

RIGHT TO INFORMATION ACT

"As citizens of this democracy, you are the rulers and the ruled, the lawgivers and the law-abiding, the beginning and the end."

Adlai Stevenson (1956)

As a Volunteer I pledge that

" I will never pay any bribe. I will rather use RTI."

(General instructions for the trainers: Please try and make sessions participatory.)

Introductions of trainer and participants – Each participant and the trainer introduce themselves. Their names, area and organization, if any, to which they belong.

Objectives of the Campaign– It is an anti-bribery campaign. People have to pay bribes in their daily interaction with Government Departments – be it getting a passport or a ration card or a license or an income tax refund etc. Everyone has to either pay a bribe or face harassment. Sometimes, even if a bribe is not directly asked, still your work is not done because of laziness or simple bureaucratic delay. What does one do in such a situation? So far people were helpless. They could only curse the system and do nothing. Each one of us when faced in a similar situation wondered whether there would ever be a time when our country would get rid of this curse of bribery. Maybe that time has come. Now we need not pay a bribe in such a situation. We have Right to Information Act which gets the work done. You are going to be a part of this campaign which is about helping people in getting their work done without facing bribery or harassment using Right to Information.

Therefore, you are going to be a part of a historic campaign. Since many important media houses are involved and it is a huge national campaign, it is important that we learn the issue well so that we are able to help people properly. If you make a mistake in helping people and if they do not get relief, he/she would lose faith in such a powerful tool. So, please understand everything carefully today.

(Instructions for trainer: Ask the participants, “What is Right to Information?” and let there be a response from some of them before proceeding.)

What is Right to Information?

(Some participant to read it out loudly) Right to Information is a fundamental right under Article 19(1) of the Constitution. Article 19 (1) says that every citizen has freedom of speech and expression. As early as in 1976, the Supreme Court said in the case of Raj Narain vs State of UP, that people cannot speak or express themselves unless they know. Therefore, right to information is embedded in article 19 and is a fundamental right. In the same case, Supreme Court further said that India is a democracy. People are the masters. Therefore, the masters have a right to know how the governments, meant to serve them, are functioning. Further, every citizen pays taxes. The citizens therefore, have a right to know how their money was being spent. These three principles were laid down by the Supreme Court while saying that RTI is a fundamental right of the people of India.

If RTI is a fundamental right, then why do we need an Act?

(Some participant to read it out loudly) This is because if you went to any Government Department and told the officer there, “RTI is my fundamental right, and that I am the master of this country. Therefore, please show me all your files”, he would not do that. In all probability, he would throw you out of his room. Therefore, we need a machinery or a process through which we can exercise this fundamental right. Right to Information Act 2005, which became effective on 13th October 2005, provides that machinery. It lays down the process on how to apply for information, where to apply, how much fees etc.

(Any questions from participants?)

Important provisions of RTI Act 2005:

(Some participant to read it out loudly) Right to Information Act 2005 empowers every citizen to

- Ask any questions from the Government or seek any information

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- ❑ Take copies of any government documents
- ❑ Inspect any government documents.
- ❑ Inspect any Government works
- ❑ Take samples of materials of any Government work.

One or more officers in every Government Department have been designated as Public Information Officers (PIO). These are the nodal officers, who are supposed to accept any application under RTI, collect information from that Department and provide it to the applicant. If the desired information is not provided within 30 days of application, the concerned officer becomes liable for a penalty of Rs 250 per day of default upto a maximum of Rs 25,000 per application. And if wrong information is provided, a penalty upto a maximum of Rs 25,000 can be imposed on the officer.

Read sec 2(f), 2(j), 5(1), 6, 7, 8, 9, 10, 11, briefly explain State IC and CIC, 18, 19, 20, 22 of the RTI Act and discuss in detail. These are the most important sections. But if you wish to use RTI frequently in your life, you must carefully read the entire Act in detail later.

Read all the rules in detail.

How has RTI Act been used? Some instances:

Before this law was enacted, similar laws existed in 9 states. In the last few years, people have used RTI in several ways.

Some instances:

(One participant to read one case loudly)

- ❑ *Uday is a software engineer. He saw that the Outer Ring Road from IIT flyover to Panchsheel flyover was made last February and it came off within 10 days. He applied for inspection of files, inspection of road and sample of material used in the road. Two days before he was called for inspection, the entire road was relaid.*
- ❑ *Triveni is a matriculate. She was shocked to discover that her ration shopkeeper was siphoning off rations meant for her by making false thumb impressions on cash memos in her name. Actually, she didn't receive any grains for the last six months. Whenever she would go to the shop, the shop would either be closed or the shopkeeper would say that there was no stock. Triveni is a poor woman, who lives in a slum colony in East Delhi. She holds an Antyodaya card issued by the government to the poorest of the poor. However, it isn't easy to get ration from a ration shop. In February 2003, Triveni filed an application under the Right to Information Act asking for the quantity of ration issued to her as per records and also copies of cash memos purported to have been issued to her. After a month, she received a reply stating that she had been issued 25 Kgs of wheat @ Rs 2 per Kg and 10 Kgs of rice @ Rs 3 per Kg every month in the last three months. The cash memos showed thumb impressions having been made in her name. She is a literate woman. She never puts thumb but always signs. Naturally, the thumb impressions do not belong to her but are fakes. This shows that the shopkeeper had been drawing her ration by faking thumb impressions in her name for the last so many months. Triveni was shocked. But now she was equipped with evidence to proceed against the shopkeeper. Before she could take any action, the shopkeeper came to her house and pleaded with her not to take any action and that he would mend his ways in future. Since then, Triveni is getting right amount of ration at the right price for the last year and a half.*
- ❑ *Nannu is a daily wage earner. He lives in Welcome Mazdoor Colony, another slum habitation in East Delhi. He lost his ration card and applied for a duplicate one in January this year. He made several rounds of the local Food & Civil Supplies office for the next three months. But the clerks and officials would not even look at him, leave alone do his job or bother to tell him the status of*

his application. Ultimately, he filed an application under the Right to Information Act asking for the daily progress made on his application, names of the officials who were supposed to act on his application and what action would be taken against these officials. Within a week of filing application under Right to Information Act, he was visited by an inspector from the Food Department, who informed him that the card had been made and he could collect it from the office. When Nannu went to collect his card next day, he was given a very warm treatment by the Food & Supply Officer (FSO), who is the head of a Circle. The FSO offered him tea and requested him to withdraw his application under Right to Information, since his work had already been done.

The **focus of this campaign** is **only** to address those issues through RTI, like that of Nannu, where someone has a legitimate pending work in any Government Department, but they are not doing it either due to some bureaucratic delay or an expectation of bribe. It has been the experience so far that such cases get resolved very fast through the use of RTI. This is being called an Anti-Bribery Campaign.

Have you in the past or anyone in your family had any work pending in any government office? Do you have any work pending in any Government Office today? If there is no such real life case, imagine any case where you have a pending work in any Government Department and they are not doing it. Please write it down on a note pad. (3 minutes)

Case Studies for Anti-Bribery Campaign

(One participant to read out one story)

1. Nannu's case – already discussed earlier.
2. Mrs Bakshi has a house in South Delhi. She rent a part of her house to someone, who was using it for commercial purposes. Therefore, a commercial water connection for that part of the house was taken. When the tenant vacated the house, she applied to Delhi Jal Board (DJB) for converting water connection back to domestic. She kept running around for several months. None listened to her. She was even told by some DJB men that the work would be done in no time if she paid a bribe. She refused. Her Neighbour, Saurav, one day told her about RTI and helped her in filing an application. She filed one and her job was done in the next few days.
3. Mr Sharma had to go to Germany. His daughter-in-law was expecting a baby. He needed a passport urgently. He applied for one. According to the rules, it should be made in 45 days. For six months he kept running around. But no one listened. When he finally applied under RTI, his passport was made in a weeks time.
4. Pabitra is a Chartered Accountant, who refuses to pay bribes. There was a tax refund due to his client. Despite repeated letters and running around for a year, nothing happened. Pabitra suggested to his client that an RTI application be filed. Client agreed. Refund was received within a few days of filing RTI.

What did these people ask? How did this magic happen?

Nannu asked the following questions in his RTI application: *(Some participant to read it out loudly)*

1. I filed an application for a duplicate ration card on 27th January 2004. Please tell me the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?

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2. According to the rules, my card should have been made in 10 days. However, it is more than three months now. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would I get my card now?

In normal circumstances, such an application would be thrown in a dustbin. But this law says that the Government has to reply in 30 days. If they don't do that, their salary could be deducted. Now, it is not easy to answer these questions.

The first question is – please provide the daily progress made on my application.

There is no progress made. But the government officials cannot write in these many words that they have not acted for so many months. Else that would be admission of guilt on paper.

The next question is – please provide the names and designations of the officers who were supposed to take action on my application and who had not done so

If the government provides names and designations of the officials, their responsibility gets fixed. Any officer is most scared of fixing of responsibility against him in this manner. So, the moment one files such an application, his/her pending work is done.

What did Pabitra's client ask? He also asked similar questions: (Some participant to read it out loudly)

1. The appellate Commissioner decided an appeal in my favor, which should result in refund of taxes to me. I have made written requests earlier for the same. Please tell me the daily progress made on my requests so far. i.e. when did my application reach which official, for how long did it stay with that official and what did he/she do during that period?
2. According to the rules, the appeal effect should have been given in 30 days. However, it is more than a year now. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would I get my refund now?

And within a few days of filing this RTI application, Pabitra's client got his refund.

What did Mr Sharma ask? He asked the following questions from the Passport Officer: (Some participant to read it out loudly)

1. I made an application for issue of a new passport (copy attached). Please tell me the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. According to the rules, my passport should have been made in 45 days. However, it is more than six months now. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?

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4. By when would I get my passport now?

And he got his passport within the next few days.

What did Mrs Bakshi ask? (Some participant to read it out loudly)

1. I made an application for conversion of commercial connection to domestic on _____. Please tell me the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when will my work be done now?

Let's apply our learning. What questions will you ask in the case that you noted on your note pad? Write it down on your pad (5 minutes)

(Some participants to read out what they wrote. A small discussion on that)

Can we refine our questions further? Though these people asked just four of the above questions, let us add the following four more questions to make our application more sharp and effective:

(Some participant to read out following questions loudly)

5. Please give me a list of all the applications/returns/petitions/grievances received, after my application/return/petition/grievance was received. The list should contain the following information:
 - a. Name of applicant/taxpayer/petitioner/aggrieved person
 - b. Receipt no
 - c. Date of application/return/petition/grievance
 - d. Date of disposal
6. Please give copy or print out of those portions of records, which contains details of receipt of the above applications/returns/petitions/grievances
7. Please give reasons for out of turn disposal of the applications/ returns/ petitions/ grievances, if any, which were received after me.
8. By when would vigilance enquiries be initiated in the above matter of out of turn disposal of applications/returns/petitions/grievances, if any?

(A small discussion on how the above questions would make application more effective)

If you put all these together you can make a letter that is an application under the Right to Information Act 2005.

Finally draft RTI application:

Samples of application for Nannu and Mr Sharma are given in Annexure 1. Please take a look at them. *(Everyone to take a look at applications for about 3 minutes. Any questions?)*

Before you can assist someone to draft a letter, you need to draft one yourself. Remember the case you noted down earlier.

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First ascertain whether the concerned Department is a State Government Department or a Central Government Department. If you do not know, ask RTI expert present on the spot.

For Central Government Department, the RTI application has to be filed as a simple application on a plain piece of paper. For state government departments, some state governments have prescribed forms, whereas others accept applications on plain paper. If there is a form, fill RTI form.

Now draft your RTI application- Take not more than 10 minutes. Please write on your note pad. Please feel free to add more questions or modify the above questions if you think that would make your application effective.

(Let any three applicants read out their applications. Let there be a discussion on their applications on whether these are correct or could be improved)

The present Campaign

RTI has been used in several ways by the people, like developmental works, rations, etc. However, the present campaign is about making an appeal to the people to stop paying any bribes for their works in Government Departments and to start using RTI instead. Therefore, the present campaign is limited to addressing only those issues of the people, wherein they have a pending legitimate work in any Government Department, either due to expectation of bribe, loss of a file, not being aware of rules or due to simple laziness of the concerned officials. The Campaign would start from 1st July. It will be a 15 day campaign. Some national and regional newspapers and TV Channels would partner. In these 15 days, the following message will be aggressively promoted through advertisements and various programs:

“You need not pay bribes any more in this country. Now you have an effective alternative - Right to Information. Use RTI. Often, it works faster than bribes.”

The people would be informed that if they want any help in using RTI, they could approach volunteers at *such and such* place in *such and such* city from 10.00 am to 5.00 pm during these 15 days – volunteers would be present at these addresses to provide on the spot assistance to the people. Therefore, we would need to have volunteers at as many places in the country as possible.

Assistance would also be provided to the people through a telephone help line and through e-mails.

What are the types of issues, which might come at the Campaign?

Wherever you have a legitimate work pending, you have filed all the documents, you have completed all formalities, you have a genuine case, which the official ought to do in his normal course of duty but is not doing either for expectation of bribe or merely laziness. We call it extortionist bribery. For instance,

- Issue of passport
- Issue of any type of license
- Issue of various certificates like marriage certificate, death certificate, birth certificate, SC/ST certificate, OBC certificate etc
- Inclusion of name in voters' list
- Issue of voter ID card
- Correction of water, electricity, telephone bills
- Any legitimate problem with a department like change of faulty meter, providing new water or electricity connection, etc
- Filing of FIR

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- ❑ Claiming various kinds of refunds or payments etc like tax refund, medical reimbursement, Provident Fund etc
- ❑ etc

Pre-requisites before starting to draft an RTI application:

So, as you saw that you are basically asking the status of your application in each of the situations. By doing so, their inefficiency gets exposed. But suppose you apply for your passport today and file your RTI application the next day. Then RTI application will not help. Because they will just get back to you and say that they are still processing it and are well within the time prescribed for that work. So, an RTI application can be filed only after the end of the time limit prescribed for that work. Normally, the Govt has prescribed time limits for most such works either in the form of some rules or in citizens' charters. For instance, an ordinary passport should be made within 45 days of application. A tatkal passport should be made within 10 days. The Income Tax Department normally takes about a year to send your Income Tax refund. Some more time limits are:

1. Passport: 45 days for a normal passport, 10 days for a tatkal passport
2. Income Tax refund: Give a year after filing your return. But 30 days for appeal effect or after making a rectification application. This is according to their citizens' charter.
3. _____ days for a ration card according to PDS Control Order 2000 issued by the Central Government.
4. 30 days in case of general grievances

Every department will have its own time limits for different kinds of works. We cannot be expected to know all of them. Let us just remember the above few time limits. For cases other than the above types of cases, we should ask the applicant himself "How much is the time limit for disposal of such applications in the Government?" If he knows and tells you the time limit, ensure that the time limit is over before you attempt to make his RTI application. Otherwise ask him to wait for the time limit to get over. But if he does not know the time limit, tell him that the RTI would work only if the prescribed time limit is over. If he still wants us to make his RTI application, please do that.

What will you actually have to do at the camp?

When anyone approaches you, listen to his problem carefully.

1. If he simply wants to know more about RTI or wants to become a volunteer, please do not entertain him and send him to a separate set of volunteers in the hall specifically meant for this purpose.
2. Whether he/she is Below Poverty Line and whether there is proof in terms of the Ration Card etc. Then he won't need to deposit fee.
3. Enter his basic details in a register lying on your desk. The details are name, address, e-mail, phone nos, brief description of problem, name of Department, whether the application was finally filed.
4. Ascertain whether it is the type of case, where a legitimate work is pending in a Government Department, which the Government should have done in normal course. Ascertain whether it is the type of case which we are supposed to handle during the Campaign. If it is not, send him to the coordinator.
5. Find out whether it is a State or Central Government Department
6. Ascertain the time limit prescribed for that job. If no time limit known, go ahead and draft the RTI application but caution him that RTI will work only if the time limit is over.
7. You would not need to actually draft an RTI application. A draft application in the format enclosed would be available. You would just need to fill in the blanks. The basic questions are already there in the format. But if you think that asking some additional specific questions in

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that particular case might help, please write those questions also. (we will practice filling some such forms just now)

8. In filling up the draft application, you would need to fill in the details of the PIO. You would get it from the list of PIOs available on the spot. But we should practice on how to use this list during training sessions also.

Now let us practice to draft applications for the following case studies. In addition to the 8 questions already discussed, please feel free to add more questions at the end of the application, to make it sharper and more effective:

You have a faulty electricity meter in your house. But the authorities are not replacing it despite repeated requests. Please make the following application:

To
The PIO,

_____,
_____,
_____.

I had made an application for the following reason (copy of application is attached) but no satisfactory action has been taken on my application so far.

Please provide the following information with respect to the same:

1. Please indicate the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would my work be done now?
5. Please give me a list of all the applications/returns/petitions/grievances received, after my application/return/petition/grievance was received. The list should contain the following information:
 - a. Name of applicant/taxpayer/petitioner/aggrieved person
 - b. Receipt no
 - c. Date of application/return/petition/grievance
 - d. Date of disposal
6. Please give copy or print out of those portions of records, which contains details of receipt of the above applications/returns/petitions/grievances
7. Please give reasons for out of turn disposal of the applications/ returns/ petitions/ grievances, if any, which were received after me.
8. By when would vigilance enquiries be initiated in the above matter of out of turn disposal of applications/returns/petitions/grievances, if any?
- 9.

I am separately depositing Rs 10 as application fee.

Yours sincerely,

(Discuss if anyone had a problem in filling up the application. Let one of the participants read out filled blanks and ask others to compare. Has anyone added new questions? Discuss the same and whether they are good/bad?)

Next application:

You made a complaint to the police but they are not registering FIR. Please make the following application:

To
The PIO,

_____,

_____,

_____.

I had made an application for the following reason (copy of application is attached) but no satisfactory action has been taken on my application so far.

Please provide the following information with respect to the same:

1. Please indicate the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
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I am separately depositing Rs 10 as application fee.

Yours sincerely,

(Discuss if anyone had a problem in filling up the application. Let one of the participants read out filled blanks and ask others to compare. Has anyone added new questions? Discuss the same and whether they are good/bad?)

Next application:

You want to know balance in your PF account. You have retired and want to claim your PF but the authorities are not responding to your letters. Please make the following application:

To
The PIO,

_____,
_____,
_____.

I had made an application for the following reason (copy of application is attached) but no satisfactory action has been taken on my application so far.

Please provide the following information with respect to the same:

1. Please indicate the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would my work be done now?

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8. By when would vigilance enquiries be initiated in the above matter of out of turn disposal of applications/returns/petitions/grievances, if any?
- 9.

I am separately depositing Rs 10 as application fee.

Yours sincerely,

(Discuss if anyone had a problem in filling up the application. Let one of the participants read out filled blanks and ask others to compare. Has anyone added new questions? Discuss the same and whether they are good/bad?)

Deposit fee and submit an application:

Having made the application, the fee has to be deposited and the application has to be submitted. For a Central Government Department, some post offices have been designated as Assistant Public Information Offices (APIOs) to accept RTI applications for all Central Government Departments. We are requesting the Director General (P & T) to send one clerical level staff to each of our centers during this period. He would then receive all applications, accept Rs 10 application fee and issue receipts. Therefore, applications would get filed on the spot for Central Government Departments.

For State Departments, every state has made its own rules. If fee is acceptable as postal orders or through stamps, then these applications would also be submitted to the postal representative, else the people will have to take applications and submit them in respective departments on their own.

The application has been filled and deposited. What should the applicant do now? Hand over a pamphlet to the applicant, which would contain on what to do next. This pamphlet would contain details on what he should do if he does not get information in 30 days. It contains the dates, when we will hold a day long workshop for helping people file first and second appeals.

Role Plays

1. Imagine one of you is manning a counter and the other approaches you with a case.
2. Others will be observe. Enter the observation sheet below.
3. This will be done three times with different Volunteers.
4. Also, in each case, draft applications in the standard format given below.
5. The following material should be present at the counter: A register for noting down the details of each applicant, standard RTI application forms and pamphlets.

Observation Sheet- Role Play 1
What went well?
What can be improved?

Observation Sheet- Role Play 2
What went well?
What can be improved?

Observation Sheet- Role Play 3
What went well?
What can be improved?

(Discuss the observation sheets)

RTI application for Role Play 1:

To
The PIO,

_____,
_____,
_____.

I had made an application for the following reason (copy of application is attached) but no satisfactory action has been taken on my application so far.

Please provide the following information with respect to the same:

1. Please indicate the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would my work be done now?
5. Please give me a list of all the applications/returns/petitions/grievances received, after my application/return/petition/grievance was received. The list should contain the following information:
 - Name of applicant/taxpayer/petitioner/aggrieved person
 - Receipt no
 - Date of application/return/petition/grievance
 - Date of disposal
6. Please give copy or print out of those portions of records, which contains details of receipt of the above applications/returns/petitions/grievances
7. Please give reasons for out of turn disposal of the applications/ returns/ petitions/ grievances, if any, which were received after me.
8. By when would vigilance enquiries be initiated in the above matter of out of turn disposal of applications/returns/petitions/grievances, if any?
- 9.

I am separately depositing Rs 10 as application fee.

Yours sincerely,

(Discuss it after the first role play)

RTI application for Role Play 2:

To
The PIO,

_____,
_____,
_____.

I had made an application for the following reason (copy of application is attached) but no satisfactory action has been taken on my application so far.

Please provide the following information with respect to the same:

1. Please indicate the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would my work be done now?
5. Please give me a list of all the applications/returns/petitions/grievances received, after my application/return/petition/grievance was received. The list should contain the following information:
 - Name of applicant/taxpayer/petitioner/aggrieved person
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6. Please give copy or print out of those portions of records, which contains details of receipt of the above applications/returns/petitions/grievances
7. Please give reasons for out of turn disposal of the applications/ returns/ petitions/ grievances, if any, which were received after me.
8. By when would vigilance enquiries be initiated in the above matter of out of turn disposal of applications/returns/petitions/grievances, if any?
- 9.

I am separately depositing Rs 10 as application fee.

Yours sincerely,

(Discuss it after the second role play)

RTI application for Role Play 3:

To
The PIO,

_____,
_____,
_____.

I had made an application for the following reason (copy of application is attached) but no satisfactory action has been taken on my application so far.

Please provide the following information with respect to the same:

1. Please indicate the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would my work be done now?
5. Please give me a list of all the applications/returns/petitions/grievances received, after my application/return/petition/grievance was received. The list should contain the following information:
 - Name of applicant/taxpayer/petitioner/aggrieved person
 - Receipt no
 - Date of application/return/petition/grievance
 - Date of disposal
6. Please give copy or print out of those portions of records, which contains details of receipt of the above applications/returns/petitions/grievances
7. Please give reasons for out of turn disposal of the applications/ returns/ petitions/ grievances, if any, which were received after me.
8. By when would vigilance enquiries be initiated in the above matter of out of turn disposal of applications/returns/petitions/grievances, if any?
- 9.

I am separately depositing Rs 10 as application fee.

Yours sincerely,

(Discuss it after the third role play)

Annexure 1

RTI application of Nannu

To
The PIO,
Food & Supplies Department,
K Block, Vikas Bhavan,
I P Estate, New Delhi – 1

Sub: Application under Right to Information Act 2005

Dear Sir,

Please provide the following information under Right to Information Act 2005. Since I am a person living below poverty line (copy of my earlier ration card attached as a proof that I belong to BPL category), I am not depositing application fee:

1. I filed an application for a duplicate ration card on 27th January 2004. Please tell me the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?
2. According to the rules, my card should have been made in 10 days. However, it is more than three months now. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would I get my card now?

Yours sincerely,

(Nannu)
E Block, Welcome Colony,
Seelampur, Delhi-93

RTI application of Mr Sharma

To
The PIO,
Regional Passport Office,
Bhikaji Cama Place,
New Delhi

Sub: Application under Right to Information Act 2005

Dear Sir,

Please provide the following information under Right to Information Act 2005:

1. I made an application for issue of a new passport (copy attached). Please tell me the daily progress made on my application so far. i.e. when did my application reach which officer, for how long did it stay with that officer and what did he/she do during that period?

Right to Information Workbook 2006

2. According to the rules, my passport should have been made in 45 days. However, it is more than six months now. Please give the names and designations of the officials who were supposed to take action on my application and who have not done so?
3. What action would be taken against these officials for not doing their work and for causing harassment to the public? By when would that action be taken?
4. By when would I get my passport now?

I am separately depositing Rs 10 as application fee.

Yours sincerely,

(S Sharma)