

State ID Name of District/Capital _____ Block ID

II

**PEOPLE'S RTI ASSESSMENT- 2008
SECOND APPELLANT QUESTIONNAIRE**

A: QUESTIONNAIRE IDENTIFICATION (To be filled by FI)

A1. Date of interview:

Date	Month
<input type="text"/>	<input type="text"/>

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	0	0	8		

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

A3. Village: _____

A4. Sub-Division: _____

A5. Block: _____

A6. District: _____

A7. State: _____

A8. Checklist of records to photocopy while interviewing applicants: **Yes** **No**

			Yes	No
a.	<input type="checkbox"/>	a. Copy of RTI application	1	2
b.	<input type="checkbox"/>	b. Copy of fee receipt	1	2
c.	<input type="checkbox"/>	c. Copy of postal receipt, if sent by post	1	2
d.	<input type="checkbox"/>	d. Copy of acknowledgment from APIO (IF ANY)	1	2
e.	<input type="checkbox"/>	e. Copy of acknowledgment from PIO (IF ANY)	1	2
f.	<input type="checkbox"/>	f. Copy of response from PIO/APIO	1	2
g.	<input type="checkbox"/>	g. Copy of information (documents/records) received (IF ANY)	1	2
h.	<input type="checkbox"/>	h. Copy of First appeal (IF FILED)	1	2
i.	<input type="checkbox"/>	i. Copy of First appeal decision (IF RECIEVED)	1	2
j.	<input type="checkbox"/>	j. Copy of Complaint (IF FILED)	1	2
k.	<input type="checkbox"/>	k. Copy of Second appeal (IF FILED)	1	2
l.	<input type="checkbox"/>	l. Copy of additional correspondence between applicants and PIO/APIO (IF ANY)	1	2
m.	<input type="checkbox"/>	m. Copy of notice/show cause notice issued by Information Commission (IF ANY)	1	2
n.	<input type="checkbox"/>	n. Copies of replies (IF ANY)	1	2
o.	<input type="checkbox"/>	o. Copy of intimation about hearing	1	2
p.	<input type="checkbox"/>	p. Copy of order of Information Commission	1	2
q.	<input type="checkbox"/>	q. Copy of information recieved	1	2
r.	<input type="checkbox"/>	r. Other documents (IF ANY)	1	2

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

A10. FI's signature: _____

C: STATUS OF THE CASE

C1. What is the status of your case, has it been heard and decided, heard but not decided, or it has not been heard? 1. Heard and decided 2. Heard but not decided 3. Not heard

C2. (If Decided) What was the outcome, was it allowed, partly allowed or rejected?

1. Allowed 2. Partly allowed 3. Rejected 9. NA

D: RTI APPLICATION DETAILS

D1. Which Public Authority/Department was information sought from? (*Record exact answer*)

D2. What was the type of information sought? (*Record exact answer*)

D3. Why was the information denied? (*Record exact answer*)

D4. Were you given any information about any Section or specific aspect of the Act under which information was denied? 1. Yes 2. No

D5. (If Yes) Please specify? (**DO NOT READ OUT OPTIONS. Code 'Yes' for the Section/Subsection mentioned, and code rest as 'No'. After R mentions a Section, ask reason given by PIO/Appellate**)

a.	Section	Yes	No	NA	(If Yes) Reasons given by PIO/Appellate (<i>Record exactly</i>)
b.	a. 2 (f)	1	0	9	_____
c.	b. 2 (h)	1	0	9	_____
d.	c. 2 (g)	1	0	9	_____
e.	d. 3	1	0	9	_____
f.	e. 7 (9)	1	0	9	_____
g.	f. 8(1)(a)	1	0	9	_____
h.	g. 8(1)(b)	1	0	9	_____
i.	h. 8(1)(c)	1	0	9	_____
j.	i. 8(1)(d)	1	0	9	_____
k.	j. 8(1)(e)	1	0	9	_____
l.	k. 8(1)(f)	1	0	9	_____
m.	l. 8(1)(g)	1	0	9	_____
n.	m. 8(1)(h)	1	0	9	_____
o.	n. 8(1)(i)	1	0	9	_____
p.	o. 8(1)(j)	1	0	9	_____
q.	p. 9	1	0	9	_____
r.	q. 11	1	0	9	_____
	r. 24	1	0	9	_____

E: SECOND APPEAL PROCESS

		E: SECOND APPEAL PROCESS	
	E1.	How did you learn about the appeal process? (<i>DO NOT READ OUT OPTIONS. Code answers given as 'Yes' and rest as 'No'</i>)	
a.		Yes	No
b.	a. PIO	1	0
c.	b. First Appellate Authority	1	0
d.	c. Radio	1	0
e.	d. TV	1	0
f.	e. Newspaper	1	0
g.	f. NGOs	1	0
h.	g. Posters	1	0
i.	h. Ward Committee members/ Panchayat members	1	0
j.	i. Ward council/ Gram Sabha	1	0
k.	j. MP/MLA	1	0
l.	k. SHGs/ VOs/ RWA	1	0
m.	l. State government official	1	0
	m. Family/ friends	1	0
	n. Others (<i>Specify</i>) _____	1	0
	E2.	Did any external person or most important agency help you drafting or filing the appeal?	
		1. Helped in drafting	2. Helped in filing
		3. Helped in both	4. No help taken (<i>Go to E4</i>)
	E3. (<i>If received help</i>)	Who was the main person or agency that helped you?	
		1. NGO	2. Private company
		3. Call center	4. Friends/ family
		5. Local council member	6. MP/MLA
		7. Local elite	8. Government official
		9. Others (<i>Specify</i>) _____	0. N.A
	E4.	Now I am going to read out a few things that might have been the basis of your second appeal. Tell me for each one of them if it formed the basis of your second appeal? Yes No	
a.	a. Disagreement with the basis on which information was denied	1	2
b.	b. Disagreement with the FAA decision	1	2
c.	c. Receipt of partial information during 1st Appeal	1	2
d.	d. Information was misleading	1	2
e.	e. False information	1	2
f.	f. Fee was excessive	1	2
	g. Others (<i>Specify</i>) _____		
	E5.	Did you go personally to the Information Commission to file the second appeal?	
		1. Yes	2. No
	E6. (<i>If No</i>)	Did you submit your application by post, email, or some third party?	
		1. Post	2. Email
		3. Through a 3rd party (<i>Specify</i>) _____	9.N.A
	E7. (<i>If Yes in E5</i>)	Was there a signboard outside the commission's office displaying information related to the commission? 1. Yes 2. No 8. Don't remember 9. N.A	

F: FACILITIES AT THE COMMISSION

F1.	Now I am going to talk about a few facilities at the Information Commission. Please tell me if there was	Yes	No
a.	a. Waiting area	1	2
b.	b. Seating in the Commissioner's room	1	2
c.	c. Drinking water	1	2
d.	d. Toilet	1	2

G: QUALITY OF HEARINGS

G1. How many times was your case heard - once, twice, thrice or more than thrice?

1. Once 2. Twice 3. Thrice 4. More than thrice (*Specify*) _____

G2. (If More than once) Please describe the reasons for adjournments? (*Record exactly*)

G3. Did you represent yourself at the hearings? 1. Yes 2. No

G4. (If No) Who represented you - a lawyer, friend or family members, some colleague or some NGO?

1. Lawyer 2. Friend/family 3. Colleague 4. NGO 5. Other (*Specify*) _____ 9. NA

G5. Did the PIO/FAA represent themselves? 1. Yes 2. No

G6. (If No) Who represented the PIO/FAA - a lawyer, friend, some colleague or some senior official?

1. Lawyer 2. Friend 3. Colleague 4. Senior official 5. Other (*Specify*) _____ 9. NA

G7. (If Yes) Was the hearing held on time? 1. Yes 2. No

G8. (If No) How long did you have to wait - up to 30 minutes, 30 minutes to 1 hour, between 1 and 2 hours or more than 2 hours?

1. Up to 30 minutes 2. 30 minutes to 1 hour 3. 1 to 2 hours 4. More than 2 hours 9. NA

G9. How long did the hearing take - up to 30 minutes, 30 minutes to 1 hour, between 1 and 2 hours or more than 2 hours?

1. Up to 30 minutes 2. 30 minutes to 1 hour 3. 1 to 2 hours 4. More than 2 hours

G10. Was the Information Commissioner present at the hearing? 1. Yes 2. No

G11. Now I am going to read out a few things that people often say after the hearing. Thinking about your experience at the hearing, please tell me do you agree or disagree with these statements. (*Probe further whether R 'fully' or 'Somewhat' agrees or disagree*)

Agree		Disagree		No Opinion
Fully	Somewhat	Somewhat	Fully	

a.	a. The Information Commissioner was aware of the facts of the case.	4	3	2	1	8
b.	b. At some point during the hearing, you felt intimidated .	4	3	2	1	8
c.	c. You/your representative was given adequate opportunity to be heard.	4	3	2	1	8

H: FOLLOW UP TO THE COMMISSION'S DECISIONS

H1. Did you get the information that was ordered wholly or partly?

1. Wholly 2. Partly 3. Not at all

H2. Was it a case that warranted penalty?

1. Yes 2. No

H3. (If Yes) Was a show cause notice issued to the PIO?

1. Yes 2. No 9. NA

H4. Did you request for imposition of penalty in your complaint/appeal?

1. Yes 2. No

H5. Was a penalty imposed?

1. Yes 2. No

H6. (If Yes) What was the quantum of penalty imposed? (*Record exact amount*) _____

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H7. (If No) Why was the penalty not imposed?

1. Commission did not think there was adequate cause
2. Commission let the PIO off because it was the first time he had delayed/refused information
3. PIO sought forgiveness of the Commission for the delay/refusal
4. PIO was excused because the public authority was not ready with the RTI processes
5. Other reason (*Specify*) _____
8. Don't know/Can't say
9. NA

H8. Was it a case that warranted disciplinary action?

1. Yes 2. No

H9. Did you request for initiation of disciplinary proceedings?

1. Yes 2. No

H10. Was it recommended? 1. Yes 2. No

H11. (If No) Why not? (*Record exact answer*) _____

H12. Was it a case that warranted compensation? 1. Yes 2. No

H13. Did you request for compensation in your appeal/ complaint? 1. Yes 2. No

H14. Was it awarded? 1. Yes 2. No

H15. (If Yes) What was the quantum of compensation awarded? (*Record exact amount*) _____

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H16. (If No) Why not? (*Record exact answer*) _____

H17. Would you say that you are satisfied or dissatisfied with the ability of the commission to ensure compliance with its orders? (*Probe further if R is 'fully' or 'somewhat' satisfied or dissatisfied*)

1. Fully satisfied 2. Somewhat satisfied
3. Somewhat dissatisfied 4. Fully dissatisfied 8. No opinion

J: GRIEVANCES

J1. Now I am going to read out a few things that you might have felt during the appeal process. Please tell me if at any point of time during the appeal process, did you feel.....?

	Yes	No	Can't say
a. Harassed	1	2	8
b. Intimidated	1	2	8
c. Threatened	1	2	8
d. Aggrieved	1	2	8

J2. (If Yes to any item in J1) Did you complain to the commission or anyone else about it?

1. Yes 2. No 9. NA

J3. (If Yes) Did you find it easy or difficult to file the complaint? (*Probe further whether R found it 'very' or 'Somewhat' easy or difficult*)

1. Very easy 2. Somewhat easy
 3. Somewhat difficult 4. Very difficult 8. Can't say 9. NA

J4. What was the outcome of your complaint? (*Record exact answer*) _____

K: PERCEPTIONS

K1. Would you say that you will use the RTI again? 1. Yes 2. No 3. Can't say/Not sure

K2. (If Yes) Why? (*Record exact answer*) _____

K3. (If No or Can't say/ Not sure) Why? (*Record exact answer*) _____

K4. Now I am going to read out a few things on which you might have spend money while going through the entire process. Please tell me for each one of them how much money did you spent on...? (*Record exact amount and code. If the appellant does not remember the amount then code 9999*)

a.				a. Visiting the PIO_____
b.				b. Visiting FAA_____
c.				c. Visiting the commission_____
d.				d. Cost of application_____
e.				e. Cost of receiving information_____
f.				f. Paying for assistance_____
g.				g. Others_____