

RTI

(It stands for right to information.)

STC/NBQ/NFR

History-

THE RIGHT TO INFORMATION ACT (15th June, 2005)

- ❖ This Act may be called the Right to Information Act, 2005.
- ❖ It extends to the whole of India except the State of Jammu and Kashmir.

What is RTI process?

RTI Request is filing application for the first time. Request is made by the citizen to one person (i.e. PIO it stands for public information officer) to provide information. This means that it involves only the citizen and PIO. This means RTI request is **application process** while RTI appeal is **appellate procedure** against decision on RTI application.

Who can apply for RTI?

Any person who is a citizen of India can file an RTI application. He can go for filing an RTI at any point in time whenever he wants to seek any information regarding any government organization, or its any ongoing program, any public authority, etc. Any person who is a citizen of India can file an RTI application.

What is RTI and its importance?

Right to Information (**RTI**) is usually used as a synonym for democracy. This is a tool to strengthen citizens' sovereignty.

The **RTI** empowers people to seek information from the government and public organizations and ask for government documents and their copies.

Which information Cannot be given in RTI?

The Supreme Court order, passed by a division bench of Dipak Misra and KS Radhakrishnan, states that income tax returns, assets, liabilities, official orders and performance records of public officers are personal **information** and can be exempted under Section 8(1)(j) of the **RTI** Act of 2005.

How many times RTI can be filed?

You **can file** any number of **RTI** application. But you won't get any information. So for every application you **can** send one more application. **RTI** applicant cannot be penalised for asking information.

What is the fees for RTI?

At present, the **fee** for requesting information through an **RTI** application from the CPIO of Central public authorities is Rs. 10/-. Most of the State Governments too have prescribed the **RTI fee of** Rs. 10 for filing of **RTI** applications.

Where can I deposit RTI fees?

Such fees must be payable to the Accounts Officer of the public authority and can be paid to the Public Authority in the following manner:

- By way of a demand draft.
- Banker's cheque.
- Indian Postal Order.
- By way of cash to the Accounts Officer or to the Assistant Public Information Officer against proper receipt.

CPGRAMS



CPGRAMS Stands for

**Centralized Public Grievance
Redress And Monitoring System.**

REDRESS PROCESS FLOW



Citizen Lodges Complaint

Check Grievance Status

Redirection of Concern
Authority

Citizen lodges complaint



Receipt of Grievances by **Nodal Agencies/Apex Organizations**

Assessment of Grievances by Public Grievance Officer to take them up with Ministry/Department concerned

Concerned Ministry/Department receives the grievance and the Director of Public Grievances makes Assessment

Does it pertain to Ministry/Department itself?

Yes

No

Within office for redress

Sub-organisation / Attached office

Return to Applicant who had sent directly to the Ministry/ Department

Return to Nodal Agencies/Apex Organisation which forwarded the grievance

Forwarded to field units, if necessary

Action Report

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Action Report

- **Grievance can now be lodged only by registered users.**
- **Grievance can now be lodged only by registered users.**
- **If you are a registered user, then login to CPGRAMS by providing Username and Password in [User Login](#) section.**
- **Not yet registered! [Click here to register.](#)**

View Status of complaint

- **Registration number**
- **Grievance password**

- **Email id or Mobile number**
- **Security Code (Captcha)**
- **submit**

NIVARAN



The Platform for Resolution of Service Related Grievances of Serving & Former Railway Employees.

NIVARAN is an initiative of Hon'ble Minister for Railways to bring the benefits of technology directly to aid of railway employees by creating an online system for resolving their work related grievances.

What is NIVARAN?

- 1. It is an additional on line facility for registering grievances relating to service matters.**
- 2. Its progress shall be monitored by highest authority right up to Railway Board and Hon'ble Minister for Railways.**

How to Register grievance on the portal?

- 1. A person who wants to lodge a grievance shall have to register as a User and obtain Login/User ID and Password.**
- 2. After obtaining the Log/User ID the person can register the grievance as per prescribed format.**
- 3. On successful completion the system would generate a unique registration number. The unique registration number should be retained for accessing the system in future.**

Can I know the status of my grievance?

- 1. The person can track the status of grievance by using the Unique Registration number.**
- 2. The person can intervene to make observation/reminder besides seeing the action taken on the grievance by different authorities.**

What is the nature of grievance which can be lodged?

- 1. Nivaran provides for lodging complaints arising out of service related issues which have been broadly classified under 6 categories. Under one of these categories further subcategories of grievance can be selected for quick transmission to the concerned authority.**
- 2. If none of the categories appears to be suitable, the person can select 'other' category and lodge the complaint.**

Can I appeal against the disposal?

- 1. If a grievant is not satisfied with the disposal, he/she can lodge an appeal with the help of original Registration number.**
- 2. The grievance can be entered by clicking on 'Appeal' button which would be examined by a higher authority.**
- 3. Time limit for disposal of appeal is 45 days.**