

**Abstract of Ph.D. Thesis**  
**On**  
**Accountability in Governance through RTI Act:**  
**A Case Study of Bhiwani District in Haryana**

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**ABSTRACT**

Democracy plays a pivotal role in ensuring good governance as a component. Good governance is pre requisite for democracy. Such governance includes some factors including transparency and accountability (mainly social accountability). Social accountability is important as it holds the service providing agencies accountable to citizens by providing accessible, affordable and quality service and on the other hand empowers citizens to demand their rights. Thus it is contributive to improved governance increased development effectiveness through better service delivery. To ensure these factors information is recognized as an essential tool. Many countries around the world enacted Right to Information Act. In that direction, Govt. of India too introduces a new era of good governance through the enactment of Right to Information Act in 2005. In present era, the government is considered as service provider and citizens as beneficiaries or client. Social accountability is a process of engagement with government to check the conduct and performance of public officials and service providers. The RTI Act developed a new relation between officials and citizens as service providers (PIOs) and client (information seekers) to ensure transparency and accountability in governance. This thesis submits that the application of this theory/ relation would mean that information providers (PIOs) are directly accountable to information seekers by providing services in time bound manner through RTI tool. As such action appears to meet the public demand for transparent and accountable system. The thesis demonstrates this relation through

study of five departments at district level by secondary and primary data through information seekers and PIOs. The supposition of this thesis is that RTI Act is just a tool that ensures the availability of information for the transparency and accountability of governance.

**Key Words: Democracy, governance, information, service delivery.**

**(Signature of the Supervisor)**

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