

केन्द्रीय सूचना आयोग
Central Information Commission

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Office Memorandum

23rd July, 08

A web-enabled workflow software has been developed by NIC as per the requirements set forth by the Commission. This software would be deployed over internet and hence would enable the Commissioners and their Designated Officers to use it even from their residence and elsewhere. This software would not only empower willing citizens to file their appeals/complaints online, but also eliminate the manual feeding of data by the staff of the Commission except in those cases which are received by post/hand. As a result, the Commission could take a leap forward towards the e-office standards.

The software comprises of two modules: viz. A) The Citizen Module and B) The Office Module. Citizen module is available on 'National Portal of India' (<http://india.gov.in>) and the office module is available on <http://rtiadmin.nic.in>. Citizen module can also be accessed from CIC's website <http://www.cic.gov.in>. Both the modules are user-friendly with self-explanatory captions that without any formal training, any one can use.

A) The Citizen Module:-

This module facilitates the citizens to submit their Second Appeals and Complaints to CIC online. A citizen on the internet, can visit the CIC's website or alternatively the 'National Portal of India' and can fill the form provided and submit his/her appeal/complaint online. Upon clicking the 'Submit' button, the system prompts for checking the draft or taking the print-out. Those who want to correct, will correct and others will take print-out, for onward submission to the Commission. While generating a hard copy, system generates a unique registration-number, which, can also be used by the citizens for further correspondence.

The module besides being user-friendly prompts to help citizens when to file a "Second Appeal" or "Complaints", and also provides the facility to find out the status of their appeals/complaints filed either online or sent by post by supplying the registration-numbers.

B) The Office Module:-

This module will also be available to the Receipt-Section in the Commission for diarising as per present practice the appeals and complaints received by post and for recording the actions in the process cycle of the cases received via internet. All decisions adjudicated by the respective Commissioners and the actions taken by the respective officers / officials at the different stages of the process flow of the appeals/complaints will be captured by the module. The system would facilitate easy tracking of a case at any stage, generating various types of

letters, notices and summons, generating daily cause-list, generating various types of reports which may be used as an indicator for monitoring the implementation of RTI Act as mandated. Following is the list of actions/decisions that are built into the software which are to be recorded by the assigned officer/official mentioned against each:

SI No	Action / Decision	Assigned Officer/Official	Remarks
1	Signed copy awaited	NA	Unless the signed hard-copy is received, action on appeal / complaint will not be initiated by Receipt-Section
2	Assigned to designated officer of CIC/ concerned IC	Receipt Section	Once appeals/complaints are sent to the Designated Officer it will be treated pending with the DO
3	Under Scrutiny Process	NA	Pending with DO
4	Comments sought from Public Authority and response awaited	Designated Officer	First Stage action initiated
5	Comments received from Public Authority and case under process	Designated Officer	Pending with DO
6	Date of hearing	PPS to CIC/IC's	Until the date & time of hearing are indicated, it will be treated as pending with PPS to CIC/IC's
7	Decision announced	PPS to CIC/IC's	Various possible outcomes of decisions will have to be cut and pasted by PPS to CIC/IC's
8	Direction Points	Designated Officer	DO will cut & paste various direction points mentioned in the Decision
9	Compliance awaited	NA	Alerts as well as reminders will be generated from the software so as to enable the DO to ensure the compliance within the time stipulated in the Decision
10	Orders/Decision complied	Designated Officer	Compliance on various Decision points will be recorded
11	Due for Consignment to Record Room	NA	DO will take the approval of Secretary/Registrar to begin the process of consigning the file to Record Room including digitization when it is operational as per provisions
12	File Consigned to record Room	Secretary	

1. The ***Receipt-Section*** upon receiving the print-outs of the appeals/complaints that have been submitted online, will tally the online receipts vis-à-vis the print-outs and their enclosures and upon satisfying that they 'do match each other' and are 'in order' would forward the same online to the concerned Designated officer by choosing the action at **Sl.No.(2)**. They will also enter into the system the details about the appeals and complaints received by post and by hand and assign the same to the concerned designated officer after writing down the generated registration-no on the appeal/complaint application as per existing practice.
2. The Designated officer(DO) upon receiving the hard copy of the case, will scrutinize it and will either seek comments from the Public Authority by choosing the action at **Sl.No.(4)** or will send the case to the PPS to CIC/IC as the case may be for indicating the date and time of hearing. Alternatively on the basis of available records, any other directions of the CIC/IC's will be recorded by the DO. He will also laterally forward the case to the concerned Designated Officer in case the case would have wrongly come to him due to the incorrect selection of Ministry/Department/Organisation/Public Authority by the citizen or the Receipt-Section as the case may be. Also, upon receiving the comments from the Public Authority, the DO will choose the action at **Sl.No.(5)** and if comments are not received even after the specified time, the DO may proceed as explained above.
3. The PPS of CIC/IC upon receiving the hard copy of a case file, would log on to the Office-module and would find the case online in his menu and would assign the date and time of hearing by choosing the action at **Sl.No.(6)**. This would enable the automatic generation of daily-cause-list. At this stage, the system would automatically send the hearing-notice by e-mail also to the Public Authorities and the appellants/complainants. Also, the PPS can, any number of times, reassign a new date and time of hearing as and when the hearing gets postponed.
4. Immediately after a hearing, the PPS will record the outcome of the hearing as to whether 'Decision has been announced' or 'Hearing Adjourned to a new date & time' or 'Decision Date' by choosing the action at **Sl.No.(7)**.
5. On the date a decision is announced, the concerned DO will record in the system the direction points as mentioned in the decision, by choosing the action at **Sl.No.(8)**, which would certainly help in the follow-up of the cases.
6. As and when the compliance intimation is received, the DO would record the compliance details, by choosing the action at **Sl.No.(9)**, by which, the case gets closed.
7. DO will forward all closed cases for the approval of the Secretary/Registrar for consigning the same to the Record Room.

Each officer/official with the roles indicated in the above table will be assigned an individual login-id and password which will be separately communicated by DS (PP) to every officer/individual. The assigned officers are requested to log into the Office-Module using their login-id and password and record their respective actions as indicated above immediately after a decision is taken on the file.

The objective of making this software operational *inter-alia* aims at transforming the system more proactive in disclosing the information at various levels of decision making process whereby the citizens can know the status of their appeals/complaints online even from the remotest corner of the country. Also, the software would enable placing of various reports in the public domain, which, would in turn, reduce the volume of RTI-Requests received by the CPIO of the Commission.

(Anita Gupta)
Additional Secretary

Copy to:-

- 1) PPSs to CIC/IC(T)/IC(PB)/IC(MA)/IC(K)
- 2) PPS to Secretary
- 3) PS to Additional Secretary
- 4) JS(L), JS(A&P), JS(MoRe), DS(PP), DS(P&B)
- 5) All Designated Officers
- 6) SO (Receipt Section)
- 7) Office Order File
- 8) Notice Board
- 9) Mr. Paul- with a request to place it on the web site of CIC