

Workshop on
“Best Practices on R.T.I. Implementation Regime & Success Stories”



18 December, 2014

Sponsored by Department of Personnel & Training (DoPT)

Organized by SPIPA, Ahmedabad, Gujarat

“Best Practices on R.T.I. Implementation Regime & Success Stories”

Workshop on ‘Best Practices on R.T.I. Implementation Regime and Success stories’ for western zone was held on 18 December, 2014 at Sardar Patel Institute of Public Administration, Ahmedabad Gujarat. States of Gujarat, Maharashtra, Goa, Rajasthan, Madhya Pradesh and Union Territories of Diu & Daman and Dadranagar Haveli had participated in this one day workshop that was sponsored by Department of Personnel & Training (DoPT). The Chief Guests of the one day workshop were State Information Commissioner, Shri V. S. Gadhavi and Shrimati Shridevi Shukla. Shri S. L. Amrani - Dy. Director of SPIPA, Shri Bharat Patel – Director of SIRD, Ms. Sonal Solanki - Management Consultant of SPIPA and Shri Ganesh Kumar and Shri Ashish Agnihotri of DoPT presented in the workshop opening ceremony.

Entries of Best Practices and Success Stories on the theme “Best Practices on R.T.I. Implementation Regime & Success Stories” were invited by advertisement in Times of India from West Zone of country. As a result, total 17 entries had come from Maharashtra, Madhya Pradesh, Rajasthan and Gujarat. The selection committee had identified 6 Best Practices and 11 Success Stories out of the total entries, out of which 4 Best Practices and 5 Success Stories were selected and presented during the workshop.

Details of papers received on Best Practices and Success Stories;

N o	Name of participants	State	Designation/Address	Best Practices/ Success Stories
1	Falguni jadeja (Swati)	Gujarat	District Program manager Swati , Gujarat (ahmedabad) 912754281338 Mail:swatiorg.gujarat@gmail.com 9825288394	Best Practice
2	Hirnesh Bhavsar	Gujarat	Personnel Officer and Asst. Nodal Officer, RTI Cell, SMC	Best Practice
3	Mr. Nilkanth Poman	Maharashtra	IT Officer Pimpri Chinchwad Municipal Corporation Mobile: 9922501908 n.poman@pcmcindia.gov.in	Best Practice
4	Dr. Shrikar Pardeshi	Maharashtra	Inspector General of Registration & Controller of Stamps, Maharashtra Department of Registration & Stamps, Pune – 411001,	Best Practice

			Maharashtra	
5	Deepak Gupta	Maharashtra	Mo.9890809030 Deepakji.jalgaon@gmail.com	Success Story
6	Tushar Zende	Maharashtra	Mail:tushar.zende.tz@gamil.com	Success Story
7	Ashokbhai M. Rathod	Gujarat	Azad Chowk Bapunagar Mo.8401247961	Success Story
8	Hemant Golani	Gujarat	Journalist In Regional Channel VTV Mo.9099907123	Success Story
9	Bhadresh b.vamja	Gujarat	9898810421 9979510421	Success Story
10	Kalpesh Gupta	Gujarat	Academic Associate Business Policy Area IIM Ahmedabad Mo.9924897691 Mail: klgupta@iimahd.ernet.in	Best Practice
11	Dr VNS Tomar	Rajsthan	Medical Officer ECH of central defense department Morena MP Retd. Deputy Controller/Sen. Medical Officer District Hospital Dholpur (Rajsthan Govt), Medical & health service	Best Practice
12	Mohammad Afjal	Maharashtra	Consumer/Human Right/RTI Activist C/709 Minoo minar CHS Ltd Azad nagar, Veera Desai Road Andheri (W) Mumbai 400053 Mobile 982049435 Mail:mohdafzal1963@gmail.com	Success Story
13	V.K.Naswa	M.P	Social /RTI Activist, Bhopal 98262 12051	Success Story
14	Dr Harisingh Parihar	Rajsthan	Dy Registrar Central university Rajsthan. Bandrsidri Dist Ajmer 8829020035 01463238754	Success Story
15	Ashish Mahajan	Gujarat	Subhanpura Vadodara Mo.9898010503	Success Story
16	Arvindbhai Padhiyar	Gujarat	Bhujur ta padara MO.9925634677	Success Story
17	Sandhya Srivastava	Madhya Pradesh	Additional Director (Finance) RCVP Noronha Academy of Administration and Management Madhya Pradesh , Bhopal	Best Practice

4 Best Practices and 5 Success Stories from selected Best Practices and Success Stories were presented in the workshop. 82 participants from various govt. departments as well as NGOs were presented in the workshop from participating states.

Details of Selected Best Practices and success stories;

N o	Name	State	Best Practices	Subject
1.	Smt.Falguni Jadeja (Swati)	Gujarat	Best Practice	Strengthening Democracy Empowering through Promoting a Rights perspective and Right to Information
2.	Mr.Hirnesh Bhavsar Personnel Officer and Asst. Nodal Officer, RTI Cell, SMC	Gujarat	Best Practice	Significance and Relevance of Pro- Active Disclosure and Regular Monitoring of RTI Application as M.I.S. in The Implementation of RTI Act in Surat Municipal Corporation
3.	Dr. Shrikar Pardeshi, IAS Inspector General of Registration & Controller of Stamps, Maharashtra	Maharashtra	Best Practice	Information, Education and Communication : Tools for Citizen – centric Administration
4.	Mr.Deepak kumar P. Gupta	Maharashtra	Success Stories	“Save New Born Babies”
5.	Mr.Tushar Zende	Maharashtra	Success Stories	State Electric Board Bring for you Light – Sometimes with excessive Bills But RTI throws a light on it and protects your money for value-life
6.	Mr.Ashokbhai M. Rathod	Gujarat	Success Stories	In Search of my Half day

7.	Mr.Hemant Golani	Gujarat	Success Stories	RTI and a lady's fight
8.	Mr.Bhadresh B. Vamja	Gujarat	Success Stories	To make PDF system at village level transparent & Accountable to people
9.	Mr.Nilkanth Poman IT Officer Pimpri Chinchwad Municipal Corporation	Maharashtra	Best Practice	“SARATHI- System of Assisting Residents And Tourist Through Helpline Information “

Over and above this, Shrimati Sandhya Srivastava – Officer of Madhya Pradesh has also did Best Practices presentation. While Shri Nilkanth Poman – An IT Officer of Chinchwad Municipal Corporation Maharashtra could not remain present.

Shri Harinesh Pandya of MAGP was moderator of the workshop. There were two Panel Discussion Committees. In Panel one Dr. A. K. Ganatra, Shri, H. M. Thakkar, Shri Binoy Acharya and in Panel two Dr. P. J. Derasari, Shri A. M. Saiyad and Shri Mahesh Pandya were the members. There were two officers from DoPT, Gol remained present in the workshop, Shri Ganesh Kumar and Shri Ashish Agnihotri.

All presentations were awarded by Certificate and Rs. 5000 reward.

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Introduction

I. Background

Workshop on 'Best Practices on R.T.I. Implementation Regime and Success stories' was held on 18 December 2014 at Sardar Patel Institute of Public Administration, Ahmedabad Gujarati. States of Gujarat, Maharashtra, Goa, Rajasthan, Madhya Pradesh and Union Territories of Diu & Daman and Dadra Nagar Haveli had participated in this one day workshop that was sponsored by DoPT. Around 82 participants from west zone remained present in the workshop from various Govt. and NGOs.

II. Objective

The objective of the one day workshop was to collect Best Practices and Success Stories on R.T.I. from Western Region of India and to award them. The broader objective was learning lessons and sharing experiences.

III. Participants List

Sr. No.	Name & Designation	Address	Contact (Mobile No.)
1.	B.S . Pandor Ex. Ad. Bire of Agricul.	2, Nav Prakash Society, Jivraj Park, Ahmedabad	26607683 9426519748
2.	Dr. Amit Kanani Dy. Director of Animal Hus.	Office of the Dy. Director Animal Hus. Polytechnic Campus Ahmedabad	9824021874
3.	Falguni Jadeja	Swati Organisation	9825288394
4.	Manoj Gen. PA Sec.	5, Sunrin Pak, Ahmedabad	9825253346
5.	C. Ganesh Kumar S.O.	DOPT GOI	9868883196
6.	Vaibhav Kantilal	Baramati, Pune	9823734201
7.	Nimita Shah	Ahmedabda	9879055760
8.	D. R. Patel	Gandhinagar	9898863092

	S.O.		
9.	J. S. Vaishnav Under Secretary	Fine Dept., Gandhinagar	94087776595
10.	I. M. Nayak	V.S.S.M.	9998693054
11.	M. K. Trivedi Dy. Dir. Of Agri.	Krishibhavan, Gandhinagar	9924546515
12.	K. L. Gupta Academic Associate	Wing 1,A, IIM, Ahmedabad	99244897691
13.	M. K. Thaka Under Secretary	Sachivalaya, Gandhinagar	9978405806
14.	Y. I. Kureshi Under Secretary	Sec-3, B, Gandhinagar	9033378168
15.	Ashish Agnihotri Management Associate DoP&T	Pune, Maharastra	9545594959
16.	T. D. Jinde	Pune, Maharastra	9545594959
17.	Sachinbhai	Indapur, Pune	099923101283
18.	J.V. Parmar	Maharastra	9766641002
19.	Dr. Shrikar Pardesi IGR	Registration Dept. Pune Maharastra	9049996666
20.	Binol Acharya	Unnati 2/6, Ajay Society Ahmedabad	9927109481
21.	Dr. P. J. Derashri	Dir. of Ani.Hus. Krishibhavan, Gandhinagar	9898782807
22.	Dr. rita Patel	Joint Dir.of Ahmedabad	9924855654
23.	H. C. Bhavsar	S.M.S, Surat	9724345501

24.	Vamja Bhadresh RTI Activist	at Ta Liliya	9898810412
25.	Dr.N. B. Prajapati Det. Director	Krishibhavan Sect-10, Gandhinagar	9427335489
26.	M. H. Jadeja Jont Director	SPIPA, Rajkot	9978441524
27.	Ashokkumar Labour	Vanvibhag	9401247967
28.	Mahesh Pandya Director	Paryavaran Mitra 502, Raj Avenue Ahmedabad	97148339280
29.	Dr. A. K. Ganatra	Directorate A.H. Krishibhavan, Gandhinagar	9825791696
30.	B. H. Pandya V.S.	Finance Dept.	9898353481
31.	C. M. Patel	V.S.S.M.	9099936018
32.	Natwar V. Rathva	Dept. of Agri, Krushibhavan, Gandhinagar	9428415456
33.	Sadhana Pandya	Shreyas Staff Quarters, Ambawadi, Ahmedabad	9429022034
34.	Vasant P.	MAGP Ahmedabad	9898776331
35.	Harinesh Pandya	B-3, Sahjanand, Jivrajpark, Ahmedabad	9824048842
36.	Sandhya Srivas	C-1 Academy of AAdministration Bhopal,	09993996331
37.	H.M. Thakkar	Under Secretary GAD Gandhinagar	9978407835
38.	C. S. Upadhyay	D.S. (RTI) & SPIPA	9825069650
39.	Kalpana Parikh Dy. Director	RTC Ahmedabad	9978441525
40.	G. P. Patel	6th Floor Block-4, Finance Dept. Gandhinagar	9601544530

	Dy. Secretary		
41.	K. D. Suthar Dy. Secu. FD	Finance Dept.	9824963600
42.	D. M. Thakkar Under Secy.	Info & Broad Dept. Sachivalaya, Gandhinagar	9978406312
43.	Deepak kumar	388, Shivagi Nagar, Jalgam	09890809030
44.	Pratiksha	RCVP Academy of Admin Bhuj	09425600693
45.	Dr. D.P. Thakkar	Jt. Dir., Gandhinagar	9924928223
46.	Jayeshkumar Odhrani	Us. Home Dept. Sachivalaya, Gandhinagar	9825786153
47.	Neela Patel	SIRD, SPIPA, Ahmedabad	9978441529
48.	D.M. Charan	Egucation Dept. New Sahivalaya, Gandhinagar	9924423661
49.	Yesh Patel	23/8, Mahalaxmi Pol, Raipur Chakla, Ahmedabad	9712397569
50.	S. K. Bhatia	SPIPA Ahmedabad	9429633845
51.	Ashish M.	Baroda	9898010503
52.	M.C. Bhatt Manager	GSFDC Ltd. Vadodra	9687600313
53.	Pnanda Naida	GIDC Gandhinagar	9824735068
54.	P. K. Chauhan	o/o Awati Ta-Halvad, Dist S. Nagar	9099045289
55.	F. P. Jani Karyakarta	Awati Organisation Surendranagar	9537607069
56.	B.M. Vanpra RTI Association	Swati Dharampur	9727110640
57.	Lalitbhai Mehta	Ghuath Dhangadhra	9923272662

	RTI Association		
58.	Sunil D. RTI Association	Dhangadhra	9909458802
59.	Ramesh T. RTI Association	Vavdi Dhangadhra	9724463153
60.	Chanchiben RTI Association	Haripur Dhangadhra	
61.	Sakhina ben Sangathan Sabhya	Ghumath Dhangadhra	
62.	Pujaben K. Sangathan Sabhya	Haripur Dhangadhra	
63.	Vilasben M Sangathan Sabhya	Haripur Dhangadhra	
64.	Mariyamben Sangathan Sabhya	Pardi Swati	
65.	Iklab Mirja Sabhya	Dhangadhra Swati Sanstha	
66.	Deepak bhai	yes Education Sanstha	9913404626
67.	M. B. Savaj		9879184121
68.	S. A. Joshipura	Gandhinagar	9426510407
69.	Punambhai	Ahmedabad	
70.	V. K. Naswa		9826212051
71.	G. I. Pandya	Nagrasan	9879383097
72.	S. D. Rajput	3/2, Govt. Colony Sahjannd Colege, Ahmedabad	9726257486

73.	M.S. Rana H.V.D.	GMDC Lignite Project Tadkeshwar	9727793273
74.	V. Rajan	Ahmedabad	9825633044
75.	Yushuf khan	Ahmedabad	9824433348
76.	Kanchan Karyakar	Swati Vavdi	9638650620
77.	Hemant Gajani Reporter	Gandhinagar	99099907123
78.	G. K. Jani	5, Mehta Appt. Ahmedabad	9898338118
79.	Dr. Parna Mukharji	426 Faculty Hom, IIM Old Campus, Vastrapur, Ahmedabad	9724399799
80.	Bhupat Solanki	A- Aruadaa Pardi, Surendranagar	9974776902
81.	Gautam Shrimali	AT Po. Badarkha, Ta Dhaka, Ahmedabad	7698842341
82.	T. B. Makwana	H-403, Shimadnagar, New Maninagar, Ahmedabad	9173798881

IV. Workshop Schedule

	<p align="center">Sardar Patel Institute of Public Administration (SPIPA)</p> <p align="center">One Day Regional workshop on the theme “Best Practices on R.T.I. Implementation Regime & Success Stories” 18th December 2014</p>
Time Slot	Activity & Duration
9.30 to 10.00	Registration
<p align="center">INTRODUCTORY SESSION Duration 10.00 am to 10.30 am. (30 minutes)</p>	
10 to 10.05 am	Introduction– S. L. Amarani, Dy. Director General, SPIPA
10.05 to 10.10	Welcome Address: Vipul Mittra, Director General, SPIPA
10.10 to 10.15 am	Inauguration
10.15 to 10.20 am	Speech by Information Commissioner Smt. Shridevi Shukla, State Information Commissioner, Gujarat
10.20 to 10.30 am	Inaugural Address by – Chief Guest – Shri V.S.Gadhavi, State Chief Information Commissioner, Gujarat
<p>Session –I – Presentations on Best Practices of Right to Information (Duration 60 minutes) Moderator- Shri Harinеш Pandya, MAGP, Ahmedabad</p>	
10.30 to 10.35	Moderators Introductory Remarks (5 Minutes)
10.35 to 10.45	1. Falguni Jadeja (SWATI), Gujarat - (10 Minutes)
10.45 to 10.55	2. Mr. Hirnesh Bhavsar, RTI Cell, SMC, Gujarat - (10 minutes)
10.55 to 11.05	3. Mr. Nilkanth Poman, Pimpri Chinchwad Municipal Corporation, Maharashtra - (10 minutes)
11.05 to 11.15	4. Dr.Shrikar Pardeshi, I.G. of Registration & Controller of Stamps, Maharashtra - (10 minutes)
11.15 to 11.30	Discussion on presentations in Session I & Moderator’s wrap-up - (15 Minutes)
11.30 to 12.00	Tea Break
<p>Session –II –Presentations on Success Stories of Right to Information (Duration 60 minutes) Moderator- Shri Harinеш Pandya, MAGP, Ahmedabad</p>	
12.00 to 12.05	Moderators Introductory Remarks (5 Minutes)
12.05 to 12.15	1. Mr. Deepak kumar Gupta, Maharashtra - (10 minutes)
12.15 to 12.25	2. Mr. Tushar Zende, Maharashtra - (10 minutes)
12.25 to 12.35	3. Mr. Ashok Rathod, Gujarat - (10 minutes)
12.35 to 12.45	4. Mr. Hemant Golani, Gujarat - (10 minutes)
12.45 to 12.55	5. Mr. Bhadresh Vamja, Gujarat - (10 minutes)
12.55 to 01.10	Discussion on presentations in Session I & Moderator’s wrap-up (15 Minutes)
01.10 to 02.00	Lunch Break

Session –III –Panel Discussion –on Best Practices of Right to Information	
Moderator - Dr. A.K. Ganatra, Dy. Director, Animal Husbandry, Gandhinagar	
2.00 to 3.00	Panel : 1. Dr. A.K. Ganatra, Dy. Director, Animal Husbandry, Gandhinagar 2. Shri H. M. Thakkar, US, GAD, Sachivalaya, Gandhinagar 3. Shri Binoy Acharya, Director, Unnati Sanstha, Ahmedabad
3.00 to 3.15	Tea Break
Session –IV –Panel Discussion –on Success Stories of Right to Information	
Moderator - Dr. P.J. Derashri, V.O., Animal Husbandry, Gandhinagar	
3.15 to 4.15	Panel : 1. Dr. P.J. Derashri, V.O., Animal Husbandry, Gandhinagar 2. Shri M. A. Saiyad, SDM-Sihor, Dist. Bhavnagar 3. Shri Mahesh Pandya, Paryavaran Mitra, Ahmedabad
4.15 to 4.45	Open House Discussion - Question Answers
4.45 to 5.05	Prize Distribution at the hands of Chief Guest Distribution of Cash Awards to Presenters of Best Practices & Success Stories.
5.05 to 5.10	Vote of Thanks

V. Workshop organizing team of SPIPA

Shri Vipul Mittra IAS, Director General

Shri Sanjay Amrani IAS Deputy Director General

Ms. Sonal Solanki, Management Consultant

Ms. Jagruti Trivedi Registrar

Shri Dharmendra Shah Sr.Clerk

Shri Alpesh Bhavsar RTI Act Co-ordinator

Shri Vasim Parmar RTI Act Co-ordinator

Shri Pravin Parmar Data Entry Operator

VI. Abbreviations

R.T.I. – Right to Information

DCs – District Collectors

DDOs – District Development Officers

TDO – Taluka Development Officers

MO – Medical Officer

HO – Health Officer

Gol – Government of India

GoG – Government of Gujarat

PPP - Public Private Partnership

PHC - Primary Health Centre

HRD – Human Resource Development

DHS – District Health Society

ANC – Anti Natal Care

IMR – Infant Mortality Rate

MAGP – Mahiti Adhikar Gujarat Pahel

SWATI – Society of Women’s Action and Training Initiative

SMC – Surat Municipal Corporation

Opening Session

I. Inaugural and Welcome

S L Amrani – Dy. DG - SPIPA

Inauguration of the one day workshop was done by prayer followed by lightening of lamp by presented dignitaries. In the inauguration address Shri S L Amrani, Deputy Director General of SPIPA welcomed all participants who have come from various states of western region of India. In his welcome speech Shri Amrani said, R.T.I is in implementation from last nine years and there has trauma created with its implementation. R.T.I. is a special right to citizen of India to raise curtain on administration and make it transparent. Lot has been done in this direction a lot to be done for improvement. The focus is needed in making R.T.I. more dynamic and transparent so that citizens get satisfactory clarifications. The most important issue is to resolve 2 lac appeals that are pending at this moment.

In the inaugural session all dignitaries on the dais were welcomed with a bunch of flower and the sessions were formally inaugurated with lightening of lamp.

After Shri S L Amrani's inaugural speech Ms. Shridevi Shukla, State Information Commissioner had shared special words.

II. Special Words

Ms. Shridevi Shukla, State Information Commissioner - GOG

'All of us want to be a better human being and as a govt. servant we have to be a better administrator. RTI is for the people, it gives right to common citizen to know on what is happening and what is not happening in administration. As Govt. servant when the application comes to us, lets read it properly and it has to be answered in 30 days. Even the question is out of the boundary, we can be more sensitive to it. All of us have to follow the act and if we deliver it we are definitely a better human being. Citizen may not know how to question but giving answer is our moral duty too. Hope to do wonders with this act'.

Ms. Shridevi Shukla's special words were followed by key note address by Mr. V S Gadhavi, State Information Commissioner.

III. Key note address

Mr. V. S. Gadhavi State Information Commissioner - GoG

Shri V S Gadhavi had expressed his pleasure for being at the platform where people had come across to share their experiences from various places of India. He also showed happiness that out of 60 entries of case studies more than 50% were from Gujarat. It shows the work done in Gujarat in the direction of implementation of R.T.I. Act. The learning from each state would be helpful to other states, carry home few learning will definitely make the movement strong in country.

He pointed out most important things at this stage and that are;

- Promote transparency
- Promote accountability
- Eradicate mal practices

R.T.I. is powerful tool in the hands of citizen and at the same time it is answer to all issues of administration and governance. The beauty of act is into strong implementation as otherwise it becomes meaningless. Decade has already passed now let's deliberate on how to make implementation most powerful is key. The next level would be how to introduce innovations and use friendly practices in implementation of act. Section 4(1)A and Section 4(1)B are heart of the Act; 4(1)B is going to make a big difference for sure. There are good practices that has been adopted i.e. In PHCs Doctors putting up sign board for medicines availability with stock. Now all know about it and can rightfully demand for it. Though this is a small move in terms of transparency but makes lots of difference to society. The second example is GoGs fair price shop, GoG has establish a portal that tell about food grain available to you, your entitlements, rates, periodicity and soon you will get messages related to that on your mobiles.

Shri Gadhavi also talked about the case study of India's youngest Sarpanch of Amreli's village and his journey on fair price shop initiative. He also gave credit by saying 'SPIPA deserve all praise for this seminar and releasing the book 'Shatdal'. Request to SPIPA and all of you is to do proper documentation so that it can be shared and make our learning's strong. Thanks to all for presence.'

Presentations on Best Practices of Right to Information

Facilitators: Shri Harinesh Pandya – Mahiti Adhikar Gujarat Pahel, Dr. A K Ganatra – Dy. Director Animal Husbandry GoG, Shri Binoy Acharya – Director, Unnati

I. Introductory Remark

Moderator of the workshop, Shri Harinesh Pandya in his introductory remarks said, 'the theme that has been selected for the workshop is very thoughtful. It has two aspects,

- Best practices
- Success stories

It is about the stories of citizen who has used R.T.I. as tool and those who have made R.T.I. part of their system. We shall use this platform to reach out with information to people and use R.T.I. in day to day governance for better transparency in administration.'

II. Ms. Falguni Jadeja – Society for Women's Action and Training Initiative (SWATI), Gujarat

SWATI organization has been working in Surendranagar District since 1994 with an objective of socio-economic empowerment of women. Ms. Falguni Jadeja from SWATI shared that with R.T.I. Act coming into force, SWATI realized its potential, build capacity of women to demand their rights and initiated work with R.T.I. towards eradicating corruption and seeking transparency in administration by training the women federation members, local NGOs and Sangathans.



The overall strategy of SWATI is to collaborate with local groups, sangathans to form citizen's forums at Block/District levels, create group of R.T.I. trainers to train volunteers at village level, volunteers to support people to use R.T.I., awareness in community thru IEC, campaigns, block camps, village visits, facilitate people in seeking info through NASK/helpline and liasaning/Advocacy with govt. officials.

SWATI's Mahiti Adhikar Abhiyan (MAA), a local civil society is an Association that works with 2855 members at District level in Surndranagar and Mehsana/Patan.

MAA's role at District and Block level is to undertake all field based interventions, identify and support volunteers, plan and coordination support and filed activities at Block level, run NASK on weekly basis, coordinate camps/campaign to promote R.T.I. and maintain records of applications under R.T.I.

MAA supports volunteers role and today there are more than 1750 R.T.I support Volunteers at MAA, at each village there is volunteer, it promoted R.T.I. through village level awareness activities and participated in Block level camps.

Based on types of complaints, to make work more effective SWATI has started working on:

- Right to Food PDS
- Child rights ICDS also RTE
- Land rights and inheritance
- Right to health specially women's

Through Association and volunteers the following has been achieved by MAA:

- Total NASK - 11 Block 3 districts
- Total visitors - 22664
- Total application - 2062
- First appeal - 1399
- Second appeal - 663

Block Level preparations resulted in 789 complaints 538 PDS, 132 ICDS, 92 NREGS, 27 inheritances. Success in reach out to the communities is as follows;

- Association – 2844 Total members including veterans from respective fields – teachers, journalists, union members, SHG groups, farmers
- Volunteers – 1750 volunteers covering 3 district 10 blocks, 525 villages
- NASK – In 9 blocks [3 district]
- Helpline – Receiving average 5 – 7 calls per day from approx. 8 districts.

The challenges being faced are local political issues, sustainability of the R.T.I. associations, empower illiterate communities to use R.T.I. to avail their rights and non-cooperative behavior and attitude of some Govt. Department in some of the cases.

III. Mr. Hirnesh Bhavsar, R.T.I. Cell, Surat Municipal Corporation, Gujarat

In the beginning of his speech Mr. Hirnesh Bhavsar spoke of experiences and observations on R.T.I. Act and the major point were lack of proactive disclosure, lack of citizen charter, indifference in record classification & poor maintenance of record, equality before law Article 14 of constitution not maintained, First in First out procedure not followed, grievance redressal not quick and public duty not performed scrupulously.

The efforts of SMC to overcome problems in publishing PAD are as follows;

- Continuity & sustainability of senior Level Officers As public information Authority & Single Appellate officer for almost more than first six years.
- Review of applications received by PIO & FAA in general every quarter.
- Work assigned to select HOD to prepare & get approve 17 manuals in consonance with provisions of Act.
- Weekly review of PAD in the beginning at CEO level consisting of senior officials.
- Regular review & analysis by R.T.I. CELL of PAD & application , first & second appeals by R.T.I. CELL
- Constant efforts by R.T.I. CELL to get prepare R.T.I. application, appeals programme from information system department.
- S.M.C. is a local self-government having 326 Sq. K.m. area, 38 municipal wards of election, 114 municipal councilors, more than 75 departments looking after public & civic services of more than 4 million population as per 2011 census which is likely to cross five million in time to come. Annual budget of S.M.C. is more than 4100 crore for 2014-2015.



S.M.C. has its own website www.suratmunicipal.gov.in and has put on web site information consisting of more than 0.1 million files consisting of hundreds of thousands of pages. Sufficient details of organization, its duties, obligatory & discretionary function, its vision, mission is also placed on web site. Act under which it is governed i.e. GUJARAT PROVINCIAL municipal corporation act 1949,, development & control & regulation act is also placed under which building construction is regulated.

Over and above these constant efforts are being done to overcome problems that are;

- Continuity & sustainability of senior level officers as public information officers & First Appellate Authority for almost more than first six years.
- Review of applications received by P.I.O. & F.A.A. in general every quarter.
- Work assigned to select Head of Departments to prepare & get approval of 17 manuals in consonance with provisions of Act.
- Weekly review of P.A.D. in the beginning at CEO level consisting of senior officials.
- Regular review & analysis by R.T.I. CELL of P.A.D. & applications -first & second appeals by R.T.I. CELL with bare minimum staff.
- Constant efforts by R.T.I. CELL to get prepared the R.T.I. application, appeals program from information system department.
- Regular monitoring by R.T.I. cell of application & appeal entries made by different P.I.O. & F.A.A.
- When single F.A.A. was to conduct appeal under R.T.I., cross verification of reply procedure adopted and entries made by P.I.O. & F.A.A. in to program
- Regular supervision & monitoring of yearly updating of details on web & enforcing regional language print copy.
- Regular guidance & coordination by R.T.I. CELL in enhancing the scope of P.A.D. gradually.

The conclusion is that though R.T.I. Act is silent about cadre, level or class of PIO, looking to spirit & provisions under section 25 of the Act , as far as possible & practical head of office or custodian of the record may be designated as PIO & next immediate to them Upper level officer

of them may be designated as FAA. Single FAA is there in public authority having multiple PIO of different branches or departments, uniformity will be maintained in quasi-judicial process of 1st appeal. All public authorities must develop R.T.I. software program to enter all entries of application from receipt to second appeal level to extract managerial information system reports. Suggested reforms will not only streamline arranging R.T.I. Act implementation but also be catalyst/ stimulator for right to public service act implementation. Regular review of R.T.I. application & appeals by PIO & FAA as well as CEO under MIS to incorporate maximum information under section 4(1)(B) of PAD.

The performance of PIO & FAA found below standard in term of delay, denial of information without reasonable ground compelling applicants to pay exorbitant fees & compelling the public authorities to provide information free of cost due to delay, incurring the loss to the public exchequer should be prosecuted under departmental rules for negligence and inefficiency apart from causing pecuniary loss to the organization

"When we are no longer to change the situation we are challenged to change ourselves."

IV. Dr. Shrikar Pardeshi, I.G. of Registration & Controller of Stamps, Maharashtra

Information, Education & Communication tools for Citizen-centric Administration is important. The Department's core functions are Registration of documents (No. 23.60 Lakh in 2013-14) and Collection of Stamp Duty (Rs. 18,666 Cr in 2013-14). It is being *governed By* Registration Act and Maharashtra Stamp Act. The Dept. of Registration & Stamps launched 3 pronged drives for the benefits of Citizens, on 15th August 2014 and these are Information, Education and Communication.



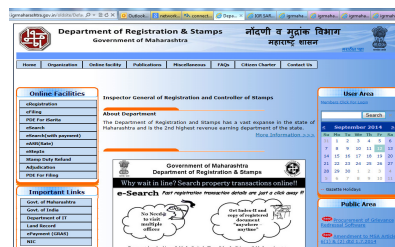
1. Information

i. SARATHI

ii. Website

2. Education

The objectives are to educate the citizens about their rights and entitlements related to the services and to empower the citizens and improve utilization of services. Citizen's Charter



has complete information about 27 services offered by 7 offices of Dept. that includes following;

1. Sub Registrar Office
2. Joint District Registrar Office
3. Collector of Stamps' Office
4. Marriage Registrar's Office
5. Office of Deputy IGR
6. Office of Addl. Controller of Stamps
7. Office of IGR

Ways of access to Citizen's Charter

1. *Book*
2. *Display Boards*
3. *Website*
4. *Special Web link*
5. *PDF Book*
6. *Mobile app*
7. *E-Book*
8. *Helpline*

Application Support Measures

1. Simplification of Application forms
2. Free availability of forms in Offices
3. Standard Check lists for scrutiny

4. Forms & Check lists on Website
5. Draft Notices & Declarations on Website
6. Draft Documents on Website
7. User Guides for e-Services on Website

3. Communication

The objectives are to guide the citizens and answer their doubts & queries and to provide a platform for grievance redressal. It is being done with;

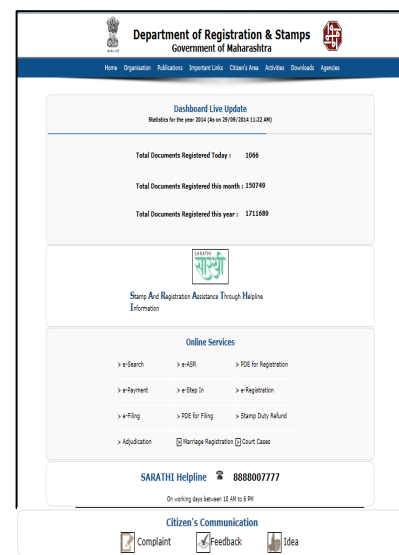
- i. Helpline
- ii. Website – Mail
 - Easy to remember number - 8888007777
 - Operational on all days, between 7 am to 9 pm
 - Managed by 26 professional Call Operators
 - Helpline handles 12 Calls at a time



Website – Mail

Total Citizens benefitted

- Total 1,48,537 citizens benefitted in 124 days.
- Daily 1,190 citizens are getting benefitted from IEC drive.



V. Concluding Remarks

Mr. Binoy Acharya – Director of Unnati, talked about change that is being seen at district levels and on websites. Govt. does efforts but it doesn't include social capital i.e. civil society, putting both together would definitely give better results. He quoted example of notice board on PHCs that shows availability of medicines at center and its impact on people's satisfaction and confidence of services.

Dr. A K Ganatra – Dy. Director, Animal Husbandry, GoG said that the impact of R. T. I. has shown impact on decrease in corruption. Socrates once told that if there is any entitlement to human being in the world is nothing but the information, no race, and no money. The idea of R.T.I. is same and 75% countries of the world are executing it. SWATI has done good work by helping women required to go out for R.T.I. and with the best practices these kinds of issues have to be resolved on day-to-day basis. This is what we may learn from each other and solves our issues. More and more information on R. T. I. has to reach to people so that people come out with their issues and get proper solutions. Mr. Ganatra also supported idea of disclosure. This will also change mindset of people on administration and their attitude. People of India want information and transparency and that only can bring real change.

Mr. Harinesh Pandya of MAGP told that all officers in all meeting shall be discussing R.T.I. for first 5 minutes with a special focus on pending appeals etc.

Mr. H M Thakkar one of the Founder member for R.T.I in Gujarat said that the list of information that cannot be given shall be prepared so appeals doesn't come on that. DoPT can develop best practices and share on monthly basis.

Mr. Ashish Agnihotri of DoPT talked that there is a financial assistance for establishing R.T.I. helpline for year and then after 2 lac a year for operations. DoPT is taking many steps like this for R T I awareness generation.



Presentations on Success Stories of Right to Information

Facilitators: Shri Harinmesh Pandya – MAGP, Dr. P. J. Derasari – Veterinary officer – Animal Husbandry GoG, Shri Mahesh Pandya – Paryavaran Mitra, Shri M. A. Saiyad – SDM Sihor Dist. Bhavnagar

I. Mr. Deepak Kumar Gupta, Maharashtra

Mr. Gupta shared case study of an R.T.I. to save new born babies, the glimpse of his presentation is as follows;

- Matter came to light with the tears of parents of new born.
- Tried hard to found exact issue and it took two year.
- Painful truth came out that neither any full time nor part time Doctor remained present on duty at hospital.
- R.T.I. – Date 12 May, 2014 Numbers - 92.
- Built up tremendous pressure to ignore the case and threatened to take case back.
- In the year of 2013-14, 301 New Born Babies died due to incomplete treatment by irresponsible Doctors.



Who was Guilty?

- Dr. Mandar Kale appointed as full time Doctor, specially New Born Baby and had been paid salary of Rs. 45000. he used to sign on Muster and visit hospital only for 15 min in a day.
- Dr. Mandar Kale never came in time for emergencies. ("Pahun Gheu" Sakali Yeto ").



Live cases

- Mr. Sunil Shirsad Admitted his child dated 17 April 2014 9.25 PM but Dr. Kale did not appear in hospital till 18 April 10.00 am and child died in midnight.

- Dr. Damle had done only 3 Surgeries in four months' time that was surprising with the admissions at hospital.

Media Support

- Taken Support of Local media as well Electronic Media for Matter come to light.
- Administration of Civil Hospital has alarmed completely.
- Scan Attached.

Follow Up

- After publishing in Media some of defaulter resigned immediately.
- Resulted no of Doctors had reduces and Shocking result came that no. death has been Decreased so big question is Dr. was working sincerely or not.
- Requested to resident Civil Surgeon- Jalgaon & Deputy Director- Health that takes appropriate action against Guilty those acted Attempt to murder.
- Requested the above thing for a long while.
- Dy. Director Ordered to take action guilty to Civil Surgeon Jalgaon.

Result

- On the basis of report from Committee, Dr. Kale has resigned and other irresponsible Doctors also resigned.
- Other Doctors have improved their duties and are doing well for community.
- Death ratio is now 12% which was earlier 19.96% that means average yearly 180 babies are being saved.

II. Tushar Zende, Maharashtra

Mr. Tushar Zende is an R.T.I. activist and many changes have come due to his R.T.I. initiative in regards to State Electricity Board. In Maharashtra there was draught so MSEB had helped Mr. Zende's village via subsidy to farmers. The farmers who did not paid back subsidy amount were having zero pending amount while those who were paying were having fuel sess. So the one who was not paying was getting it at free and the one who was paying it was being charged more. It had been decided to pay back the sass amount to farmers. Mr. Tushar by asking for regular paying farmer's list found out that there were 1006 regular payer farmers and they were wrongly charged the amount. His fight paid of Rs. 50,260 to farmers of his village. It was farmer's money and paid back to them.



III. Mr. Ashok Rathod, Gujarat

This case study was about a Gardner working for Forest Department who was in search of half day and the story had been covered in popular show Satyamev Jayate.

Mr. Ashok Rathod, a resident of Bapunagar area of Ahmedabad had worked as Gardner in Forest Department. He used to stay with his wife and children and was expecting to continue his job but on 6.7.1990 he had received a letter saying his service was not required anymore. At that time he goes to know about R.T.I. and he filed application. His first application was thrown at it was not on 20 Rs. Stamp paper. He again filled it but no result and then he did registered AD. In response to this they replied that half a day presence was less. After working on so many years he could establish the fact that he had worked for 240 days and appealed in labour court for justice. He went to high court further in 2010 and the decision came out in 2014 finally and he has been taken back to job.



IV. Mr. Hemant Golani, Gujarat

The Journalist of Guajrati TV channel Mr. Hemant Golani had become medium to a disable women to get justice. It is about women's story that was left by husband. Ushaben after that was having telephone booth as a source of employment. The



local corporate was asking to give him Rs. 10000 to allow her to continue having place where she was having booth. She paid Rs. 5000 as she could manage that much only and one night AMC towing van towed her booth. At the same time she read about MAGP workshop and after going there she did application to Information Commissioner. She won her appeal and got more benefits also. Today she has cabin near G B Shah College, Vasna.

V. Mr. Bhadresh Vamja, Saldi village of Amreli Gujarat

Mr. Bhadresh who is youngest Sarpanch of India now had altogether a different journey that started when his village's APL families were not getting ration for village fair price shop. One call from his friend that he was not getting ration from ration shop and it was sold in black market changed his life path.



He talked to villages and made all of them write to Mamlatdar. After that appeal Ration shop owner was ready to supply everything for free. When it did not work he was threatened by fair price shop owner. This went on and in the journey he made more correction in village administration. This made him win elections in 2013 at the age of 21.

'To bring real change one shall take help of R.T.I., proactive disclosure is best section of this Act and people would not need to appeal, or wait. We have also created Navrang Group that spends two hours on Saturday and Sunday where people can come out with their issues and questions and we help them in writing a letter or appeal. We have also created system to meet people in evening where people surrounding areas and villages do come.' Says the youngest Sarpanch of Indias.

VI. Concluding Remarks

Dr. P. J. Derasari said that in workshop there was focus on few important aspect of Act and how it is being used for betterment of society. Power corrupts and absolute power corrupts absolutely so citizen shall make positive use of such tool. Empathy is great value if there is empathy there will be no first appeal if there is no first appeal there will not be second appeal. This is how small changes are making big differences. The act requires change in attitude of public authority especially the PIO as well as Appellate Authorities. Moreover, empathetic attitudes needs to be developed towards the citizens in contact to R.T.I. spirit.

Mr. M. A Saiyad said that transparency is very low in public administration and though govt. has made it transparent but it doesn't reach to citizens. On the other hand citizens understand it as grievance solving tool not information tool. The change in mindset is required on both the sides and only this Act can make all citizens equal to MPs and MLAs. There can be misuse of Act but larger picture has to be seen. Gujarat assembly has started the project from the initiation of Gujarat through NIC all information will be on website soon.

Mr. Mahesh Pandya of Paryavarant Mitra 'Indian Constitution has given us rights as well as duties. We, activists are asking for rights and we are not remembering our duties. Now judiciary's role is changing and it is responsibility of petitioner to get and submit the proofs. It has to provide by the one who appeals. The point is that democracy is for, by and of the people but after voting we forget and don't do anything. The administration shall keep information ready so that there is no extra burden when someone asks for it. Why we can't make State Assembly LAQs available on website.

Prize Distribution

In the end of the workshop all Best practices were awarded by Certificate and a prize of Rs. 5000 by Deputy Director General of SPIPA. (The list is available in first chapter of the document).



Vote of Thank

Ms. Jagruti of SPIPA thanked all participants who were presented in the workshop. She also thanked the workshop organizing team on behalf of all participants.