

GOVERNMENT ORDER

DEPARTMENT OF GOVERNANCE REFORMS – RIGHT TO INFORMATION

The purpose of this Government Order is to ensure that the defined process of service delivery for providing requested information under RTI Act 2005 is followed. This would facilitate the electronic delivery of services through the instructions and guidelines as described in the following sections of the Government order. The scope of this Government Order is to provide the RTI service request of all the branches of Deputy Commissioner (DC) office and all the departments covered under e-District project only. List of departments covered under e-District project is attached at Annexure A. The important components of service delivery process is being listed below –

1. Process of receipt of service request for Right to Information (RTI) :

The request related to RTI can be accepted at the Suwidha centers or Gram Suwidha Kendra's (GSK) or any other arrangement made by Government for accepting the request, without discretion of any kind. Gram Suwidha Kendra (GSK) is being established under CSC scheme of Government of India. Under this scheme 2112, Gram Suwidha Kendra (GSK) under NeGP will be set up in state of Punjab. The Government Official involved in this service shall now onwards accept the service requests through electronic channel. The applicant has to submit the service request through below mentioned procedure:

1.1 RTI service request receipt at Suwidha Centers / Gram Suwidha Kendra

Request for RTI from citizen shall be acceptable in electronic form through any of the Suwidha center/GSK. The systematic procedure for applying at Suwidha/GSK will be as follows:

- 1.1.1 The Applicant shall submit his request for RTI to the Suwidha operator/Authorized GSK by providing him required details along with required supporting documents (if any).
- 1.1.2 The Suwidha operator/Authorized GSK shall login into the e-District Application using his User ID, Password and/or any other secure authentication.
- 1.1.3 The Suwidha operator/Authorized GSK after receiving the request shall fill up the information provided by the Applicant in e-District screen form.
- 1.1.4 The Suwidha operator/Authorized GSK shall scan the required supporting documents (if any) provided by the Applicant and attach the same with the eDistrict application screen form.
- 1.1.5 The Suwidha operator/Authorized GSK shall then take the print out of the citizen application information entered in e-District application screen form.
- 1.1.6 The Applicant shall check the details in the screen form print out & if found correct will sign it manually. Applicant will then pay the specified government fees to the Suwidha Operator/ Authorized GSK as per RTI rules, Government of Punjab.
- 1.1.7 The Suwidha operator/Authorized GSK shall collect the specified amount of government fees and update the payment details in the e-District Application.
- 1.1.8 The Suwidha operator/Authorized GSK shall submit the e-District application screen form.
- 1.1.9 The Suwidha operator/Authorized GSK shall then print the Acknowledgement Receipt, carrying unique acknowledgement number, generated automatically by the e-District Application, signs it and hand it over to the Applicant.

- 1.1.10 This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.
- 1.1.11 The Suwidha operator/Authorized GSK shall then prepare application case file, containing the RTI request letter, acknowledgement receipt and supporting documents (if any) submitted by applicant & send to RTI cell of DC office /Concerned department. He also forwards the service request electronically to the RTI cell of DC office /Concerned department.
- 1.1.12 RTI cell of DC office /Concerned department shall receive the application case file. This application case file shall be made available to the Public Information Officer (PIO) and otherwise should be securely stored in the record room. In future, Department of Governance reforms may discontinue the preparation of physical record file.

2. Supporting Documents

Supporting documents are case specific.

3. Process of issuance of Information under RTI

The procedure for processing the RTI service request will be as follows.

3.1 Once the RTI request has been registered by the Suwidha/GSK operator the e-District application would forward the service request as:

- 3.1.1 If the service request belongs to any of the branch of DC office then he forwards the request to the PIO of DC office electronically.
- 3.1.2 If the service request belongs to the department which comes under e-District project then he forwards the service request to the concerned department HoD/PIO electronically.

3.2 Procedure of issuance of Information under RTI service request of branches of DC office

3.2.1 Public Information Officer (PIO) of DC office logs into his account and receives the service request. He examines the service request and undertakes following action:

- 3.2.1.1 If the RTI application request relates to another public authority, then the PIO shall transfer the application or such part of it as may be appropriate to that another public authority and inform the applicant about such transfer as soon as practicable but in no case later than five days from the date of receipt of application. He also updates the status in e-District application and forwards the service request to dealing clerk.
- 3.2.1.2 If the PIO of DC office decides that the service request does not fall under RTI act, the service request is rejected using rejection remarks and forwards the service request to dealing clerk to send intimation to the applicant regarding the rejection.
- 3.2.1.3 If the PIO of DC office decides that service request falls under RTI act he accepts the request for further action.

3.2.2 For rejected service request, Dealing clerk /Concerned Official of RTI cell of DC office shall generate rejection letter as per the format mentioned in RTI rules, Government of Punjab from e-District application and sends to the applicant mentioning the reason of rejection. e-District application also sends a SMS to the applicant regarding the reason of rejection.

- 3.2.3 If the RTI application request relates to another public authority, then Dealing clerk shall generate the letter from e-District application and sends to the applicant mentioning the transfer of his request to another public authority. e-District application also sends a SMS to the applicant regarding the transfer of his request to another public authority.
- 3.2.4 Once the RTI request is accepted by PIO of DC office for further action, he undertakes the following action:
 - 3.2.4.1 For the branches covered under e-District project, he assigns the service request to the concerned branch electronically.
 - 3.2.4.2 For the branches not covered under e-District project, he shall mark the RTI request to the concerned branch manually.
- 3.2.5 Concerned branches of DC office which are in the scope of e-District project receive the RTI service request electronically and which are not in the scope of e-District project receives the RTI service request manually. Concerned branch undertakes following actions:
 - 3.2.5.1 Concerned official prepares information report and put up to PIO manually for review and approval.
 - 3.2.5.2 Concerned official also mentions the fees to be paid by the applicant based on the number of pages of information report.
 - 3.2.5.3 Concerned official of the branches covered under e-District project also update the status in e-District application and forwards the service request to PIO of DC office.
- 3.2.6 PIO of DC office reviews the information report and undertakes following action:
 - 3.2.6.1 If he is satisfied, he approves the report, signs on every page and sends it back to the dealing clerk manually for official stamp and further dispatch to e-District cell/ Suwidha Manager. He updates the status in e-District application and also forwards the request electronically to Dealing clerk/Concerned Official of RTI cell of DC office.
 - 3.2.6.2 If he is not satisfied with the information report, he sends back to the concerned branch to refurnish the information. Again same procedure is followed from step 3.2.5.
- 3.2.7 Dealing clerk /Concerned Official of RTI cell of DC office undertakes following actions:
 - 3.2.7.1 Put office stamp on every page of the information report and dispatches the application case file manually to e-District cell / Suwidha Manager. He also updates the status in e-District application and forwards the service request electronically to e-District cell/Suwidha Manager.
 - 3.2.7.2 He shall generate the letter from the e-District application and sends it to the applicant regarding the required fees to be paid based on the number of pages of information report.
 - 3.2.7.3 e-District application also sends a SMS to the applicant regarding the required fees to be paid.
- 3.2.8 e-District cell / Suwidha Manager receive the information report from the RTI cell of DC office manually. He updates the date of receiving information report in e-District application.

3.3 Procedure of issuance of Information under RTI service request of departments covered under e-District project

- 3.3.1 Concerned HoD / PIO logs into his account and receives the service request. He examines the service request and undertakes following action:
- 3.3.1.1 If the RTI application request relates to another public authority, then the PIO shall transfer the application or such part of it as may be appropriate to that another public authority and inform applicant about such transfer as soon as practicable but in no case later than five days from the date of receipt of application. He also updates the status in e-District application and forwards the service request to dealing clerk.
 - 3.3.1.2 If the Concerned HoD / PIO decides that the service request does not fall under RTI act, the service request is rejected using rejection remarks and forwards to dealing clerk to send intimation to the applicant regarding the rejection.
 - 3.3.1.3 If the Concerned HoD / PIO decides that service request falls under RTI act he sends the service request electronically to his Dealing clerk to provide the required information.
- 3.3.2 For rejected service request, Dealing clerk shall generate rejection letter as per the format mentioned in RTI rules, Government of Punjab from e-District application and sends to the applicant mentioning the reason of rejection. e-District application also sends a SMS to the applicant regarding the reason of rejection.
- 3.3.3 If the RTI application request is relates to another public authority, then Dealing clerk shall generate the letter from e-District application and sends to the applicant mentioning the transfer of his request to another public authority. e-District application also sends a SMS to the applicant regarding the transfer of his request to the another public authority
- 3.3.4 Dealing clerk of the concerned HoD/PIO receives the service request electronically and undertakes following action:
- 3.3.4.1 Prepares information report and put up to HoD/PIO manually for review and approval.
 - 3.3.4.2 He mentions the fees to be paid by the applicant based on the number of pages of information report.
 - 3.3.4.3 He updates the status in e-District application and forwards the service request electronically to concerned HoD/PIO.
- 3.3.5 Concerned HoD/PIO reviews the information report and undertakes following action:
- 3.3.5.1 If he is satisfied, he approves the report, signs on every page and sends it back to the dealing clerk for official stamp and further dispatch to e-District cell/Suwidha Manager. He also updates the status in e-District application and also forwards the request electronically to Dealing clerk.
 - 3.3.5.2 If he is not satisfied with the information report, he sends back to his dealing clerk to refurnish the information. Again same procedure is followed from step 3.3.4.
- 3.3.6 Dealing clerk of the concerned HoD/PIO undertakes following actions:

- 3.3.6.1 Put office stamp on every page of the information report and dispatches the application case file manually to e-District cell / Suwidha Manager. He also updates the status in e-District application and forwards the service request electronically to e-District cell/Suwidha Manager.
- 3.3.6.2 He shall generate the letter from the e-District application and sends to the applicant regarding the required fees to be paid based on the number of pages of information report.
- 3.3.6.3 e-District application also sends a SMS to the applicant regarding the required fees to be paid.
- 3.3.7 e-District cell / Suwidha Manager receive the information report from the concerned department manually. He updates the date of receiving information report in e-District application.

3.4 Procedure for registering RTI service request received DC office directly from applicant

- 3.4.1 Once the RTI request received directly from the applicant, DC office shall guide/direct the applicant to the nearest Suwidha center/GSK for registering the RTI service request.
- 3.4.2 Again the same procedure is followed from step 1.1 onwards as mentioned above.

4. Process for delivery of Information under RTI

- 4.1 To receive the information report the applicant shall visit the Suwidha center/Authorized GSK and provide the Acknowledgement receipt carrying the acknowledgement number.
- 4.2 The e-District cell/ Suwidha Manager shall login into the e-District Application, type the acknowledgement number and retrieve the application details.
- 4.3 The applicant shall pay the required fees as per RTI rules, Government of Punjab to e-District cell/ Suwidha Manager and collects the original copy of the information report. The payment details shall be updated by the e-District cell/ Suwidha Manager in e-District application and close the service request.

5. Service Level for RTI

Service levels for all the intermediate process activities have been clearly defined and it is preferable for all the concerned officials to observe the service levels as provided below. However these service levels are for internal reference of the department and cannot be pursued to the court of law.

Processing and approval of Information report under RTI

S. No.	Activities	Time required	Service Level (from date of service request)
1.	Filing of RTI	1Day	Day 0
2.	Generation of acknowledgement receipt		Day 0

3.	Marking of Application to RTI cell of DC office/concerned department		1st day
4.1	<u>Case A: If RTI application is wrongly marked:</u> If the RTI application request relates to another public authority, then the PIO shall transfer the application or such part of it as may be appropriate to that another public authority and inform applicant	5 days	6 th day
4.2	<u>Case B: If RTI application is not wrongly marked:</u> RTI cell of DC office/concerned department prepares Information report and submit to PIO for review and approval	25 days	26 th Day
5.	Final approval by PIO	4 days	30 th day
6.	RTI cell of DC office/concerned department sends original Information report to e-District cell/Suwidha Manager	2 days	32 nd day

* The details of further fees representing the cost of providing the information as determined by him, together with the calculations made to arrive at the amount in accordance with fee prescribed under sub-section (1), requesting him to deposit that fees, and the period intervening between the dispatch of the said intimation and payment of fees shall be excluded for the purpose of calculating the period of thirty days referred to in that sub-section.

6. MIS format for monitoring of RTI service request

The e-District application will generate MIS reports on various parameters. These computer generated reports should be referred by the concerned official for various purposes.

7. Escalation Matrix

Escalation matrix for the critical process activities has been clearly defined below and it is mandatory for all the concerned officials to take action on the computer generated escalations so as to meet the predefined service levels.

Processing and approval of Information report under RTI

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	Marking of Application to RTI cell of DC office/concerned department	Suwidha / GSK	1 st day	PIO	2 days	DC	2 days	-	-
2.	RTI cell of DC office/concerned department prepares Information report and submit to PIO for review and approval	RTI cell of DC office/concerned department	26 th day	HoD	2 days	ADC	2 days	-	-
3.	Final approval by PIO	PIO	30 th day	DC	2 days	-	-	-	-
4.	RTI cell of DC office/concerned department sends original Information report to e-District cell/Suwidha Manager	RTI cell of DC office/concerned department	32 th day	HoD	2 days	ADC	2 days	-	-

Annexure –A

List of departments covered under e-District Project

S.No	Department Name
1.	Personnel Department
2.	Welfare SC/BC Department
3.	Department of Social Security and Women & Child Development
4.	Department of Health
5.	Department of Agriculture
6.	Department of Food and Civil Supplies
7.	Department of Home
8.	Department of Revenue
9.	Department of Rural Development and Panchayat
10.	Department of Governance Reforms
11.	Department of Grievances and Pension

Annexure -B

Abbreviations:

- PIO: Public Information Officer
- DC: Deputy Commissioner
- RTI: Right to Information
- GSK: Gram Suwidha Kendra
- HoD: Head of Department
- BPL: Below Poverty line