

## Minutes of the meeting of the Commission held on 19.08.2008

### Present: -

- A. Shri Wajahat Habibullah, Chief Information Commissioner
- B. Prof. M. M. Ansari, Information Commissioner
- C. Dr. O.P. Kejariwal, Information Commissioner
- D. Smt. Padma Balasubramanian, Information Commissioner
- E. Dr. Gairola, DG, NIC, Shri Sharma, Sr. DDG, NIC, Secretary, CIC, Addl. Secretary, CIC, JS (Law), CIC JS (A & P), CIC, JS (MoRe), CIC, Ms. Neeta Verma, Sr. Technical Director, Shri K.G. Verma, Director (RTI), DoPT, Ms. Anuradha Chagti, OSD (RTI), Shri D.P. Misra, NIC, Shri Paul, NIC, DS (P& B) & DS (PP).

Ms. Neeta Verma, Sr. Tech. Director, NIC presented the RTI Gateway for Requests, Complaints & Appeals (online filing & tracking). She outlined the salient features of the RTI gateway i.e.

- Ease of filing to Citizens
- Faster Processing of Appeals
- Transparency of Process
- Single Window Interface
- Deployed on National Portal Infrastructure
  - High Availability, Scalability
  - State of Art Infrastructure
  - Popularity
  - Economics of Scale
  - Sustainability
- Front-End Modules
  - RTI Complaint to CIC
  - RTI 2<sup>nd</sup> Appeal to CIC
- Work Flow Modules
  - Receipt & Dispatch
  - Designated Officers of IC/CIC
  - ICs and CIC
- Administration Module
  - All admin activities & overall control of the system
- Front-End Modules
  - RTI application to State & Central PIOs
  - RTI 1<sup>st</sup> Appeal to State & Central Appellate Authorities
- Work Flow Modules
  - PIO
  - Appellate Authorities
  - Nodal Officer at the Public Authorities Level
- Administration Modules
  - All admin activities & overall control of the system

- RTI Complaint to CIC
  - Submit a complaint and get a Unique Id.
  - Check status of complaint any time using Unique Id.
  - Forgotten Unique Id. can be requested through e-mail.
  - Save a complaint in draft mode to finally submit later.
- RTI 2<sup>nd</sup> Appeal to CIC
  - Submit a complaint and get a Unique Id.
  - Check status of complaint any time using Unique Id.
  - Forgotten Unique Id. can be requested through e-mail.
  - Save a complaint in draft mode to finally submit later.
- Work Flow Module
  - On receipt of Signed Copy RnD forward to Dos
  - Dos to manage full cycle of a complaint/appeal
  - A total of 10 stage process defined in the life cycle
  - From “Scrutiny Process” to “File Consigned to Record Room”
  - On fixation of date of hearing auto generated e-mails in a predefined letter format can be sent to the concerned parties.
  - Decision Points Announced Vs Compliances are taken care.
- ICs/CIC can monitor progress of a complaint/appeal
- Administration Modules
  - Complaints/Appeals received Daily/Monthly/Yearly
  - Monitor Provisional Complaints/Appeals
  - Online Vs Offline Complaint/Appeals
  - Manage all user accounts (R & D, DO, IC, CIC)
  - Manage/Allocate Pas to IC/CIC
  - Create/Manage Pas
  - Create User Accounts for Nodal Officers, PIOs, as
- RTI Application/Request Online
  - Online mode of payment option is being explored
- RTI 1<sup>st</sup> Appeal Online
- RTI Request/Complaint/Appeal
  - Opening up these forms to States and Central
  - SMS based service for status query
  - SMS based alert on date of hearing

2. During the presentation Commission suggested that instead of making Union Ministry as mandatory field, information regarding organization/Public Authority, may be made mandatory because without providing this information citizens will not be able to proceed further.
3. Amount paid should be read as amount paid to the Public Authority for filing RTI application in the ‘Appellant’s Particulars’ Section.
4. The Commission directed that collecting information on religion is not required in Information for Research & Analysis Purpose.

5. Commission realizes that such a gateway should not only be integrated at the national level but also that the State Information Commissions be persuaded for integrating their workflow with the proposed software.
6. Representative of DoPT suggested that RTI – MIS developed by NIC since is already in used by the Public Information Officers, Appellate Authorities; it may be considered to integrate the module with the present online appeal filing workflow software, which was agreed to.
7. The Central Information Commission recommended that DoPT advise all Ministries/Departments to provide Video Conference facility in their offices so that it may be used not only for interacting to the Commission but also with applicants for information from distant areas and with other organizations. Commission further recommended that Government advise that similar Commissions must have access to Videoconference facility across the Nation.
8. It was suggested further that since this Commission have two offices one at old JNU Campus and other at August Kranti Bhawan at least one representative for each Commissioner may be deployed by the NIC.

A need was also felt to analyze availability of the resources at the Commission which may be important for the purpose of initial guidance as majority of the workflow will be transformed from the Manual base to a technological base. Commission directed that once the need analysis is done, a report to this effect be sent to DG, NIC for his consideration.

9. Commission suggested further that facility of issuing online decisions, if the parties are agreeable may be enabled in the software. It was informed that the same is already available in the existing software.
10. Commission directed that regular training explaining as to how the proposed software is used may be imparted to all concerned and appropriate dates for the same may be decided at the earliest. A similar presentation be made to the executives, registry and staff of the Commission forthwith.