#### Chapter - 9

#### Social Welfare Department, Government of Karnataka, Bengaluru

The Social Welfare Department is one of the most important organs of the Government. Throughout the country it is the social welfare department that looks after the welfare of the poor, marginalized sections of the society, particularly those belonging to the SC/ST communities through the very important SC/ST Sub-Plans. This department implements a number of centrally sponsored and state-sponsored programmes. The main objective of this department is social upliftment of the disadvantaged people and to bring them to the mainstream of the society. The effectiveness of the working of this department depends to a large extent on the steps taken to disseminate information about the programmes, policies, benefits and facilities available to the beneficiaries. Considering the fact that a majority of the people who require the services of social welfare department are poor, illiterate and have very little access to modern means of communication, the social welfare department has to take all possible steps to reach out to the target audience.

The proactive disclosure manual of the Department of Social Welfare (Office of the Commissioner for Social Welfare, Government of Karnataka] has been hosted in the website of the department [http://sw.kar.nic.in]. The same was accessed on 10th November 2011 for the purposes of this evaluation. The button on the website says ‘RTI-Disseminated Information’ and does not indicate that it refers to proactive disclosure. The Manual is in Kannada language and straight away starts with Chapter 1. The Manual does not contain the address, telephone numbers and other contact coordinates of the Public Authority.

**What is to be included**

The RTI handbook (Manual) of the Office of the Commissioner for Social Welfare Department [SWD] should be well drafted, designed and should include complete information in a manner understandable to the common man. **Chapter -1** of the Manual should include the following:

1. Contents of the Manual
2. Introduction/Preface by the Head of the Public Authority explaining the need for this Manual and how citizens can use it for their benefit.
3. Signature of the Head of the Public Authority with date and place
4. Complete Address with Pin Codes, telephone number, fax, email and website

In **Chapter - 2** the Manual should contain in brief, the provisions of the Right to Information (RTI) Act, highlighting the procedure to be followed by the citizens to obtain information, the fees to be paid, Rules framed by the State Government etc. **Chapter -3** of the Manual should give a brief historical background of the Public Authority, its formation, growth, etc. Thereafter the vision and mission statement of the public authority should find mention in the manual. The logo of the State Government along with the logo of the public authority (if different) should be printed at the beginning of the Manual. Though this information is available on the website of the SWD, the same needs to be incorporated in the Proactive Disclosure Manual.

**‘A’ Category Indicators (High Importance)**

As per the Audit Methodology TEN indicators have been identified for evaluating A Category. The Manual of Social Welfare Department is evaluated against these indicators.

**1.**  **Language of the Manual**

It is essential that the proactive disclosure should be both in English and in the vernacular. However the proactive disclosure of this SWD is available in Kannada language only, though the icon ‘RTI Act’ in the website is in English. The list of Public Information Officers, Assistant Public Information Officers and the Appellate Authority is furnished in a separate page in English language only and not in Kannada. This list is not included in the Manual.

**Recommendations:** The SWD needs to indicate in its website about the availability of the Manual in Kannada or English separately. A message stating ‘For Kannada/English click here’ is to be inserted in the website. The SWD should ensure that if the viewer clicks the button ‘Kannada’ the information should be available in Kannada and not in English and vice versa. The software for using Kannada should also be provided. (Nudi software in Kannada is available for free downloading)

**2**. **When was the Manual updated**

The Manual is updated in January 2011 though the website says that it is updated in November 2011. The RTI Act requires that the Manual be updated periodically.

**Recommendation:** The SWD should update the Manual at least once in a year. However changes in the programmes, head of the institution, etc., should be updated as and when such changes take place.

**3.**  **Dissemination of information**

It is observed that the SWD has not taken any steps to disseminate the information contained in the Manual. It has not been displayed on the notice board of the Public Authority (Bangalore). Nor is it available for public consumption. The situation is still worse at the district-level offices. Majority of the officials of the SWD themselves are not aware of the Manual or its contents.

**Recommendation:** The SWD should thoroughly rework the manual and take steps to publish it in Kannada and English and make it available to its officials and then to the public at every GP/ward level.

**4**. **Procedure followed in decision making**

The decision-making process in a public authority is crucial for promoting transparency. Under Section 4(1)(b)(iii) of the RTI Act, public authorities are required to publish the ‘procedure followed in the decision-making processes including channels of supervision and accountability’. This requirement is included in order to overcome a specific problem citizens face in the course of their interaction with the authorities/case workers. The ignorance on the part of the citizens about the rules and regulations and the chain of decision-making has lead to corruption and bribery. Hence it is important that the decision-making process is explained in the Manual.

Instead, the Manual explains the procedures to be adopted by each of the officials in handling the papers, letters, documents, files, etc. It says that decisions on the files will be taken as per ‘norms’. The manual is silent on what these ‘norms’ are. This is not what the makers of the RTI Act intended.

**Recommendations:** The Manual should explain in brief the procedure followed for each of its activities, such as issue of scholarships, loans, self-employment and skill-development schemes, the basis for such procedures, etc.

The Manual prepared by the Tamil Nadu State Government appears to be comprehensive in this regard. The relevant portion of the Manual of the Social Welfare and Nutritious Meal Programme Department is reproduced below.

The Department, as part of the Government Secretariat, follows the procedure laid down in the Secretariat Office Manual and the Tamil Nadu Government Business Rules and Secretariat Instructions. Apart from this, the provisions in the Tamil Nadu Financial Code, Tamil Nadu State and Subordinate Service Rules and the Tamil Nadu Government Servants’ Conduct Rules, 1973 are also followed wherever applicable.

The decisions are taken based on the merits of the issues, relative priorities and availability of funds etc. in accordance with the documented procedures / laid down procedures / defined criteria / rules detailed above. The process of examination is initiated by the Assistant Section Officers and passes through the Section Officer, Under Secretaries and Deputy Secretary/Joint Secretary/Special Secretary to the Secretary. If need be, other departments are consulted. In case of matters involving funds, Finance Department is invariably consulted. Wherever the Business Rules require circulation of files to the Minister or Chief Minister or Governor, orders are obtained in circulation. If a reply is required to be made on any representations, the decisions are communicated to the petitioner.

**5**. **Norms for discharge of functions**

Under this head public authorities are expected to publish the details of the services rendered by them, the procedure to be followed, the documents to be submitted, the time limits within which the service will be delivered, the responsibilities of the officials who are designated to provide the service, etc. The norms are akin to Citizens’ Charters. Norms are standards against which accountability in the decision-making process may be demanded. In the absence of norms every action is likely to be coloured by arbitrariness. However the Manual is completely silent about the norms. In a single statement it says that all the officials and staff are required to follow the ‘Office Manual’ prescribed by the Government. Information about this Office Manual like its availability, price, date of publication, etc., is not mentioned. Neither is it available on the department’s website.

**Recommendation:** It is observed from the website of the SWD that it has listed out the various services rendered by it to the public. For example the SWD is implementing educational schemes, employment and training schemes, special component schemes, etc. Within these broad schemes, a number of sub-services are delivered to the public. The SWD has provided detailed information like title of the scheme, introduction, description, eligibility criteria, documents to be submitted, time schedule, authorities to be approached, etc. It is recommended that the SWD incorporate this in the Manual.

**6**. **Budget allocated for each agency including all plans, proposed expenditures and disbursements made, etc**.

Information about the budget allocated to the public authority and how it is proposed to be spent should be made known to the public. Fiscal transparency builds confidence among the citizenry and they will be able to monitor proper use of the taxpayer’s money. Though the Central and State Budgets are available easily, the same is not the case with budgets for local institutions. For instance the budget allocated to the district hospital, police station or a government-owned educational institution is rarely made public. The intention of the law-makers in including this provision is to ensure that local people know how much money is allocated to their village, taluk, district etc. and for what purpose. Under this category the public authority has to give full details of budget and actual expenditure for the previous year, its budget and proposed expenditure for the current year. The information to be provided should include the following: Name of the scheme/head, activity, date of commencement of the activity, date of completion as per plans and actual date of completion, amount proposed and sanctioned, amount released, and amount actually spent.

The Government of Karnataka has introduced the Monthly Program Implementation Calendar (MPIC) which requires each of the public authorities to prepare the monthly budget, financial and physical progress for each of the schemes. It also reveals the performance or non-performance of the public authority. More information about MPIC is available at: <http://www.kar.nic.in/finance/mpic/planmon.htm>.

In case of the Social Welfare Department the proactive disclosure manual contains the budget allocation for the entire Karnataka State under the heading Plan and Non-plan expenditures. The budget for the Financial Year 2009-10 and 2010-2011 for Districts as a whole and the allocation from the Central Government is provided. However neither the Manual nor the website of Social Welfare Department contains the MPIC.

The budget allocation for 2010-11 has certain **calculation mistakes** and the total amount is misleading. The table as appearing in the manual is reproduced below:

Budget for 2010-11 *Rs.in Lakhs*

|  |  |  |  |
| --- | --- | --- | --- |
| Particulars | Plan | Non-Plan | Total |
| 1 | 2 | 3 | 4 |
| State | 81368.35 | 905.37 | 108316.96 |
| Districts | 26948.61 | 26179.84 | 27085.21 |
| Central Grant | 3000.00 |  |  |

From the above it may be observed that the total in column 4 should be Rs.82274.72 and not Rs.108316.96. Similarly for districts the total should be Rs.53128.45 and not Rs.27085.21.

**Recommendations:** The very purpose of making public the budgetary allocation is lost if the details are missing. The SWD has to give full details of budget and actual expenditure for the previous year, its budget and proposed expenditure for the current year. The information to be provided should include the following: Name of the scheme/head, activity, date of commencement of the activity, date of completion as per plans and actual date of completion, amount proposed and sanctioned, amount released, and amount actually spent. **Transparency on these elements will hopefully help the marginalized to demand better utilization of the funds meant for them under the SC/ST Sub-Plans.**

The MPIC should also be hosted in the website. It is recommended that the SWD needs to provide the budget allocated (scheme-wise) at the District, Taluk and Gram Panchyat level and host it on the website and also include it in the Manual.

**7.** **Manner of execution of subsidy programmes**

The public authority is required to furnish in detail the various programmes executed by it and the amount of subsidy provided. The Manual has highlighted some of the subsidy schemes and the amount allocated for the state as a whole. The Manual is silent about the list of beneficiaries either at the State level or at the district level.

**Recommendation: T**he SWD needs to list out all the schemes carrying the component of subsidy, housing, skill development, self-employment, scholarships, freeships, free residential school and hostel facilities for SC/STs, BCs, etc., and describe them in detail. The name of the scheme, the subsidy/benefit amount/percentage given by the SWD, the eligibility criteria, documents to be submitted, time frame for delivery of service, the list of beneficiaries of its various scholarships, free hostel admissions, etc. are to be disclosed in the Manual**. Very importantly, it also needs to publicise the lists of applicants for its various subsidy schemes for housing, loans, skill development, self-employment, scholarships, hostel admissions, etc. and the status of the applications.**

8. **Particulars of recipients of concessions, permits or authorizations granted**

The proactive disclosure Manual should reflect the particulars of various concessions, permits, authorizations, etc. granted along with the eligibility criteria, the documents to be furnished and other details. ‘Authorisation’ can be understood to mean any licence, lease, contract, MoU, PPP, etc. The Manual of the SWD is comprehensive and provides all the information required as per the RTI Act. However there is some scope for improvement.

**Recommendation:** The Manual is silent about the list of beneficiaries. It merely states that it is available with the implementing department. It is recommended that the SWD advise the District-level officials to prepare the list of beneficiaries and host it on the website.

**9 & 10**. **Are important policies or decisions which affect public informed [Sec**

 **4(1)(c)] and are reasons for administrative or quasi-judicial decisions taken**

 **communicated to affected persons [Sec 4(1)(d)]**

The Manual says that the above two requirements are being complied with. But how it is done, what is the procedure followed, etc., is not mentioned in the Manual.

**Recommendation:** The SWD needs to list out such of the issues that require prior notification and identify the persons who may be affected, while announcing fresh schemes, scholarships, etc. or curtailing or modifying existing schemes/benefits. The procedures/rules to be followed to comply with the above requirements may be drafted and circulated among the officials. After receiving the suggestions/recommendations the rules may be finalized and hosted on the website.

**‘B’ Category Indicators (Medium Importance)**

Under this category EIGHT indicators have been identified against which the Manual is evaluated.

**1**. **Form of accessibility of information Manual**

The Manual containing the proactive disclosure needs to be made available to the citizens. Easy accessibility is the hallmark of transparency. The Manual of the Social Welfare Department is not available easily. Nor is it available in printed form. The only source is the internet.

**Recommendation:** Since the poorest and largely illiterate persons are the beneficiaries of the services and schemes of this department, it is essential that the essential features of the Manual should be available at all GPs/wards in a form easily understandable by the beneficiaries, such as pamphlets of each scheme, brochures, booklets, etc.

**2.** **Whether the Manual is available free**

Since the Manual is not available in any other form, the question whether it is free of cost or not does not arise.

**Recommendation:** Once the Manual is printed, it should be notified here whether it is free of cost or not.

**3**. **Rules, regulations, instructions, etc., used by the Public Authority**

Public Authorities are supposed to follow several laws, rules, regulations, instructions, circulars, GOs, and other legal instruments for discharging their day-to-day obligations. These rules and regulations provide a benchmark to evaluate whether the public authorities are functioning as per the legal framework prescribed. Hence the RTI Act requires the public authorities to disclose the list of rules, regulations, GOs, circulars, etc., which they are supposed to follow. The public can monitor the functioning of public authorities by using this information. But the Manual of the Social Welfare Department has completely ignored this requirement. The Manual does not give the list of rules and regulations, GOs, circulars or links to them. It merely says that the officials and staff follow the directions issued by the Government.

**Recommendations:** The SWD or any other public authority conducts its activities based on the rules, regulations contained in various legislations, manuals, GOs, circulars, etc.. All these documents/rules are to be listed. The SWD needs to list out all the Rules, Regulations, instructions, manuals, GOs and circulars that are being used by its officers/staff in discharging their duties. The Manual should list out these rules and also provide a brief description of the said rules, regulations, etc, and provide links to them. Some of documents that may be used by the SWD are:-

* Karnataka Government Business Rules and Secretariat Instructions
* Karnataka Legislative Assembly Rules
* Karnataka Secretariat Office Manual
* Karnataka Budget Manual
* Karnataka State and Subordinate Service Rules
* Karnataka Civil Services (Classification, Control and Appeal) Rules
* Karnataka Government Servants Conduct Rules

Alternatively, the list of regulations, instructions, manuals, GOs, circulars & records for discharging its functions may be indicated in the following form:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl.No. | Name of the act, rules, regulations etc. | Brief gist of the contents | Reference No. if any | Price in case of priced publications |

**4.** **Categories of documents held by the authority under its control**

Under this clause the Public Authorities are required to list out the categories of documents held by it or under its control. But the Manual of the SWD has completely ignored this requirement. The Manual does not give the list of rules and regulations. It merely says that the officials and staff follow the directions issues by the Government

**Recommendation:** The SWD Manual should include the details of categories of documents held and a brief introduction to the document. The following format is suggested.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl.No | Nature of record | Details of information available | Unit/Section where available | Retention period.Where available  |

**5**. **Information available in electronic form**

This clause and Section 4(1)(a) of the RTI Act are interlinked. While this clause requires the public authority to inform the public about the documents/information available in electronic form, Section 4(1)(a) requires the public authority to catalogue and index the records and host it on the website. The Manual of the SWD says that action is being taken to put all the notifications, circulars, instructions, etc. pertaining to the department on the website. At the time of evaluation **only one** circular is available on the website.

**Recommendations:** The SWD needs to list out all the circulars, instructions, etc., issued by it in the last few years and host it on the website. **It also needs to publicise the lists of applicants for its various subsidy schemes and the status of the applications on its website**. These documents are to be converted into PDF formats for easy accessibility and downloading. At present most of the documents are scanned versions, The Manual should include the details of the documents available in electronic form in the following format:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl. No. | Activities for which data available | Nature of information available | Can it be shared with public | Is it available in web site Or is being used as backend database |

**6**. **Particulars available for citizens for obtaining information [Sec 4(1)(b)(xv)]**

Public Authorities are required to put in place a system where information is provided through various means. It is not that citizens have to follow the RTI route to obtain information. Using RTI Act should be a last resort of the citizen. However, there is no mention of this clause in the Manual.

**Recommendation:** **Since the poorest and largely illiterate persons are the beneficiaries of the services and schemes of this department, it is essential that the essential features of the Manual should be available at all GPs/wards in a form easily understandable by the beneficiaries, such as pamphlets of each scheme, brochures, booklets, etc.** The SWD can install sufficient notice boards, use ICT to send messages, open ‘May-I-Help?’ counters, fix up a particular time for officials to meet the public, etc. Keeping ‘Suggestion’ and ‘Complaint’ Boxes at strategic places is another way of getting to know what people want.

**7. Any other information as may be prescribed**

The Manual under review does not contain any information under this head

8. **Details regarding receipt & disposal of RTI application**

The Manual under review does not contain any information under this head.

**Recommendation:** Every PA is under an obligation to send a report to the State Information Commission/Central Information Commission containing the details of RTI applications received, disposed off, penalty levied etc. The SIC/CIC have prescribed a format for sending this report. It is presumed that the SWD is sending such reports. The same may be included in the Manual and also hosted in the website.

**‘C’ Category Indicators (Low Importance)**

Under this category SEVEN indicators have been identified against which the Manual is evaluated.

1. **Particulars of its organisation, functions and duties [Sec 4(1)(b)(i)**

Under this clause the Public Authority is required to disseminate information about the structure of the organisation, its functions, objectives, duties and responsibilities, etc. A copy of the Organisation Chart can be a supporting document.

The Manual under evaluation does not explain in detail the particulars of the organisation nor a copy of the organisation chart attached. It merely says that an officer of the rank of IAS heads the organisation with other officers heading the organisation at the district level.

**Recommendation:** The SWD should prepare an organogram on its organizational structure, and also provide the aims and functions of the department.

2. **Powers and duties of its officers & employees (Sec 4(1)(b)(ii)]**

The Manual of the Social Service Department provides detailed information about the powers and duties of its officials. The information is provided for each of the top officials like Commissioner, Joint Directors, and Deputy Directors etc. Normally the powers of the officials are classified under two heads i.e. Administrative and Financial. The Manual does not contain this information.

**Recommendations:** The SWD needs to provide the powers and duties of the officers and employees down to the GP level listed out as shown in the table below.

|  |  |  |
| --- | --- | --- |
| Sl.No | NAME OF POST | Powers |
| Administrative | Financial | Statutory | Others |
|  | SECRETARY | Head of the department | All powers as per GFR |  |  |

3. **Consultation with or representation of the public in policy formulation** **or**

 **implementation [Sec 4(1)(b)(vii)]**

The Manual says that majority of the policy decisions are taken through people’s representatives from Panchyatraj Institutions and Legislative Committees. But the intention of this clause is different. Public Authorities are expected to be transparent and create space for public involvement. Here ‘public’ means not elected representatives. Public Authorities can constitute advisory bodies, committees with representation to civil society groups, task forces, working groups, etc.

Similarly when a Public Authority comes out with a new law, rule or policy, it can invite suggestions from the public. The draft law/rule can be hosted on the website or given wide publicity inviting comments. The Social Welfare Department does not have any mechanism to hold consultations with the public in policy formulation.

**Recommendation:** The SWD needs to involve the stakeholders, the marginalized, especially the SC/ST, OBC and other deprived communities, their associations and representatives, in participatory bodies involved in decision-making of the department. Such bodies should be replicated at the district, taluk, sub-division and GP/ward levels to involve the marginalized themselves in monitoring and auditing the implementation of the schemes of the department, which will make the schemes reach the unreached more efficiently. Participatory bodies involving the marginalized need to be set up to monitor the various residential hostels and schools, scholarship, housing, loan and skill-development schemes, etc.. Rules need to be framed for their proper functioning and these details published in the Manual.

4. **Boards, councils, committees & other bodies constituted (Sec 4(1)(b)(vii)**

The Manual does not provide any information on this issue.

5. **Directory of officers and employees (Sec 4(1)(b)(ix) and**

6. **Monthly remuneration received by officers and employees including system of compensation [Sec 4(1)(b)(x)]**

Though the Manual says that the above information is provided in Annexure I, the same is not available on its website.

1. **Names, designation and other particulars of Public Information Officers [Sec 4(1)(b)(xvi**)]

The names of the Public Information Officers and Appellate Authorities are missing. However their designation is mentioned along with the phone numbers. The phone numbers for these officers at the District-level contains the digit 95 followed by the STD code and the telephone number. The practice of adding 95 is not in vogue. This indicates that the website is not updated though it is mentioned so.

It is not clear whether the Government has provided mobile phones to the public information officers, as it is not indicated in the Manual. Further the email ID’s of the concerned officers is also not mentioned in the Manual.

**Grading Methodology**

|  |  |  |
| --- | --- | --- |
| GRADES | FINAL SCORE | WHAT DOES IT MEAN |
| A | 81% - 100% of Maximum possible | Highly transparent and RTI Complaint |
| B | 61% - 80% of Maximum possible | Reasonably transparent and RTI Complaint |
| C | 41% - 60% of Maximum possible | Limited transparency and compliance with RTI |
| D | 0-40% of Maximum possible | Poor levels of transparency and compliance with RTI |

**Evaluation Result**

The proactive disclosure Manual of the Office of the Commissioner of Social Welfare, Government of Karnataka, has been evaluated. [Annexure – 1] The Manual has secured a total weighted percentage of **31.4** and accordingly given **‘D’** grade. It means that the Manual is poor in terms of transparency and compliance with RTI.

**ANNEXURE - 1**

**EVALUATION PROFORMA**

**Name of the Public Authority being Audited/Evaluated**

Office of the Commissioner for Social Welfare

Government of Karnataka, M.S.Buildings, Dr.Ambedkar Veedhi, Bengaluru – 560001

**Documents Referred:**

Proactive Disclosure Manual hosted on the website

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Parameter** | **Requirement** | **Rating Scale** | **Score** | **Remarks** |
| 1 | Language in which Information Manual/Handbook available | * English
* Vernacular
 | * Both in English and Vernacular: 2
* In one language only: 1
* Not available: 0
 | 1 |  |
| 2 | When was the information Manual Handbook last updated | * Annual updation
 | * During last 1 year:2
* More than 1 year:1
* Not updated at all: 0
 | 2 |  |
| 3 | Dissemination of information widely and in such form and manner which is easily accessible to the public[Sec 4(3)] | * Notice boards, newspapers, public announcements, internet etc
 | * At least two means of communication:2
* Only one means of communication:1
* No means of communication: 0
 | 1 |  |
| 4 | Procedure followed in decision making process [Sec 4(1)(b)(iii)] | * Process of decision making
* Final decision making authority
* Related provisions, acts, rules etc
* Time limit for taking a decision, if any
* Channels of supervision & accountability
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Parameter** | **Requirement** | **Rating Scale** | **Score** | **Remarks** |
| 5 | Norms for discharge of functions [Sec 4(1)(b)(iv)] | * Nature of functions, services offered
* Norms/standards for functions/service delivery
* Time-limits for achieving the targets
* Reference document describing the norms
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |
| 6  | Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc[Sec 4(1)(b)(xi)] | * Total budget for the public authority
* Budget for each agency
* Revised budget, if any
* Report on disbursements made and place where the related reports are available
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 1 |  |
| 7 | Manner of execution of subsidy programmes Sec [4(1)(b)(xii)] | * Name of the program
* Objective of the program
* Procedure to avail benefit
* Duration of the scheme
* Physical and financial targets of the program
* Eligibility criteria for grant of subsidy
* Details of beneficiaries of subsidy program
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |
| 8 | Particulars of recipients of concessions, permits or authorizations granted by the public authority[Sec 4(1)(b)(xiii)] | * Concessions, permits or authorizations, granted by public authority
* For each concessions, permit or authorization granted
* Eligibility criteria
* Procedure for getting the concession/grant and or permits or authorizations
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | * Name and address of the recipients given concessions/permits or authorizations
* Date of award of concessions/permits or authorizations
 |  |  |  |
| 9 | Are important policies or decisions which affect public informed to them?[Sec 4(1)(c)] | * Publish all relevant facts while formulating important policies or announcing decision which affect public
 | * At all times: 2
* Sometimes:1
* Never: 0
 | 0 |  |
| 10 | Are reasons for administrative or quasi-judicial decisions taken, communicated to affected persons [Sec 4(1)(d)] | * Provide reasons for its administrative or quasi judicial decisions to affected persons
 | * At all times: 2
* Sometimes: 1
* Never: 0
 | 0 |  |
| Category Score (A) (Sum of Scores across all A Category parameters) | 5 |  |
| Maximum possible Category ScoreSum of maximum scores across all ‘applicable parameters’Category Percentage (A)[Total Score (A)/Maximum Score Possible] X 100 | 2025% |  |

**B’ Category Parameters (Medium Importance)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Parameter** | **Requirement** | **Rating Scale** | **Score** | **Remarks** |
| 1 | Form of accessibility of information Manual / handbook | * Electro ic format
* Printed format
 | * In both formats:2
* In one format only:1
* Not available:0
 | 1 |  |
| 2 | Whether information Manual/handbook available free of cost | * Free or
* At a reasonable cost of the medium
 | Cost at which available* Free: 2
* At reasonable cost: 1
* At high cost: 0
 | 1 |  |
| 3 | Rules, regulations, instructions, manuals and records for discharging functions | * Title and nature of the record/manual/instruction
* Gist of contents
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 1 |  |
| 4 | Categories of documents held by the authority under its control | * Title of the document
* Category of document
* Custodian of the document
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |
| 5 | Information available in electronic form | * Details of information available in electronic form
* Name/title of the document
* Location where available
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 1 |  |
| 6 | Particulars of facilities available to citizens for obtaining information | * Name and location of the facility
* Details of information made available
* Working hours of the facility
* Contact person and contact details (Tel, fax etc)
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |
| 7 | Such other information as may be prescribed under Section 4(1)(b)(xvii) | * Citizens Charter
* Grievance Redressal Machinery
* Details of applications received under RTI Act
* List of completed schemes, projects, programs
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | * List of schemes, projects, programs underway
* Details of all contracts entered into including name of the contractor, amount of contact and period of completion of contract
* Any other information
 |  |  |  |
| 8 | Receipt & disposal of RTI applications | * Details of applications received under RTI and information provided
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |
| Category Score (B) (Sum of Scores across all B Category parameters) | 4 |  |
| Maximum possible Category ScoreSum of maximum scores across all ‘applicable parameters’Category Percentage (B)[Total Score (B)/Maximum Score Possible] X 100 | 1625% |  |

**‘C’ Category Parameters (Low Importance)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Parameter** | **Requirement** | **Rating Scale** | **Score** | **Remarks** |
| 1 | Particulars of its organisation, functions and duties | * Name and address of the organisation
* Head of the organisation
* Key objectives
* Functions and duties
* Organisation chart
* Any other details
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 1 |  |
| 2 | Powers and duties of its officers and employees | * Powers and duties of officers (administrative, financial and judicial)
* Powers and duties of other employees
* Rules/orders under which powers and duties are derived
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 1 |  |
| 3 | Particulars of any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof | * Relevant rule, circular etc
* Arrangement for consultation with or representation by the members of the public in policy formulation /policy implementation
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |
| 4 | Boards, councils, committees and other bodies constituted as part of the public authority | * Powers and functions
* Whether their meetings are open to the public?
* Whether the minutes of the meeting are open to the public
* Place where the minutes if open to public are available?
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 0 |  |
| 5 | Directory of officers and employees | * Name and designation
* Telephone, fax and email ID
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 2 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Parameter** | **Requirement** | **Rating Scale** | **Score** | **Remarks** |
| 6 | Monthly remuneration received by officers and employees including system of compensation | * Name and designation of the employee
* Monthly remuneration
* System of compensation as provided by its regulations
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 2 |  |
| 7 | Names, designations and other particulars of public information officers | * Name and designation of the PIO, APIO and AA
* Address, telephone numbers and email ID of each designated official
 | * Fully disclosed: 2
* Partially disclosed: 1
* Not disclosed: 0
 | 2 |  |
| Category Score [C][Sum of scores across all C category parameters] | 8 |  |
| Maximum Possible Category ScoreSum of Maximum Scores across all ‘applicable’ parameters | 14 |  |
| Category Percentage [C]Total score[C]/maximum Score Possible] X 100 | 57% |  |

## Generating the Final Score and Grade for the Public Authority

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl.No. | Percentage | Percentage Obtained | Weightage | WeightedPercentages |
|  | 1 | 2 | 3 | [2 X 3] |
| 1 | A Category Parameters | 25 | 0.5 | 12.5 |
| 2 | B Category Parameters | 25 | 0.3 | 7.5 |
| 3 | C Category Parameters | 57 | 0.2 | 11.4 |
| Final Score[Sum of weighted percentages across A, B & C Categories] | 31.4 |
| GRADE | **D** |