

State ID Name of District/Capital _____ Block ID

VII

**PEOPLE'S RTI ASSESSMENT- 2008
CHECKLIST FOR FILING RTI**

OBJECTIVES

To file RTI's in order to assess the following:

- Ease of RTI Process
- Nature of interface between the government and citizens
- Time taken to file application

Parameters for the assessment:

- *PIO accessibility*
- *Quality of interface (ease of submission of application)*
- *Filing time*

STEPS

Step 1:

Visit the poorest part of the village (tribal/ dalit segment, colony). Have a discussion in this part of the village to identify an issue on which the RTI application can be filed.

Step 2:

Identify one person (preferably from the tribal/Dalit or amongst the poorer segments of the village) to file the RTI application.

Step 3:

Assist the applicant in drafting the RTI application (*use existing form, if required*).

Note: After the application has been drafted keep a copy for your record. Each team will be provided with carbon paper to prepare copies of RTI applications as well as digital cameras and/or mobile phones with cameras, in order to facilitate taking copies of records, which will be required for analysis.

- Identify the Public Authority where RTI is to be filed
- Locate the PIO
- Find out whether there is a prescribed format
- Find out details and mode of payment
- Submit RTI application
- Submit Fee
- Take a signed and dated fee receipt
- Follow up on receipt of response by returning when information received (or after 45 days, which ever is earlier) the self addressed post card that the surveyor will leave with the applicant, after tick marking the relevant boxes.

(Surveyor to keep a copy of all documents received and submitted during the RTI application process (copy of application, receipt for fee, receipt for application, etc.) Copies of all documents to be submitted as attachments to the checklist)

INSTRUCTIONS

- As you file the RTI please follow the checklist below and mark appropriately
- Please ensure you have a watch so that you can time the process. (If the applicant does not have a watch, someone with a watch will have to time the process from outside – when did the applicant enter the PA office and when did the applicant emerge, after filing RTI.)
- Please note the time before you start and when you have completed the filing process

CHECKLIST FOR FILING THE RTI

A: CHECKLIST IDENTIFICATION

A1. Name of the Public Authority: _____

A2. Name of PIO contacted: _____

A3. Designation of PIO contacted: _____

A4. Type of information sought (*Attach application and explain briefly*): _____

A5. Date of filing RTI:

Date	Month	2	0	0	8
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A6. Time of completing the Interview:

Hours	Minutes
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 (*Code total time for completing interview in minutes. Eg: If started at 20:10 and finished at 21:20, total time taken is 70 minutes*)

A7. Interviewer's name: _____

A8. Supervisor's name: _____

A9. Supervisor's signature: _____

B: APPLICATION PROCESS

Note: *Refer to the Cecklist below and brief the applicants on what they should observe when they go to file the RTI. Leave self-addressed post cards with appropriate message to subsequently get information about the fate of the RTI application(s). The Post card can have 3 ques - tions, which the applicant can answer.*

B1. Did you get all the information you requested? 1. Yes 2. No

B2. In how many days was the information provided? (*Record exact number of days*) _____

B3. Did you have to pay money to get the information? 1. Yes 2. No

B4. (*If Yes*) How much? (*Record exact amount*) _____

C: EXPERIENCE

Note: *Fix a meeting for later in the day with the applicant before she/he leaves to file the RTI application to get details of the RTI filing process. Teams can ask the questions listed below to assess the experience*

ACCESSIBILITY:

C1. Is there a signboard at the PA entrance, or close to the entrance information about RTI?
1. Yes 2. No

C2. (*If Yes*) I am going to read out a few things that the signboard might have displayed. Please tell me whether the signboard displayed..... ?

		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. RTI application submission timings	1	2	9

C3. Did you have to get a visitors pass before entering the PA building?
1. Yes 2. No (*Go to C6*)

<input type="checkbox"/>	C4. (If Yes) Did you have any difficulty in accessing the Pass?	1. Yes	2. No	8. Don't remember	9. NA
<input type="checkbox"/>	C5. (If Yes) What difficulty did you face?	1. Had to wait for long (15 minutes or more)	2. Asked to show proof of identity		
<input type="checkbox"/>		3. Stopped by guards/peons from entering the building	4. Others (<i>Specify</i>) _____		9. NA
<input type="checkbox"/>	C6. Was the PIO easy to locate?	1. Yes	2. No		
<input type="checkbox"/>	C7. (If No) What were the difficulties?	1. No information available on PIO location	2. No signage outside the PIO office/desk		
<input type="checkbox"/>		3. Was stopped by a peon	4. No lift available		
<input type="checkbox"/>		5. Others (<i>Specify</i>) _____	9. NA		
<input type="checkbox"/>	C8. Was the PIO at his/her desk when you reached?	1. Yes	2. No		
<input type="checkbox"/>	C9. (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	
<input type="checkbox"/>		4. PIO never came	9. NA		
<input type="checkbox"/>	C10. Did the PIO accept the application?	1. Yes	2. No		
<input type="checkbox"/>	C11. (If No) Did some other officer accept the application?	1. Yes	2. No	9. NA	
<input type="checkbox"/>	C12. (If Yes) What was the designation of the official?	1. APIO	2. HOD	3. PA/Secretary	
<input type="checkbox"/>		4. Other Department official	5. Peon	6. Others (<i>Specify</i>) _____	9. NA
<input type="checkbox"/>	C13. Did the PA insist on a prescribed format for submitting the application?	1. Yes	2. No		
<input type="checkbox"/>	C14. Did the PIO accept the fee?	1. Yes	2. No		
<input type="checkbox"/>	C15. (If No) Where did you have to deposit the fee - in the PA building or some other location?	1. In the PA building	2. Other location (<i>Specify</i>) _____		9. NA
<input type="checkbox"/>	C16. Who did you deposit the fee with? Please specify the name of the officer.	1. Accounts Officer	2. Cashier	3. Clerk/Peon	
<input type="checkbox"/>		4. Others (<i>Specify</i>) _____	9. NA		
<input type="checkbox"/>	C17. What was the mode of payment of the fee?	1. Cash	2. DD	3. IPO	
<input type="checkbox"/>		4. Judicial Stamps	5. Treasury Challan	6. Other (<i>Specify</i>) _____	
<input type="checkbox"/>	C18. How much was the fee?	1. Rs. 10	2. Rs. 20	3. Rs. 50	4. Rs. 100
<input type="checkbox"/>				5. More than Rs. 100	
<input type="checkbox"/>	C19. Did you get a receipt for submitting the fee?	1. Yes	2. No		
<input type="checkbox"/>	C20. (If Yes) Were you given a duplicate copy of the receipt issued?	1. Yes	2. No	9. NA	
<input type="checkbox"/>	C21. Did you get a receipt for submitting the application?	1. Yes	2. No		

D: QUALITY

D1. Now I am going to ask you about your experience of dealing with the PIO. Please tell was she/he polite, indifferent or hostile?

1. Polite 2. Indifferent 3. Hostile 8. Can't say

D2. Was the PIO helpful in responding to your queries? 1. Yes 2. No

D3. Did she/he read the application in your presence? 1. Yes 2. No

D4. Did she/he ask you to give reasons for submitting the application? 1. Yes 2. No

D5. At any stage were you discouraged from submitting the application? 1. Yes 2. No

D6. (If Yes) By whom? (*Record exact answer*)

D7. (If Yes in D5) Please describe how? (*Record exact answer*)

D8. (If Yes in D5) And when? (*Record exact answer*)

D9. In your opinion, what were the main challenges in filing the RTI? (*Record exact answer*)

D10. And what was the easiest aspect of the process? (*Record exact answer*)

D11. Would you say that you will use the RTI again? 1. Yes 2. No 8. Can't say/Not sure

D12. (If Yes) Why? (*Record exact answer*) _____

D13. (If No or Can't say/ Not sure) Why? (*Record exact answer*) _____
