

4. More than thrice (*Specify*) _____

5. Don't remember

9. NA

Q14. What did the training cover and what was the duration?

Topic (s) of Training (separately for each programme/course)	Who conducted the Training? Govt.Deptt.? NGO? Others (please specify)	Your PA? Other	Duration of Training (<i>In days & Code</i>)

Q15. While speaking to officers we found out that they have different experiences of the training. Some officers say that the training was very helpful in their responding to RTI Applications, while some said that the training was not helpful. What about your experience of the training?

1. Helpful

2. Not helpful

8. No opinion

9. NA

Q16. (If not Helpful) What is the reason?

1. Training too short

2. Trainer not clear

3. Trainer not knowledgeable

4. Poor training materials/documentation

5. No training on the practical aspects of effectively addressing an information request

6. No refresher course

7. Other (*Specify*) _____

9. N.A

Q17. How many RTI applications have you received since you became a PIO? (*Record number per year and code total applications*) _____

Q18. How many applications have you transferred to other PIOs/public authorities? (*Record number of applications and code accordingly*)? _____

Q19. Do you have any limits /constraints for financial provisions/approvals to cover the cost of servicing RTI applications? 1. Yes 2. No 8. Cant Say/ D.K

Q20. (If Yes) What are the constraints?

1. Postage

2. Photocopy

3. Others (*Specify*) _____

9. NA

Q21. On an average, how much time do you spend per week on the RTI related work?

1. Less than 1 hour

2. Between 1 and 2 hours

3. Between 2 and 5 hours

4. Between 5 and 10 hours

5. More than 10 hours

Q22. How much time do you spend appearing before the Information Commission every month?

1. Less than 1 day

2. Between 1 and 3 days

3. Between 3 and 6 days

4. More than 6 days

Q23. Do you/your department keep the following information in a tabular/consolidated form: *[Read out options]*

Yes

NO

D.K

a.

a. Record of applications received

1

2

8

b.

b. Date when information was sent

1

2

8

c.

c. No. of applicants provided information

1

2

8

d.

d. Number of applicants denied information

1

2

8

e.

(Please ask for copy and attach with the questionnaire)

e. Justification of denial of information 1 2 8
Q24. Have you/ your department made any changes in RTI related office management systems?

1.Yes 2.No 8. Cant Say/ D.K

Q25. (If Yes) Please tell what changes have been made: **[Do not read out options]**

- 1. Improving record maintenance
- 2. Digitization of information
- 3. Putting records on website
- 4. Changing procedures of functioning and decision making for maintaining records for RTI
- 5. Others (*Specify*) _____ 9. N.A

a. **Q26.** In responding to information requests what difficulties do you generally face? **[Do not read out options and code the answers given as 1. Rest code 0]** Yes No

b. a. Incomplete application 1 0

c. b. Unclear applications 1 0

d. c. Requests for voluminous information 1 0

e. d. Need to make repeated internal follow-ups 1 0

f. e. Difficulty in getting information from colleagues/superiors 1 0

g. f. Inadequate & incomplete internal record-keeping and filing system 1 0

h. g. Information pertaining to the query does not exist within Department 1 0

i. h. Compiling information from disparate sources 1 0

i. i. Reducing available information into the format in which it is asked 1 0

j. Others (*Specify*) _____

Q27. What other constraints, if any, do you face in implementing the RTI? **[Do not read out options and code the answers given as 1. Rest code 0]** Yes No

a. a. Lack of awareness of provisions of law/procedures/rules 1 0

b. b. Lack of training 1 0

c. c. Lack of guides/manuals/materials 1 0

d. d. Deficiencies in RTI applications 1 0

e. e. Too many applications 1 0

f. Others (*Specify*) _____

Q28. Do you have a copy of the RTI Act with you? 1.Yes 2.No 8. DK

Q29. Would you like to suggest any improvements in the RTI law/rules and/or procedures for processing RTI applications (*Please specify*) _____

TO BE FILLED IN BY THE INVESTIGATOR

E1. Did the PIO answer the questions in the presence of a superior officer?

1.Yes 2.No

E2. Were other people (colleagues/subordinates) also participating in answering the questions?

1.Yes 2.No

E3. Was the PIO cooperative in answering the questions?

1.Yes 2.No