

**A Study of Right to Information With Special  
Reference to Working of State Information  
Commission of Uttar Pradesh, Lucknow**

**SUMMARY OF THESIS**

**SUBMITTED TO  
BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY  
LUCKNOW**

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**SUPERVISOR**

**Prof. Priti Saxena**

**SCHOOL OF LEGAL STUDIES**

**SUBMITTED BY**

**Sweta Rani**

**ENROLLMENT NO.- 268/14**

**DEPARTMENT OF LAW  
SCHOOL OF LEGAL STUDIES  
BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY  
(A CENTRAL UNIVERSITY)  
VIDYA VIHAR, RAEBARELI ROAD  
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**Introduction**

The right to information is the essential human right that protects and develops human life.<sup>1</sup> Information acquires knowledge of the facts that suggest and leads to the acquisition of knowledge.<sup>2</sup> At the International level, Right to Information and its aspects find articulation as a human right in most important basic human rights documents, namely, the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights. At regional levels, there are numerous other human rights documents, which include this fundamental right for example, the European Convention for the Protection of Human Rights and Fundamental Freedoms, the American Convention on Human Rights, the African Charter on Human and People's Rights, etc. The Commonwealth has also formulated principles on freedom of information.<sup>3</sup>

Right to Information is the bulwark of democratic government. This right is essential for the proper functioning of the democratic process. Right to Information is an integral part of the freedom of speech and expression enshrined in Article 19(1) (A) of the constitution, which is regarded as the first condition of liberty<sup>4</sup>. It occupies preferred position in the hierarchy of liberties giving succor and protection to other liberties.<sup>5</sup> The expression "freedom of speech and expression" in Article 19(1) (a) has been held to include the right to acquire information and disseminate the same. It

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<sup>1</sup> Neeraj Kumar, *Right to Information , An overview*, P.1, (New Royal Book Co., Lucknow, 1<sup>st</sup> edn. 2012)

<sup>2</sup> *Ibid*, at P.21

<sup>3</sup> Available at <https://rti.gov.in/rticorner/studybypwc/index-study.htm> accessed on 12/12/2015

<sup>4</sup> The Constitution of India, Preamble

<sup>5</sup> Available at [www.righttoinformation.org/](http://www.righttoinformation.org/) accessed on 11/03/2016

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includes the right to communicate it through any available media whether print or electronic or audio-visual, such as, advertisement, movie, article or speech, etc. This freedom includes the freedom to communicate or circulate one's opinion without interference to as large a population in the country, as well as abroad, as is possible to reach. Communication and receipt of information are the two sides of the same coin. An important aspect of freedom of speech and expression is considered the freedom to receive and disseminate information without any hindrance. Without adequate information, a person cannot form an informed opinion.<sup>6</sup>

In a country like India where the government consists of numberless agents of the public, each one of them has to be responsible for their own conduct and hence, there is no room for maintaining secrets. In less than a decade, the flourishing movement for the right to information in India has significantly empowered the ordinary citizen. He can now exercise significant check over the arbitrary use of power by the State functionaries and thereby the democratic set-up of the country is expanding. People of India have long battled to achieve the Constitution and thereby the inalienable fundamental rights. The right to information is also one of fundamental rights implicit in the Constitution.<sup>7</sup> Fundamental Right to Information is the *sine qua non* of democracy in India because historically the culture of the executive has been one of secrecy in India since the colonial rule. There has never been constant and resolute access to information.

Where the disclosure of information is required proactively, it is often ignored or taken very lightly. The growing number of complaints and appeals are responsible to strain enforcement mechanisms for the new law. Nonetheless, the potential of transformation of the new law has already been demonstrated by the advocates of RTI Act, and they are continuously pressing for proper implementation in a very energetic

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<sup>6</sup> Available at <http://privacy.org.nz/the-privacy-act-and-codes/> accessed on 17/03/2015

<sup>7</sup> Versha & Jyoti, *Right to Information*, 2 (Allahabad Law Agency, Faridabad, Haryana, 1<sup>st</sup> edn.2011)

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way. Innovations have been developed in practice by the public officials and civil society organizations<sup>8</sup> which may prove to be of great use to other countries ready to adopt similar laws.<sup>9</sup>

Legislations on the right to information were first enacted in the Scandinavian countries and USA in the 1960s and thereafter in other countries including Canada, New Zealand and Australia. In India, some States such as Goa, Tamil Nadu, Rajasthan, Karnataka, Maharashtra, Delhi and Assam introduced legislations on the subject between the mid-1990s and 2001. The Centre finally followed suit and came out with a draft Bill called the Freedom of the Information Bill, 2000 which was passed by Parliament in December 2002. The campaign in India for the right to information evolved with the gross-roots movement in Rajasthan in the mid-1990s. The Mazdoor Kishan Shakti Sangathan (MKSS), an organization of peasants and rural workers, led a sustained campaign for information on development expenditure in Panchayati Raj (Local self-government) institutions. When villagers in central Rajasthan began assessing bills, vouchers and muster rolls of expenditure incurred in their Panchayat and verified them against the work actually carried out, the workers employed and wages paid to them, they discovered wide-scale manipulation of records and rampant embezzlement of development funds by public official in connivance with private parties. The result of this corruption was not only non-employment of or underpayment to the local workforce and inadequate or poor quality assets, but depletion of funds which were meant for education, housing and health facilities for the rural poor. The campaign led to a public assurance by the then Chief Minister Bhairon Singh Shekhawat, the State Assembly that people would be entitled to the right to obtain photocopies of all documents pertaining to Panchayati

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<sup>8</sup> *Supra note 4*

<sup>9</sup> Available at <http://www.legislation.gov.uk/ukpga/2000/36/contents> accessed on 07/012/2015

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Raj<sup>10</sup> Institutions. The assurance remained unfulfilled and it was until 1996-97, in the aftermath of two massive strikes that the State Government relented and amended the rules of the Rajasthan Panchayati Raj Act to incorporate the people rights to information relating to Panchayati Raj institutions by inspecting and obtaining photocopies of documents.<sup>11</sup>

In order to promote transparency and accountability in administration Parliament enacted The Right to Information Act, 2005 hereinafter called RTI Act, after the repealing the Freedom of Information Act, 2002 which was not supposed to be very much transparent, participatory, and progressive meaningful in nature. On this issue National Advisory Council suggested certain important changes to be incorporated in the said Act to ensure smoother and greater access to information after examining the suggestion of the National Advisory Council and others Government decided to make number of changes in the law and enacted right to information recognized under Art.19 of the Indian Constitution .

The RTI bill was passed on 11<sup>th</sup> may 2005 and 12 may, 2005 respectively by Lok Sabha and Rajya Sabha and assented by President on 15 June, 2005 and came on force on October 12 2005. It extends to the whole of India after the amendment 2019(Act of 2019)<sup>12</sup>.the Act has been extended to the Union Territories of the Jammu and Kashmir and Ladakh. It covers all public authorities whether falling under jurisdiction of Central Government or a State government.<sup>13</sup> The new law provides Indian citizens to seek information from a public authority so that the government and its functionary can be made more accountable and responsible towards each and every

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<sup>10</sup> Vijandra Singh, *Perspectives on Panchayati Raj Administration, Volume 3* ,84 (Sarup & Sons Publishers,Delhi 2003)

<sup>11</sup> Madhvi Diwan, “From Secrecy to Freedom to Information” A Reluctant Transition 8 SCC (Jour) 60 (2003).

<sup>12</sup> The words “except the State of Jammu and Kashmir” omitted by the Jammu and Kashmir Reorganisation Act,2019(34 of 2019), s.95,96 and fifth Sch.,(w.e.f. 31/10/2019).

<sup>13</sup> Ajay Kumar Garg, *Right to Information, One should know*,3 (A Nanbhi Publication, 5<sup>th</sup> edn. 2021)

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citizens of India. The act is now in operation and has benefited many including poor's and unprivileged people of India. The object of the Act is to promote openness, transparency<sup>14</sup> and accountability in the administration.<sup>15</sup>

There have been many discussions and debates about the effectiveness and impact of the Act. The Civil Society Organizations and Government agencies have been engaging themselves in the debate over various aspects of the Act and its effectiveness and interpretations. There is a broad consensus that the implementation of the Act needs to be improved to achieve the objectives.<sup>16</sup> At the same time there is evidence to suggest that the information seekers too have to learn how to use the Act more effectively. While there is significant information, both anecdotal and quantitative on the level of implementation of the Act, there was limited systematic and comprehensive review available for action by the appropriate Governments. This in turn necessitated a review of all the aspects necessary to analyze the current situation and draw up a plan to bridge the gaps.

The RTI Act is unique in way which shifts the responsibility from appellant to respondent. When all our act s are an extension to British rule Acts with their citizen hostile attitude and mall accountability of the rulers this act can be termed as more accountable and citizen friendly. Modern democratic government means government of the people, by the people and for the people. If they are ignorant of the issue to be resolved the argument for and against different solution and the fact underlying those argument the business of the government is not an activity about which only those professionally engaged are entitled to receive information and express opinion.<sup>17</sup> It is or should be participatory process, but there can be no assurance that government is

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<sup>14</sup> Transparency means people's Right to know how the public bodies are discharging their duties to protect public interest.

<sup>15</sup> Available at <http://righttoinformation.gov.in/> accessed on 15/10/2015

<sup>16</sup> Available at <http://www.msmetoolroomkolkata.com/infoact-description.php?id=NQ> accessed on 15/03/2015

<sup>17</sup> P.K.DAS, *"The Right to Information Act*, 6 (Universal Law Publishing, edn.4<sup>th</sup> ,2014)

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carried out for the people unless the facts are made known and the issues is publicly ventilated. Sometimes inevitably those involved in the conduct of the government, as in any other walk of life, are guilty of errors, incompetence, misbehavior, dereliction of duty even dishonestly and malpractice. Those concerned may very strongly wish that the fact relating to such matters are not made public.<sup>18</sup>

Here RTI Act is concerned with the crystal clear information which must be furnished to each citizens of India who seek this information. It is very important for every government to set up effective machinery for the good governance of citizens<sup>19</sup>.

Here in this chapter the researcher mainly focused on importance of information for the citizens of India to feel strong democracy. The researcher found that it can be more effective for us and can play a very vital role to strength democracy.

### **Review of Literature**

The researcher has studied and reviewed literature and various concept of research work carried out in the study.

First reviewed book is “The Constitution of India Popular Sovereignty and Democratic Transformation” by Sarbani Sen, first published on 2007 and second impression in 2011, Oxford University Press, New Delhi, ISBN 10:019-807160-4. This book has three part and total seven chapters part one deal with the conceptualizing the idea of popular sovereignty. Part two constructing a sovereign political identity and part three renewing the idea of popular sovereignty. The author examined the jurisprudence of the basic structure embodies fundamental questions about the relationship between constitutionalism and popular sovereignty with

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<sup>18</sup> Available at <http://righttoinformation.gov.in/webactrti.htm> accessed on 25/03/2015

<sup>19</sup> J.N.Pandey “*The Constitutional Law of India*” 175 (Central Law Agency, edn.51, 2014)

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reflective study of the past to determine when the people have engaged in politics and what decisions were made by them through exercise of popular will. To understand what the framers thought of the legitimacy of the constitution, it has to be seen how earlier generations engaged in the process of constitutional development and tried to define their national identity. Consequently, in my view, a historicizing tendency is necessary, and Indian constitutional tradition is best approached as an evolving language of politics and a complex symbolic practice charged with meaning by the thought /action of earlier generation.

The First part examine the how the idea of popular sovereignty and its relation to constitutionalism was developed as a result of inter-generational discourse in India political thought during the pre-founding colonial period.

This development was protracted. Each step forward into the realm of new ideas that occurred during the moderate period, or under Gandhi or Nehru, was either followed or preceded by periods of conscious attempts at putting together pieces of contemporary thought and experience with seemingly discrete and unrelated ideas from India's political and intellectual past. Popular engagement in discourse the origin on ideas of self-government, and active resistance against British rule during Extremist and Gandhian experiments in organizing mass political movements involved a direct and revolutionary exercise of sovereign power by the people.

The framework of the book approaches the constitution to be seen as a political symbol of national identity rather than merely as a legalistic text and as a normative measure against which to determine the necessity for future transformations and its direction both substantive and procedurally.

The Part Two deals with constructing a sovereign political identity. The preamble of the constitution of India claims authority for the founding in the name of

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“we the people of India”. The Indian founders claimed the remarkable act of authority required to write these words as the culmination of their generation’s revolutionary experience in mobilizing the people for opposing the British rule, and to achieve self-governance. But capture the centrality of this revolutionary experience constitutional law requires working out the relationship between popular sovereignty and constitutionalism within the framework that the researcher have sketched for examining the Indian constitutional experience.

The Third part deals with the renewing the idea of popular sovereignty. Chapter seven in this part attempt to trace the path of exercise of the principle of popular sovereignty in the post founding period in this third stage of redefinition. The first expression of the principle in the Indian constitutional tradition occurred during its revolutionary exercise against the colonial regime. The second expression was in the constitutive act of founding a new political order, as discussed in part two, by which popular sovereign power worked upon itself and was redefined and expressed in various institutional themes such as separation of powers and preservationist mechanism like judicial review, and in creating opportunities for decentralized public spheres where people could exercise their rights of equal political participation.

In the conclusion of the book, the Constitution has been transformed through the lived experience of post-founding generation; it is the court which has, through its backward looking synthetic exercise, identified those breaks with the founding vision caused by subsequent exercises by popular sovereignty. Although it has also actively participated in such process of change, either proposing or dissenting from new principles, once amendments have been ratified by popular sovereign authority, it has exercising its preservatives function, identified those deep transformations characteristics of the founding movement, and tried to give coherence to the older text in the light of new principles in the body of its fundamental judicial decisions.

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The researcher reviewed article “Issues and challenges Facing RTI Act”, by Anita Chaudhary, Indian Journal of Public Administration, VOL.LXII, April-June 2016. This article mainly focused on how the RTI has gain its success stories bound highlighting the empowerment of the people in getting their rights and dues. However, the euphoria surrounding the Right seems to be fading. Peoples are still filing RTIs, but the wait for a final resolution seems to be getting longer. Transparency, accountability of public authorities, reduction in corruption, people’s participation in policy formulation and implementation-all objectives of the Act, seem to be moving in slow motion or just going through the motion. In this article, some of the important challenges and issues being faced in the implementation of the Act have been discussed.

The researcher has also gone through the Right to Information Act, 2005 and also studied S.D.Sharma and Priti Saxena, *Right to Information, Implementation, Problem and Solutions*, 45 (Regal Publication, Delhi, 2013; P.K. Das “*The Right to Information Act, 2005*, (2<sup>nd</sup> Edn., 2008) Universal Law Publishing Co., New Delhi; M.P. Jain "*Indian Constitutional Law*, (6th Edn. Vol. 1, 2010) Lexis Nexis Butterworths, H.M.Seervai, *Constitutional Law of India*, (4th Edn. Vol.1, 1991) Universal Law Publishing Co. New Delhi, Niraj kumar, "*Right to Infonnation, An Overview*" first Edn. 2012, New Royal book Co., Lucknow; Dr. Manish Kumar Chaubey, *Right to Information, Various Dimensions*, Regal Publication, New Delhi, 2012; Dr. Rajiv Kumar Singh, *Right to Information, Empowerment and Good Governance*, Mewar University Press Pvt. Ltd., New Delhi, 2016; I also gone through Dr. J.N. Barowalia commentary on "The Right to Information Act" introduction by justice C.K. Thakkar 3rd Ed. P .545

### **Utility of Topic:**

The study is to attempt to understand the importance of the Right to Information with the working of the State Information commission in present scenario and also with the responses of the people towards the SIC.

### **Statement of Problem:**

As every law is not absolute, there have been various problem with the law, since its very inception and not free from all ambiguity and there is always sufficient space to criticize. The law is not at all proactive, which it was required to be, given the levels of literacy, the kind of bureaucracy and the location of the sites through which the information would be available. Practically the public authorities are not sensitive towards the obligations made under the Act and the State Information Commission is not using its power and functions mandated by the Right to Information Act as well. In continuance of the Appeal disposal mechanism is also not satisfactory.

### **Aims and Objective of the Study**

1. To focus on the Right to Information special reference of working of the State Information Commission of Uttar Pradesh.
2. To make an analysis of the Right to Information, its relevancy in India and contemporary world and also to some extent the practical problem with the Act, the approach of State Information Commissioners. And empower ordinary citizens to combat state corruption as well as to highlight some lacuna in the Right to Information Act. The aim is to focus over the efforts at the national level to legislate this right.

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3. The approach of the Information Commissioners is to empower ordinary citizens to combat state corruption as well as to highlight the lacuna of the Right to Information Act.
4. The aim is to focus over the efforts at the national level to legislate this right and also to undertake study of law of BRICS countries i.e. Brazil, Russia, India, China and South Africa for closer and better understanding and assessment of their legislations and systems as they formed for economic purpose; and to have wider choice update and improve upon Indian law and philosophy, on the subject.
5. To critically analyze the short-coming of the SIC function through questionnaire.

### **Hypothesis**

The research study has been based on the following research hypothesis:-

1. Public Authority are not sensitive towards the obligations made under Right to information Act,
2. Functioning of the State Information Commission is not satisfactory,
3. Appeal disposal Mechanism is not satisfactory.
4. The State Information Commission is not using its power and functions mandate by the RTI Act.
5. Imposing time is not uniform and effective.
6. The Public Authorities have no fear of the Act and they are deliberately not providing the correct information.

### **Research Methodology**

Keeping in view the nature of problem, research methodology adopted for the research study is doctrinal as well as empirical. The researcher mainly focused on the method of doctrinal, empirical, analytical and observational simultaneously. In addition to that descriptive, explanatory method was also applied in the research study. Apart from the materials from the decided cases the researcher also used facts and information already available in Acts, statutes, International Instruments, law journal, internet national measure government publication, earlier researches, report and article was also used as an important research tools.

### **1.8 Scheme of the work:**

The Ph.D. thesis “A Study of Right to Information with special reference to working of State Information Commission of Uttar Pradesh, Lucknow” is divided into seven chapters.

**Chapter I** is the “Introduction” of the research work. At the initial stage, the selected area of research work has been identified. After identification of research problem, a synopsis of research work and its basic structure were developed. The objectives of research study are put forth in this chapter. A review of literature is also put forth in this chapter. A paragraph of hypothesis is constructed in which six assumptions are made. On the basis of research observations, utilizing doctrinal and empirical research method techniques of research methodology, the researcher particularly focused on the method of doctrinal, empirical, analytical and observational simultaneously, all assumptions are proved. Further, the selection of research problem, statement of research problem, significance of research study , scope of research study are also briefly mentioned in this chapter.

**Chapter II** titled “Origin and Historical background of the Right to information” in India. In this Chapter the researcher after giving a brief introduction of the subject matter of the chapter tries to explain the importance of the Right to Information, its origin with Judicial Activism and concept of the Act briefly discussed, firstly the origin with support of cases of judiciary and secondly the movements happened to help and make more participatory and accountable to the government in India.

**Chapter III** deals with the “International perspective of Right to Information” and reasons and indifference towards right to information in many other statutory provisions in the constitution of other countries. Attempts have been made to make a basic study of Freedom of Information Law in BRICS countries and exemptions which have been given in their laws. More than 111 countries have already enacted Information Law, others are also realizing the importance of right to information in democratic setup and trying to reveal the veil of secrecy. In this Chapter Conventions dealing with right to information for the people of the democratic country are also briefly discussed.

**Chapter IV** deals with the “National perspective of right to Information”. This chapter is confined to Indian context only. It deals with the nature of that laws which are of colonial origin and tends to protect the culture of secrecy. In this chapter the researcher has discussed the study of the previous laws related to information and discussed about the features of the Right to Information Act 2005 in India, enacted by the government to provide the information to their citizen and to maintain advance accountability and transparency in public administration. This chapter also discussed, who all are covered by the 2005 Act; what information is accessible under the Act; how information can be accessed in practice; what options people have if they are not given the information they want; and how people can get involve and ensure that the

Act is implemented effectively to make the Government more accountable, efficient and responsive.

**Chapter V** titled “The impact of Right to Information Act in the society”. In this chapter the issues relating to the implementation of the RTI ACT 2005 are discussed. The right to information is used as a tool to promote participatory development, strengthen democratic governance and facilitate effective delivery of socio-economic services. In this chapter the researcher also discussed about the problem faces by the general people and RTI activists as in the Right to Information Act, no such provisions are provided for the protection of RTI activists and applicants are often threatened and physically attacked when they go to submit a RTI application or after submitting it and due to the lack of protection many RTI activists are paying their life for exposing corruption.

**Chapter VI** is especially devoted to the study and analysis of Right to Information with special reference of working of the State Information Commission of Uttar Pradesh, Lucknow, which is based on the data collection via questionnaire, interview and observational method. The researcher’s examining the data after which is collected by the different age group, occupation, and the interview taken the official members to prove the hypothesis of the research work.

**Chapter VII** which embodies “Conclusion and Suggestions”. This chapter is prepared on the basis of this research study, certain conclusions are drawn and some suggestions are also placed for consideration. On the basis of the findings of this research study, it is inferred that the RTI is not only fundamental for an open and democratic society but it is a key weapon in the fight against poverty and for human development. RTI has to be nurtured by all means.

### **Data Analysis**

The researcher took a survey of 100 respondents as end users which included academicians, Professionals (lawyers, RTI activists, etc.), civil servants, Applicants found at commission. This as a count of desire respondent disclosure has been concentrated from the respondent who knows about the RTI, frequent user and professional in RTI and general public who found as an applicant at Information commission.

The researcher used the **interview** method which is of personal interrogated or telephonic interviews or email interviews. The researcher also used the personal interview technique which is face to face meeting to examine the hypothesis with Information Commissioners, Administrative body of Commission, Court clerks.

1. Public Authorities are not sensitive towards the obligations made under Right to information Act,

The researcher found the public authorities are less interested to provide the information to the applicant and they try to waiver the applications, somehow they also provide false and mislead information to the applicants. Hence this hypothesis proved in this research.

As a sample researcher examined the appeal/complaints were filed before UPSIC. The nature of application and their disposal by authorities concerned. It is quite clear that the undemocratic approach/ behavior reflect in their behavior clearly. In disposed applications many application were on fake grounds under section 11 of the RTI Act arbitrarily.

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### 2. Functioning of the State Information Commission is not Satisfactory.

There is no mandatory provision made out by the Uttar Pradesh State Information Commission (UPSIC) regarding disposal of appeals and complaints till now while it required and necessary and no barred or prohibited under RTI Act. By which the disposal of appeals and complaints are too delayed. It is well settled principle of justice “the justice delayed is justice denied”. In this respect hence it proved that the functioning of SIC is not proper and appeal disposal mechanism is also not satisfactory.

### 3. Appeal disposal Mechanism is not satisfactory.

Here the researcher found, disposing the information mechanism is not satisfactory as the public authority provide misleading, less information which misguide and harass the applicants. At the same time the public authority make the political pressure on the applicants or make false allegation threat on the applicants like rape case, life threat etc. simultaneously the State Information commission have less percentage of concern. Hence with the hypothesis number 2, this hypothesis has been proved.

### 4. The State Information Commission is not using its power and functions mandate by the RTI Act.

Today is the era of technology and in the process of proving the hypothesis the researcher also gone through the use of information technology in the function of UPSIC in the compliance of the section 4 (1)(b). For the easy access of administration and judicial functioning government of India adopted NIC server and concept of e-office, which is not in use by UPSIC in second appeal yet. With this the basic information which need to be published/ put on the website of the public authorities are not available. Even SIC website dose not

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disclose relevant information. The researcher also observed that even clerk in commission office informs the commissioners 'what to do' and 'how to do, and what provisions are to be made applicable. Hence this hypothesis stands proved.

Hence the hypothesis been proved that SIC is not using its power and functions itself, mandate by the RTI Act.

### 5. Imposing time is not uniform and effective.

Here the researcher found the time period is also not uniform, given to the public authority and the disposal of the information remain pending, whenever the decision as a suggestion is given by the clerk to the information commissioner. Hence the commission must pay heed on this issue. Further the time limit of first appeal is clearly prescribed, it could apply as deciding the second appeal, in the absence of the time limit the public authority indefinitely postpone the hearing and decision of a second appeal which fails the real objective this Act. Hence this hypothesis has been proved.

### 6. The Public Authorities have no fear of the Act and they are deliberately not providing the correct information.

In this hypothesis the public authorities have no fear of the Act as no punishment is mentioned in this Act and the provided penalty is very low. E-filing of appeals and complaints including its disposal process like notice by email, whatsapp and hearing by video conferencing are not being used by UPSIC which is demand and necessary in this contemporary digital era. In the absence of technology and for not providing the correct information the PIO's has no fear and obligatory to present in the court, they use to send their representatives. Hence The Public Authorities have no fear of the Act and they

are deliberately not providing the correct information. Hence the hypothesis of the researcher has been proved.

### **Suggestions**

1. The function of the Information Commission required to go beyond the Hearing of the Appeals. According to the Act, they are required to give orders/directions to the Public Authorities to tell their obligations according to the provision of the Act.
2. The efforts made by appropriate Governments and Public Authorities have been restricted to publishing of rules and Frequent ask questions (FAQs) on websites. As compared to RTI Act the common citizens (and disadvantaged communities) are significantly more aware of other Government schemes focused on socio-economic development. Analyzing the issues highlighted in the section, it is clear that the appropriate Governments and the Public Authorities have taken inadequate steps to make the RTI process citizen-friendly.
3. The process of RTI application submission should be so designed as to suit the needs, aspirations and convenience of the citizens. The quality of response provided can be a direct consequence of the record management practices within the Public Authority, the transparency in its processes, the training gave to the concerned PIO, drafting of the RTI application itself.
4. There must be a proper cell by the appropriate government who can make possible to implement the RTI provisions. The role of the appropriate government is defined in Sections 26 and 27 and the role of the Information Commission is defined in Section 19 of the RTI Act.

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Despite the powers conferred on the Information Commission in the RTI Act, the Information Commission relies on the resources of the appropriate government and public authorities for the implementation of the orders issued by them. So unless the government has a platform / mechanism to work on the implementation of the Act, it will be difficult to address the issues identified.

5. Prepare the proper workshop for the departments concern.
6. A sufficient budget should be allotted for implementation of RTI, so that the publicity and circulation can be made effectively.
7. The first appellate jurisdiction should be as per The Code of Criminal Procedure 1973(CrPC) under section 397. Provision just like two opportunities should be provided for appellants who aggrieved first before the District judge in which territorial jurisdiction of department concern.
8. Section 4 (1) (b) of the RTI Act is the spirit of the Law which is not being complied by government departments. The basic information which needs to be published/put on the website of public authorities is not available. Even SIC website does not disclose relevant information. Hence it is suggested that there shall be proper monitoring by the first appellate authority of the concern public authority and it should be updated regularly.
9. Our society and democracy entered in new digital era. Now use of information technology for the proper access of common citizen is must therefore disclosure of information in form of digitally and improved technology is required.

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10. So stringent obligatory and bounding with accountable form for the implementation of the section 4(1) (b) must be needed.

It is well recognized that right to information is necessary, but not sufficient, to improve governance. A lot more needs to be done to usher in accountability in governance, including protection of whistleblowers, decentralization of power and fusion of authority with accountability at all levels. This law provides us a priceless opportunity to redesign the processes of governance, particularly at the grass roots level where the citizens' interface is maximum.