

Filing a request for information/ appeal/complaint

A citizen may make a request in writing/ or on online portal (<https://rtionline.gov.in>), for specific information addressed to Public Information Officer specifying the particulars of information sought along with prescribed fee (no fee for persons Below Poverty Line).

Any citizen dissatisfied with the response of the Public Information Officer may prefer an appeal to First Appellate Authority (FAA), in writing/ or on online portal (<https://rtionline.gov.in>).

Any citizen aggrieved with the response of First Appellate Authority, or if no response has been received from First Appellate Authority, may file second appeal against the decision of Public Information Officer /First Appellate Authority to Central Information Commission either online on <http://dssecic.nic.in/online-appeal-application/onlineappeal> application or off line through post or by hand at the Commission premises within 90 days.

Any citizen may file complaint under section-18 of RTI Act to Central Information Commission either online on <http://dssecic.nic.in/online-complaint-application/online-complaintapplication> or off line through post or by hand at the office of the Commission.

- No hard copy of the second appeal/complaint is required after online submission.
- Generally, for CPIO and applicants who are not in NCR region, the case shall be heard through Video Conferencing which is available at NIC studios at respective district head quarters.
- Copy of orders passed in a case are sent to the parties by post as well as uploaded on the website of the Commission

For help, please approach helpdesk on 011-26183053 and email: fdesk-cic@gov.in.

Citizen Friendly Services

1. A Facilitation Desk (details given below) has been setup to respond to citizen's queries and providing guidance and help in filing second appeals/ complaints in premises of Central Information Commission.
2. Second appeals/complaints are generally registered as a case within 48 hours of receipt, if found to be complete.
3. An applicant furnishing mobile no./email id gets SMS/E-mail alerts at the stage of receipt of Dak/registration of case/issue of facilitation memo/issue of hearing notice/issue of orders in the case.
4. Status of appeals/ complaints can also be ascertained by visiting the CIC website <http://dssecic.nic.in/cicapp/appeal-comp-status-dak-file/list-dak-file>.
5. Cause list of the cases listed for hearing in the Commission may be seen on the website of CIC. Hearing notices are also sent by post to concerned parties.
6. Orders of the Commission may be downloaded from website of Commission by any citizen. The order is also sent by post to the concerned parties.
7. Management Information System giving information about total receipt, disposal of cases month-wise, pending cases before the Commission and other useful information is also available on Commission website for public view.

ORGANISATION

Under the RTI Act 2005, the Central Information Commission shall have a Chief Information Commissioner and can have upto 10 Central Information Commissioners.

OFFICE TIMINGS

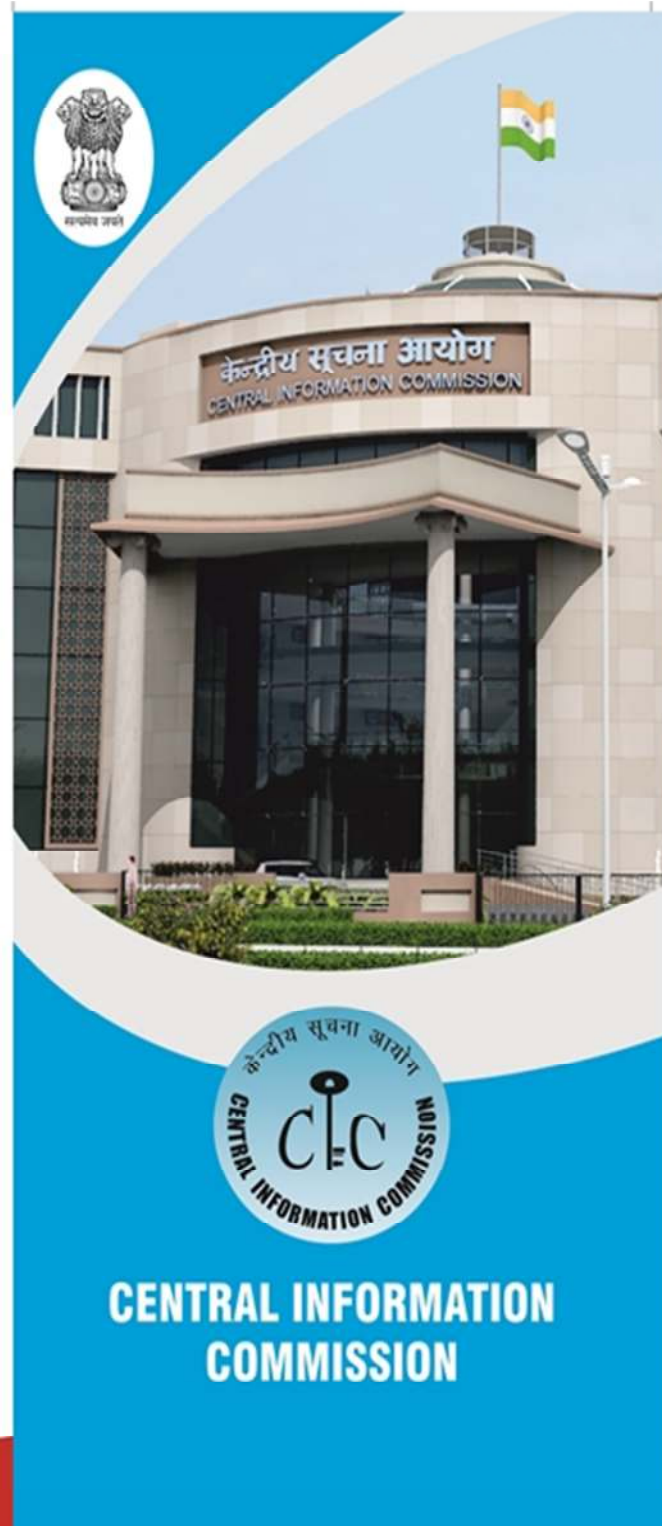
The office timings of the Commission are 9:30 AM to 6:00 PM on all working days. Holidays notified by Central Government are observed by the Central Information Commission.



CENTRAL INFORMATION COMMISSION

Facilitation Desk is located at
Baba Gang Nath Marg, Munirka,
New Delhi-11006
Phone No.: 011-26183053
E-mail: fdesk-cic@gov.in .
Please visit www.cic.gov.in
for more information about the Commission

- This Brochure does not purport to be summary of all activities of the Central Information Commission For any query/comment/suggestion, please write to jslaw-cic@gov.in



Citizen's 'Right to Information'

India's Right to Information Act 2005 has been brought with the intention to 'provide for setting out the practical regime of Right to Information for citizens to secure access to information under the control of Public Authorities in order to promote transparency and accountability'.

- * Citizens of India have a right to ask for information held by any Public Authority without giving any reasons or any personal details.
- * Public Authorities are required to give all reasonable assistance to citizens in filing their request for information.
- * The Act obliges the Public Authorities to publish specified information.
- * The Act also obliges Public Authorities to publish other information, to the extent possible, suo motu.
- * 'Information' includes records, documents, memos, emails, opinions, advices, press releases, circulars, orders, law books, contracts, reports, papers, samples, models, data, material held in any electronic form.
- * Information relating to any private body which can be accessed by any Public Authority under any other law can also be obtained by citizens.
- * Right to Information includes right to inspect records, documents or work, take notes, extracts of certified copies of documents, take certified samples of materials and also to obtain information in electronic mode.
- * The Act lays down specific categories of information which are exempted from disclosure.
- * The Act provides for disclosure of even exempted information in larger public interest.

The RTI Regime

The Right to Information Act is a tool in the hands of public to hold the Government accountable.

- * "Public Authority" means any authority or body or institution of self-government established or constituted, -
 - a) by or under the Constitution;
 - b) by any other law made by Parliament;
 - c) by any other law made by State Legislature;
 - d) by notification issued or order made by the appropriate Government, and includes any--
 - (i) body owned, controlled or substantially financed,
 - (ii) non-Government Organisation substantially financed, directly or indirectly by funds provided by the appropriate Government
- * A Public Authority is obliged to designate officers as Public Information Officers to cover all its administrative units or offices.
- * The Public Information Officers are obliged to furnish the information sought within a period of 30 days.
- * Where the information asked for is held by another Public Authority, the Public Authority receiving the request is obliged to transfer the request to the appropriate Public Authority within 5 days.
- * If the citizen is not satisfied with the response to his request he can file an appeal to the designated First Appellate Authority within the Public Authority.
- * A first appeal should normally be filed within 30 days of the receipt of the response or the last date by which the Public Information Officer was supposed to furnish the information.
- * The First Appellate Authority is obliged to dispose of the first appeal within a period of 30 days, which may be extended to 45 days for reason to be recorded in writing.
- * The Central Information Commission is an independent apex Appellate Authority established by the Right to Information Act, 2005.
- * Where the citizen is not satisfied with the decision of the First Appellate Authority he may file an appeal to the Central Information Commission for matters relating to Central Public Authorities.
- * Appeals to the Information Commission can be filed within a period of 90 days from the date on which the decision of the First Appellate Authority should have been made or was actually received.

Powers and functions of the Central Information Commission

Central Information Commission has been constituted on 12 October 2005 under the RTI Act 2005. Jurisdiction of the Commission extends over all Central Public Authorities.

Under Section 18 of the RTI Act, the Central Information Commission may receive and look into complaints from a person who has been

- a) unable to submit request to Public Information Officer
- b) refused access to information
- c) not given response to request for information.
- d) required to pay unreasonable amount
- e) given incomplete, misleading or false information.
- f) any matter relating to requesting or obtaining access to records.

Under Section 19 of the RTI Act, the Central Information Commission receives and hears second appeals against the decisions of First Appellate Authority.

The Central Information Commission has the power to:-

- i) Require the Public Authority to secure compliance with provisions of Act.
- ii) Require public authority to compensate the appellant for any loss or other detriment suffered.
- iii) impose a penalty of two hundred and fifty rupees each day, not exceeding twenty-five thousand rupees in case where Public Information Officer has defaulted without any reasonable cause.
- iv) To recommend disciplinary action against Public Information Officer on default without reasonable cause.
- v) Reject the application

Under Section 25 of the RTI Act the Central Information Commission prepares a report on the implementation of the provisions of RTI Act based on information received from Public Authorities. Report of the Central Information Commission is laid before each House of Parliament.

Central Information Commission may recommend to the Public Authority any steps to be taken for promoting conformity with provisions or spirit of the RTI Act.