Figure No.	Title	Page No.
1.1	Characteristics of Good Governance	9
1.2	Social/Public Accountability Model	17
1.3	Model of Accountability through RTI in Perspective of Service Provider and Clients Graphs	18
4.1	Status of RTI Act at Union Level (2005-11)	91
4.2	Receipt and disposal of Appeals and Complaints at State Level (Haryana)	98
4.3	Status of RTI Act in selected PAs at District Level (Bhiwani)	132

LIST OF FIGURES AND GRAPHS