeal filed by applicant in SIC(23/2/11) and SIC issued Show-Cause notice to SPIO as why penalty may not imposed upon him for delay in furnishing information. The SPIO could not explain satisfactorily about the remaining information which is yet to be furnished to the applicant. The SIC decide to impose a penalty of Rs. 10000 upon the SPIO cum DDEO Bhiwani District.

¹⁶ Data received from the applicant on 5/4/2013 during interviewed for the purpose of data analysis of Chapter-5.

¹⁷ Data received from DDEO Office Bhiwani through RTI letter vide memo no. R.T.I-13/1433 dated 20/3/13.

Case Study No.5: Applicant came to know the status of a case of fraud.

‘Every glittering thing is not gold’ this phrase exactly suit to those attracting advertisements which are miles far away from reality. By a similar advertisement of offering job in merchant navy Uma Shanker¹⁸resident of Bhiwani get affected. When he did not get joining in merchant navy after a loss of big amount near about one Lac; he came to know that the so called company is fraud. He decided to fight against cheating and file an application (No.231G, dated 23/4/10) in SP Office Police department for further inquiry. But no action was taken against them. Again he filed an application (Diary No.5106 Pg, dated 6/11/12) to verify the facts and further proceeding. He provides all documents and C D with this application as proof. He filed a reminder through application no.882PG dated 4/10/10 for inspection. On the basis of his second application Police launch an F.I.R (No.744) against main accused. The battle started from 2010 against the cheating and unsatisfactory functioning of Police comes to an end after filing an RTI application (29/11/12) for seeking information about his application filed in SP Office, action taken report and output in this regard and whether all proof submitted by him were attached with application or not and is there another process to take the action report of his grievance other than RTI. The applicant received information in this regard (28/12/12) and come to know from a news paper that two persons were arrested in this regard and amount of near about Rs.110000 found from them and they admit about fraud.

¹⁸ Information collected through an RTI Application response vide 8381/ SPIO dated 20/3/13 and through personal contact to applicant Mr. Uma Shanker dated 4/1/2013