

State ID Name of District/Capital _____ Block ID

I

**PEOPLE'S RTI ASSESSMENT- 2008
APPLICANT'S QUESTIONNAIRE**

INTERVIEWER'S INTRODUCTION:

*I have come from (NGO/Institution /university/ district/Village) _____.
We are conducting a nationwide study about Right To Information (RTI) regime and the functioning of the RTI Act. As a part of this assessment, we are interviewing citizens, across the country, who have filed an application under the RTI Act. We are interested in understanding the experience of citizens while filing RTI applications and in accessing the required information.*

This is an independent study and is not linked with any government agency. We will be very thankful if you can spare some of your time and answer our questions to make this study successful

A: QUESTIONNAIRE IDENTIFICATION (To be filled by FI)

A1. Date of interview:

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2 0 0 8

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A2. Name of Applicant (*Code Res. No.*): _____

A3. Village: _____

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A4. Sub-Division: _____

A5. Block: _____

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A6. District: _____

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A7. State: _____

		Yes	No
A8.	Checklist of records to photocopy while interviewing applicants:		
a.	a. Copy of RTI application	1	2
b.	b. Copy of fee receipt	1	2
c.	c. Copy of postal receipt, if sent by post	1	2
d.	d. Copy of acknowledgment from APIO (IF ANY)	1	2
e.	e. Copy of acknowledgment from PIO (IF ANY)	1	2
f.	f. Copy of response from PIO/APIO	1	2
g.	g. Copy of information (documents/records) received (IF ANY)	1	2
h.	h. Copy of First appeal (IF FILED)	1	2
i.	i. Copy of First appeal decision (IF RECIEVED)	1	2
j.	j. Copy of Complaint (IF FILED)	1	2
k.	k. Copy of Second appeal (IF FILED)	1	2
l.	l. Copy of additional correspondence between applicants and PIO/APIO (IF ANY)	1	2

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A9. Name of field investigator (*Code FI No.*): _____

A10. FI's signature: _____

C: DATE-LINE OF APPLICATION PROCESS

C1. I am going to ask you about the process of submitting the application. Please tell me on which date did you...

a. Submit the RTI Application

Date	Month	Year
<input type="text"/>	<input type="text"/>	2 0 0

b. Deposit the fees and receive the receipt

<input type="text"/>	<input type="text"/>	2 0 0
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c. On which date did you receive information

<input type="text"/>	<input type="text"/>	2 0 0
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d. On which date was your application rejected

<input type="text"/>	<input type="text"/>	2 0 0
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C2. Now I am going to ask you about the process of filing the first appeal. Please tell me on which date did you...

a. File the first appeal

Date	Month	Year
<input type="text"/>	<input type="text"/>	2 0 0

b. What was the date of hearing

<input type="text"/>	<input type="text"/>	2 0 0
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c. And what was the date of rejection/acceptance order

<input type="text"/>	<input type="text"/>	2 0 0
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D: AWARENESS

D1. How did you learn about RTI? (*DO NOT READ OUT OPTIONS. Code answers given as 'Yes' and rest as 'No'*)

	Yes	No
a. Radio	1	0
b. TV	1	0
c. Newspaper	1	0
d. NGOs	1	0
e. Posters	1	0
f. Ward Committee members/ Panchayat members	1	0
g. Ward council/ Gram Sabha	1	0
h. MP/MLA	1	0
i. SHGs/ VOs/ RWA	1	0
j. State government official	1	0
k. Family/ friends	1	0
l. Others (please specify) _____		

D2. How many RTI's have you filed since the Act came in to force? (*Record exact answer and code. if more than 9 times then code 9*) _____

E: NATURE OF INFORMATION SOUGHT

I am now going to ask you some questions regarding the kind of information sought through the RTI. If you have filed multiple RTI's please give me information about the most recent RTI filed.

E1. Which Public Authority/ Department did you apply to? (*Please specify the full name of the Public Authority*) _____

E2. Now please describe to me the nature of information sought. (*Record exactly*)

E3. What was your reason for seeking the information? (*Record exact answer and use code book for coding*) _____

E4. The information you asked for was relevant to whom - you personally, you and your family, your village/ town, your union/association/group or your state?

1. You personally 2. You and your family 3. Your village/ town
 4. Your union/association/group 5. Your state 6. Others (*Specify*) _____

E5. What was the format in which you requested the information?
 1. Copies of documents 2. Copies of files 3. Copies of file notings
 4. Daily progress reports 5. Data related to projects/programs 6. Electronic files
 7. Certified copies/ samples 8. Inspection of records/premise/works 9. Others (*Specify*) _____

F: APPLICATION PROCESS

F1. Did you submit your application to a PIO? 1. Yes (*Go to F4*) 2. No 3. Don't remember 9.N.A

F2. Did you submit your application to an APIO? 1. Yes (*Go to F4*) 2. No 3. Don't remember 9.N.A

F3. (*If 'No'*) Who did you submit your application to? (*DO NOT READ OUT OPTIONS. Code answers given as 'Yes' and rest as 'No'*) **Yes** **No** **N.A**

a. a. Another officer in the PA 1 0 9

b. b. Local elected representative 1 0 9

c. c. Village elder 1 0 9

d. d. MP/MLA 1 0 9

e. e. School teacher 1 0 9

f. f. Post man/master 1 0 9

g. g. NGO 1 0 9

h. h. Private company 1 0 9

i. Other (*Specify*) _____

F 4. Did any external person or agency help you drafting or filing the application?
 1. Helped in drafting 2. Helped in filing 3. Helped in both 4. No help taken (*Go to F6*)

F5. (*If received help*) Who was the main person or the most important agency that helped you?
 0. NGO 1. Private company 2. Call center 3. Friends/ family
 4. Local council member 5. MP/MLA 6. Local elite 7. Government official
 8. Others (*Specify*) _____ 9. N.A

F6. Did you make your request orally? 1. Yes 2. No (*Go to F8*)

F7. (*If Yes*) Did the PIO/APIO reduce the request in to writing? 1. Yes 2. No 8. DK 9. NA

F8. Did you go personally to the PA/Department? 1. Yes (*Go to F10*) 2. No (*Ask F9 & go to F30*)

F9. (*If No*) Did you submit your application by post, email, or some third party?
 1. Post 2. Email 3. Through a third party (*Specify*) _____ 9.NA

F10. (*If Yes in F8*) Was there a signboard at the entrance with any information relevant to the RTI?
 1. Yes 2. No (*Go to F12*) 8. Don't remember (*Go to F12*) 9. NA

	F11. (If Yes) Now I am going to ask you about the signboard at the entrance. Did the signboard display.....?	Yes	No	NA
a.	a. Name of the PIO	1	2	9
b.	b. Designation of the PIO	1	2	9
c.	c. Location of the PIO	1	2	9
d.	d. Details of fee/Mode of payment	1	2	9
e.	e. Visiting hours	1	2	9
	F12. Did you have to get a visitors pass before entering the PA building?			
	1. Yes	2. No (<i>Go to F15</i>)	8. Don't remember (<i>Go to F15</i>)	9. NA
	F13. (If Yes) Did you have any difficulty in accessing the Pass?			
	1. Yes	2. No (<i>Go to F15</i>)	8. Don't remember (<i>Go to F15</i>)	9. NA
	F14. (If Yes) What difficulty did you face?			
	1. Had to wait for long (15 minutes or more)	2. Asked to show proof of identity		
	3. Stopped by guards/ peons from entering the building	4. Others (<i>Specify</i>) _____		9. NA
	F15. Did PA have a counter where RTI applications were accepted?	1. Yes	2. No (<i>Go to F18</i>)	9.N.A
	F16. (If Yes) Did you have any difficulty in getting to the counter	1. Yes	2.No(<i>Go to F27</i>)	9. NA
	F17. (If Yes) What was the difficulty?			
	1. No proper signage/directions for finding counter	2. Peon stopped		
	3. No lift available	4. Others (<i>Specify</i>) _____		9. NA
	F18. Did you face any difficulties in finding the PIO?	1. Yes	2. No (<i>Go to F20</i>)	9. NA
	F19. (If Yes) What were the difficulties?			
	1. No proper signage/directions to PIO office	2. Peon stopped		
	3. No lift available	4. Others (<i>Specify</i>) _____		9. NA
	F20. Was the PIO available at the time you visited the PA?	1. Yes (<i>Go to F22</i>)	2. No	9. NA
	F21. (If No) How long did you have to wait - less than 1 hour, between 1 and 2 hours, more than 2 hours, or the PIO never came?			
	1. Less than 1 hour	2. Between 1 and 2 hours	3. More than 2 hours	
	4. PIO never came	9. NA		
	F22. Did the PIO accept the application?	1. Yes (<i>Go to F25</i>)	2. No	9. NA
	F23. (If No) Did some other official accept the application?	1. Yes	2. No (<i>Go to F25</i>)	9. NA
	F24. (If Yes) What was the designation of the official?			
	1. APIO	2. HOD	3. PA/Secretary	4. Other Department official
	5. Peon	6. Others (<i>Specify</i>) _____	8. Don't remember	9. NA
	F25. Did the PA provide a prescribed format for submitting the application?	1. Yes	2. No	9. NA
	F26. How many visits did you need to make to submit your application?			
	1. One	2. Two	3. Three	4. Four or more (<i>Specify</i>) _____
	9. NA			
	F27. Did the PIO/ counter accept the fee?	1. Yes (<i>Go to F 30</i>)	2. No	9. NA
	F28. (If No) Where did you have to deposit the fee?			
	1. In the PA building	2. Some other location (<i>Specify</i>) _____		9. NA

F29. With whom did you deposit the fee?

1. Accounts Officer 2. Cashier 3. Clerk/Peon
4. Others (*Specify*) _____ 8. Don't remember 9. NA

F30. Did you get a receipt while/for submitting fee? 1. Yes 2. No

F31. (*Refer to B7a. If applicant is not a BPL card holder, go to F 33*) Did you get a fee waiver?

1. Yes 2. No 9. NA

F32. Did you get a receipt? 1. Yes 2. No 9. NA

F33. (*If paid fees*) What was the mode of payment?

1. Cash 2. DD 3. IPO 4. Judicial Stamps
5. Treasury Challan 6. Other (*Specify*) _____ 8. Don't remember 9. NA

F34. How much was the fee?

1. Rs. 10 2. Rs. 20 3. Rs. 50 4. Rs. 100 5. More than Rs. 100 9. NA

F35. Did you get a receipt while submitting RTI application? 1. Yes 2. No

G: RESPONSE TO THE APPLICATION

G1. Did you receive a response for your application? 1. Yes 2. No (*Go to G14*)

G2. Did you receive the information requested? 1. Yes 2. No (*Go to G10*)

G3. (*If Yes*) Did you receive the information in part or whole? 1. Part 2. Whole 9. NA

G4. In what form did you receive the information?

1. Copies of documents 2. Copies of files 3. Copies of file notings
4. Daily progress reports 5. Data related to projects/programs 6. Electronic files
7. Certified copies/ samples 8. Inspection of records/premise/works 9. Others (*Specify*) _____

G5. Was this the form in which you requested the information? 1. Yes 2. No 9. NA

G6. (*If No*) Were you given an explanation for why the form was not adhered to?

1. Yes 2. No (*Go to G8*) 9. NA

G7. (*If Yes*) What was this explanation?

1. Information not available in the form asked for
2. Information too bulky in the form asked for
3. Information in the form asked for would required disproportionate diversion of resources
4. Information in the form asked for would threaten the safety of the document
5. Others (*Specify*) _____ 9. NA

G8. Did you receive the information in the language you requested? 1. Yes 2. No 9. NA

G9. Was the information you got false, misleading or incomplete? 1. Yes (*Go to G14*) 2. No 9. NA

G10. (*If information refused*) Was it refused in part or whole? 1. Part 2. Whole 9. NA

G11. And were you given reasons why it was refused? 1. Yes 2. No (*Go to G14*) 9. NA

G12. (*If Yes*) What was the explanation? (*Please describe and attach photocopy of the refusal letter to the questionnaire*) _____

G13. Was the name and address of the first appellate authority communicated to you?
 1. Yes 2. No 9. NA

G14. (If 'No' in G1 & 'Part' in G3) To what extent did the act of filing the RTI result in the purpose of your filing the RTI being met - fully, somewhat or not at all?
 1. Fully 2. Somewhat 3. Not at all 8. Cant'say 9. NA

G15. Please describe how? (*Record exact answer and do not code*)

G16. (If 'Whole' in G3) To what extent did getting of this information fulfill the purpose for which you had asked this information - fully, somewhat or not at all?
 1. Fully 2. Somewhat 3. Not at all 8. Cant'say 9. NA

G17. Please describe how? (*Record exact answer and do not code*)

H: FIRST APPEAL PROCESS

H1. Did you file an appeal with the PA after your information was refused?
 1. Yes (*Go to H3*) 2. No (*Ask H2 and Go to 'Section K'*)

H2. (If No) Why not? (*DO NOT READ OUT OPTIONS. Code answers given as 'Yes' and rest as 'No'. After respondent gives reasons, PROBE further and ask if there were some other reasons as well*)

	Yes	No
a. <input type="checkbox"/> a. Didn't know who to appeal	1	0
b. <input type="checkbox"/> b. Was not aware of the appeal process	1	0
c. <input type="checkbox"/> c. Missed the deadline	1	0
d. <input type="checkbox"/> d. Tried to file the appeal but was unable	1	0
e. <input type="checkbox"/> e. Too cumbersome	1	0
f. <input type="checkbox"/> f. Didn't care	1	0
g. <input type="checkbox"/> g. Cynical of outcome	1	0
h. <input type="checkbox"/> h. Scared of repercussions	1	0
i. <input type="checkbox"/> i. Information was time sensitive	1	0
j. <input type="checkbox"/> j. Problem resolved itself	1	0
k. <input type="checkbox"/> k. Other (<i>Specify</i>) _____		

H3. Did any external person or agency help you drafting or filing the application?
 1. Helped in drafting 2. Helped in filing 3. Helped in both 4. No help taken (*Go to H5*)

H4. (If received help) Who was the main person or most important agency that helped you?
 1. NGO 2. Private company 3. Call center
 4. Friends/ family 5. Panchayat/ward member 6. MP/MLA 7. Government official
 8. Others (*Specify*) _____ 9. NA

H5. Now I am going to read out a few things that might have been the basis of your first appeal. Please tell me for each one of them if it formed the basis of your first appeal? (*Read out Options*)

		Yes	No
a.	Disagreement with the basis on which information was denied	1	2
b.	Receipt of partial information	1	2
c.	Information was misleading	1	2
d.	Information was not in the form asked for	1	2
e.	False information	1	2
f.	Fee was excessive	1	2
	g. Others (<i>Specify</i>) _____		

H6. Did you go personally to the PA to file the appeal?

1. Yes (*Go to H8*) 2. No (*Ask H7 and Go to H18*)

H7. (If No) Did you submit your application by post, email, or some third party?

1. Post 2. Email 3. Through a third party (*Specify*) _____ 9. NA

H8. (If went personally) Did you have any difficulty finding the appellate authority?

1. Yes 2. No 9. NA

H9. (If Yes) What was your difficulty?

1. Appellate office/desk hard to identify 2. No signage outside the appellate office/ desk
 3. Peon stopped you 4. No lift available
 5. Others (*Specify*) _____ 9. NA

H10. Was the appellate officer available at the time you visited the PA? 1. Yes 2. No

H11. (If No) How long did you have to wait - less than 1 hour, between 1 and 2 hours, more than 2 hours, or the appellate authority never came?

1. Less than 1 hour 2. Between 1 and 2 hours 3. More than 2 hours
 4. Appellate Authority never came 9. NA

H12. How many visits did you need to make to submit your application?

1. One 2. Two 3. Three 4. Four or more (*Specify. If more than 9, code 9*) _____

H13. (If No in H10) Did some other official accept the application? 1. Yes 2. No 9. NA

H14. (If Yes) What was the designation of the official?

1. PIO 2. APIO 3. RTI counter at PA office
 3. PA/Secretary to RTI Authority 4. Others (*Specify*) _____ 8. Don't remember 9. NA

H15. Did you have to pay a fee? 1. Yes 2. No

H16. (If Yes) With whom did you deposit the fee?

1. Accounts Officer 2. Cashier 3. Clerk/Peon
 4. Others (*Specify*) _____ 8. Don't remember 9. NA

H17. Did you get a receipt while submitting the fee? 1. Yes 2. No

H18. (If paid fee) What was the mode of payment?

1. Cash 2. DD 3. IPO
 4. Treasury Challan 5. Judicial Stamps 8. Don't remember 9. NA

H19. How much was the fee?
 1. Rs. 10 2. Rs. 20 3. Rs. 50 4. More than Rs. 50 9. NA

H20. What was the outcome of the appeal, was it allowed, partly allowed or rejected?
 1. Allowed 2. Partly allowed 3. Rejected

H21. (If Appeal was rejected) What were the reasons for rejection? Please give details. (Record exact answer) _____

H22. Did you receive a copy of the first appeal decision? 1. Yes 2. No

H23. Would you say that you were satisfied or dissatisfied with the outcome of the first appeal? (Probe further whether Res. was 'fully' or 'Somewhat' satisfied or dissatisfied)
 1. Fully Satisfied 2. Somewhat satisfied
 3. Somewhat dissatisfied 4. Fully dissatisfied 8. Can't say

H24. (If Dissatisfied) Did you file a second appeal?
 1. Yes 2. No 9. NA

H25. (If No) Why not? (DO NOT READ OUT OPTIONS. Code answers given as 'Yes' and rest as 'No')

		Yes	No	NA
a.	a. Didn't know who to appeal	1	0	9
b.	b. Was not aware of the appeal process	1	0	9
c.	c. Missed the deadline	1	0	9
d.	d. Tried to file the appeal but was unable	1	0	9
e.	e. Too cumbersome	1	0	9
f.	f. Didn't care	1	0	9
g.	g. Cynical of outcome	1	0	9
h.	h. Scared of repercussions	1	0	9
i.	i. Information was time sensitive	1	0	9
j.	j. Problem resolved itself	1	0	9
	k. Other (Specify) _____			

K: APPLICANT PERCEPTIONS

K1. What were the main constraints you faced through the RTI process? (Record exactly)

K2. Do you have any suggestions on resolving these problems and strengthening the RTI? (Record exactly)

K3. What are the positives about the RTI process? (Record exactly)

