

UGC-Approved “Workshop on RTI-MIS Online Portal for CPIOs of IGNOU”

**Organized by
Staff Training and Research Institute of
Distance Education in Collaboration with
Registrar (Administration)**

Report

Organised by:

**Staff Training and Research Institute of Distance Education
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110068**

UGC-Approved “Workshop on RTI-MIS Online Portal for CPIOs of IGNOU”

Report

12th September, 2023

**Organized by
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Date: 12th September, 2023

Workshop Coordinator: Dr. Pulla Lakshmi

Introduction

The Right to Information Act in India was enacted on June 15, 2005 and came into effect on October 12, 2005 replacing the Freedom of Information Act 2002. The RTI Act 2005 was expected a new beginning leading to transparent and open governance, and participatory democracy. The Act gives the citizens an opportunity to actually participate in the governance that is essential for inclusive growth at national level. The implementation of the RTI Act is one of the important initiatives for making the functioning of the public institutions accountable and transparent thereby empowering the citizens. The right to information for the citizens is increasingly been seen as a way to “promote openness, transparency and accountability in public administration”. At the same time CPIOs should be in a passion to use MIS on-line portal effectively and efficiently to provide available information in a time bound manner.

Objectives/ Learning Outcomes

- Sensitize the issues of RTI Act of 2005
- Explore various mechanisms including RTI-MIS online portal to provide first information.
- Provide skills to handle RTI queries in an efficient manner, keeping in view the provisions of the Act.
- Expose the participants to the RTI-MIS online portal and various provisions related to right to information.

Target Group

CPIO or APIO of IGNOU

Schedule and Experts

Day & Date	10:00-10:30	10:30-12:00	12:00-1:30	1:30-2:30	2:30- 4:00	4:00-5:30
Day 1 Tuesday 12-09-2023	Inaugural Session: Dr. Alok Chaube Registrar (Admin) Director, STRIDE	S1: Objectives of RTI Act 2005 Mr. Chandan Mukherjee, Director (Retd.), (Ministry of Water Resources)	S2: Role of Public Information Officers to Promote Transparency in RTI Act 2005 Mr. Chandan Mukherjee, Director (Retd.) Ministry of Water Resources	L U N C H B R E A K	S3: Operational issues in RTI-MIS Online Portal Mr. Ravindra Kishore, Ex. Consultant, RTI – PMU, DOPT	S4: Sharing of Experiences and Feedback

(List of Participants of Hq.)

S. No.	Name	Designation	Division
1	Shri. Ajit Singh	Section Officer	ACD
2	Dr. Sanjeev Verma	Deputy Registrar	ACD
3	Ms. Renu Solanki	Section Officer	ACD
4	Mr. Banwarilal, Assistant	Assistant Registrar	SOS
5	Sh. Lajpat Rai	Section Officer	EMPC
6	Mr. Virender Singh Rawat	Section Officer	SOCE
7	Shri. Rajeev Kumar	Assistant Registrar	SOL
8	Sh. Dinesh Chand	Assistant Registrar	ID
9	Mr. Vikas Kumar	Assistant Registrar	SOCIS
10	Ms. Manju Sharma	Assistant Registrar	COE
11	Mr. Saitan Singh	Assistant Registrar	SOGDS

12	Dr. Ranjita Panda	Additional Director	SRD
13	Mr. Vijay Kumar	Section Officer	SOHS
14	Ms. Babita Rani	Assistant Registrar	SOFL
15	Ms. Manisha Rani	Assistant Registrar	MPDD
16	Mr. Sanjay Nagpal	Assistant Registrar	SOJNMS
17	Ms. Surekha Mittimani	Assistant Registrar	L&DD
18	Dr. Navita Abrol	Assistant Director (Selection Grade)	CIQA
19	Mrs. Manjula Malik	Assistant Registrar	SOSS

(List of Participants of RCs)

S. No.	Name	Designation	Regional Centre
1	Dr. Sasicoumar Brumot	Assistant Registrar Director	RC, Nagpur
2	Dr. Mayonmi Shimray	Regional Director	RC, Kohima
3	Dr. S. Radha	Senior Regional Director (CPIO)	RC Bangalore
4	Smt. Shanthalakshmi R.	Assistant Registrar	RC Bangalore
5	Dr. Anil Ch. Borah	Senior Regional Director	RC Jorhat
6	Dr. Amit Kumar Jain	Assistant Regional Director	RC Karnal
7	Dr. Ajay Vardhan Acharya	Regional Director	RC jodhpur
8	Dr. S Mohanty	Sr. Regional Director	RC Ranchi
9	Shri. B. Praveen Kumara	Deputy Registrar	RC Vatakara
10	Dr. Mamta Bhatia	Sr. Regional Director	RC Jaipur
11	Dr. Upendra Nabh Tripathi	Regional Director	RC Varanasi
12	Sh. Yogesh Kumar,	Assistant Registrar	RC Varanasi

13	Dr. Biswajit Bhowmik	Sr. Regional Director	RC Agartala
14	Dr. Santosh Kumari	Sr. Regional Director	RC Khanna
15	Dr. Anjana	Assistant Regional Director (Selection Grade)	RC Noida
16	Dr. Somasi Srinivas	Regional Director	RC Jabalpur
17	Dr. Savita Panwar	Assistant, Regional Director	RC Chandigarh
18	Mr. Sunil Kumar, Asstt	Assistant	RC Chandigarh
19	Dr. Hema Pant	CPIO	RSD
20	Dr. Vinita Katiyar	Assistant Director	RSD
21	Dr. Rita Chauhan	Assistant, Regional Director	RC Delhi2
22	Dr. B. N. Devendra	Assistant, Regional Director	RC Bijapur
23	Dr. R V R Murthy	Regional Director	RC Portblair
24	Dr. Ashwini Kumar	Additional Director	Evaluation Centre Lucknow
25	Sh. S. Elamparithi	Assistant Registrar	RC Madurai
26	Dr Vikram Singh	Assistant Regional Director	RC Jammu
27	Dr. Kameshwari Moorthy	Sr. Regional Director	RC Panaji
28	Dr. K. Ramesh	Regional Director	RC Hyderabad
29	Dr. Mohammad Safdare Azam	ARD/RD (I/C)	RC Aligarh
30.	Dr. Shahnawaz Ahmad Dar	Regional Director	EC Srinagar
31	Dr Mirza Nehal A. Baig	Regional Director	RC Saharsa

Brief Proceedings

The Workshop was inaugurated by Dr. Alok Chube Registrar (Administration) IGNOU. Prof. Santosh Panda, Director STRIDE welcomed the dignitaries and the participants. Brief about the workshop by Dr. Pulla Lakshmi.

Dr. Alok Chaube, Registrar, Administration highlighted the importance of the RTI Act. Since IGNOU, has been receiving large number of RTI queries, CPIOs dealing with RTI applications must be familiar with the operational matters related to the RTI Act. Every RTI application needs to be answered in a timely manner.

The **first two sessions** were taken by Mr. Chandan Mukherjee, Director (Retd.) Ministry of Water Resources, Govt. emphasized the objects of RTI Act 2005 in detailed manner:

The title of the Act implies, “promote transparency and accountability” in the working of every public authority in this connection government of India has enacted a law called “right to information in 2005”. The Act provides for a practical regime of right to information for citizens to secure access to information under the control of public authorities’ in-order to promote transparency and accountability in the working of every public authority. The constitution of a central information commission and state information commission and for matters connected there with are incidental there to it has also helped the public authorities to streamline their information systems and office productivity

The principles of good governance and the provisions under the RTI Act along with the role of various stakeholders in promoting transparency in administration of public authorities.

- Application without the fee or BPL Certificate can be treated as invalid application. However, the CPIO or APIO may inform the applicant to pay the fee and then the application can be processed.
- Issue acknowledgment and receipt of fee.
- Meet applicants with politeness
- Assist citizens/Students to make their request properly. CPIO is not only confined to furnish information but also to provide necessary help to the information seeker, wherever required.
- CPIO can provide:
 - a) Full information (Sec.7(I)
 - b) Free information (Sec. 7(5&6)
 - c) No information (Sec. 8,9)
 - d) Partial information (Sec. 10 (I)
 - e) Third Party information (Sec. 11)

Third Party Information

Under the Right to Information (RTI) Act, 2005, there may be cases where the information requested by an applicant contains third-party information. Third-party information refers to information that belongs to a person or organization other than the applicant and the public authority. The RTI Act provides a mechanism to protect third-party information from disclosure. The public authority must give notice to the third party whose information is being sought and give them an opportunity to present their views before making a decision on whether to disclose the information. As a result, when a request for such information is

made, the concerned CPIO must make a preliminary determination as to whether such information should be provided. Once he intends to disclose this information to the applicant under the Act, he has to hear the third party by way of notice within five days of receipt of application. The CPIO would give notice, indicating the fact of his intention to impart this information inviting third party to make his oral or written representation, if any, in this regard. While taking such decision the CPIO would consider such representation.

However, there is no specific exemption or ban on disclosure of such information under this section. Except in the case of trade and commercial secrets, as provided under Section 8(1)(d) of the Act, any such information may be disclosed in public interest. However, it may be appreciated that under the exempted provisions of Section 8(1) (d) also it has to be provided, if the disclosure of such information outweighs the protected interest involved in such disclosures. (Stated by Mr. Chandan Mukherjee, Director (Retd.).

The **second session** on RTI – MIS online portal: Hands on experience by Mr. Ravindra Kishore, Ex. Consultant, RTI-PMU (DOPT) explained the Special skills of CPIOs:

ICT based tool that facilitates/empowers the citizens to:

- File RTI Request online.
- File first Appeal online.
- Receive Reply online.
- Track and Monitor the status.

Further he explained Life Cycle of the RTI Request i.e.

- a) Nodal officer Module
 - b) CPIO Module
 - c) FAA Module
 - d) DPIO Module
1. The CPIO needs to know the structure and delegation of powers within the organization. They should be well versed with organizational chart, levels of disposal of cases etc.
 2. The CPIO should have complete knowledge and experience of office procedure. He should have adequate knowledge of record management prevalent with the public authority.
 3. The CPIO should have good negotiation skills as often he will be negotiating with public, colleagues, their party and others so that he could attend to his duties as CPIO smoothly.
 4. Most importantly they should be good in time management. The work of CPIO is additional to the work he performs as an officer of the public authority. He should be able to apportion time available with him on various activities entrusted to him. Availability of inadequate time cannot be the basis for delay in disposal of requests for information or for supply of incomplete information.
 5. It will be advantageous for the CPIO to have knowledge on computers as sometimes information may be requested or require to provide in electronic form.
 6. However, line of demarcation between Public and Private Interest is very thin and would pose problems to the CPIO in taking appropriate decision.

Participants Feedback

The participants showed their enthusiasm and seriousness in the workshop and also expressed their views that they have gained the relevant knowledge with specific information. They also said that they have developed the required skills and are now confident to undertake their tasks related to RTI queries more efficiently than before.

Suggestions and Recommendations

This workshop came up with the following suggestions:

The university should have a permanent setup to facilitate the designated CPIOs of IGNOU about the latest developments in RTI (from CIC) and to help them in dealing with RTI queries more effectively.

This kind of workshops/programmes should be conducted on regular intervals.



The poster is for a workshop titled "Workshop on RTI-MIS Online Portal for CPIOs of IGNOU". It is organized by the Staff Training and Research Institute of Distance Education (STRIDE) in collaboration with the Registrar (Administration) on 12th September, 2023, in an online mode. The poster features logos for IGNOU, G20, NAAC, and the Right to Information Act. It lists the objectives of the workshop, the target group (CPIOs of IGNOU), and the names and titles of the participants: Prof. Nageshwar Rao (Vice-Chancellor, IGNOU), Dr. Alok Chaube (Registrar (Adm.)), Prof. Santosh Panda (Director, STRIDE, IGNOU), and Dr. Pulla Lakshmi (STRIDE, IGNOU, Workshop Coordinator). The poster also mentions the organizing body, STRIDE, and provides contact information for the workshop coordinator.

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(12th September, 2023) (Online Mode)

The objectives of the Workshop:

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- ❖ Provide skills to handle RTI queries in an efficient manner, keeping in view the provisions of the Act.
- ❖ To expose the participants to the RTI-MIS online portal and various provisions related to right to information.

Target Group

- ❖ CPIOs Of IGNOU.

Prof. Nageshwar Rao
Vice-Chancellor, IGNOU

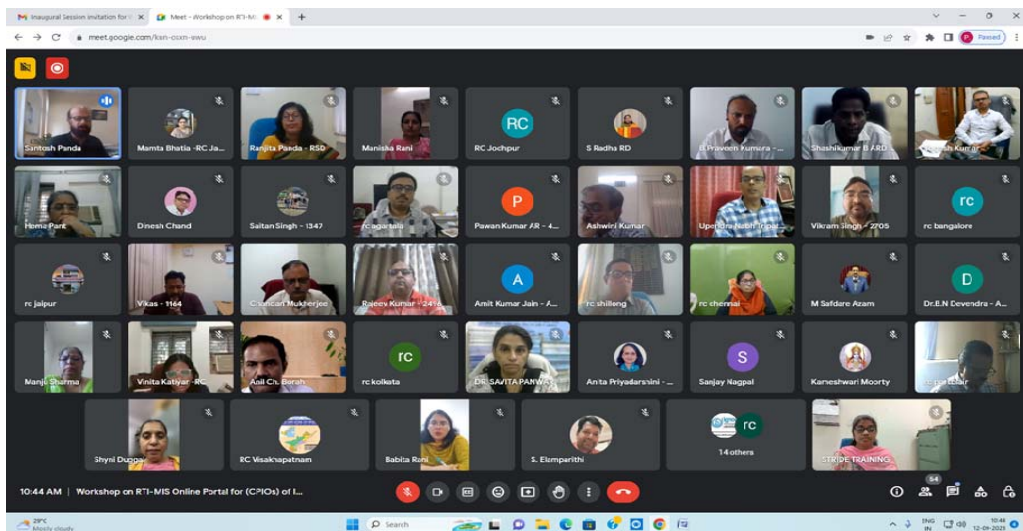
Dr. Alok Chaube
Registrar (Adm.)

Prof. Santosh Panda
Director, STRIDE, IGNOU

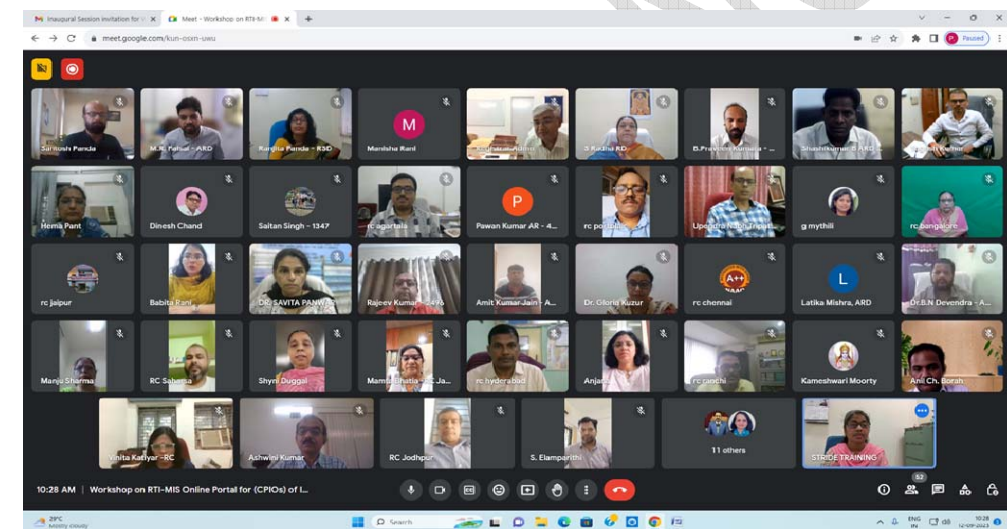
Dr. Pulla Lakshmi
STRIDE, IGNOU
Workshop Coordinator

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Resource Person with Participants



Dr. Alok Chaube Registrar (Admin) with Participants