

238-

***Comprehensive study of the
'Andhra Pradesh State Information
Commission'***

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Preface

The 'Comprehensive study of the Andhra Pradesh State Information Commission' was undertaken to study the working of the most important institution in the implementation of the RTI act. The working of the Information Commission has a long lasting impact on the way the legislation is implemented by the public authorities. The act mandates the central information Commission and the State Information Commission to be the watchdogs on the implementation of the Act. The Commission's role is to act as a non-government arbiter which is not an interested party; an entity which could be expected to take a neutral and disinterested decision on the basis of the facts and the law. Thus the working of the commissions is cornerstone for the better implementation of the RTI act.

All the existing studies on the working of the information commission looked at only a few aspects of its working. None of them studied the aspects of quality of orders, language of orders, adequacy of support staff in commissions, rationale in division of departments etc. Hence this study has been undertaken with the following objectives

- To assess the working of the APSIC in delivering in time justice to appellants/complainants.
- To assess the various qualitative aspects with respect to the orders delivered by APSIC
- To study the quality of orders delivered by APSIC
- To recommend measures for the improvement in the working of the commission

I place on record my appreciation of the co-operation extended to me by Sanjeev Kumar. He has helped me with various aspects of the study. I would also like to extend my whole hearted thanks to the State Chief Information Commissioner (SCIC) of Andhra Pradesh State Information Commission (APSIC) for helping with me all the data to enable this study. I would also thank the officials of the APSIC who have shared the requisite data.

Last but not the least, I thank Department of Personnel & Training, Government of India for the fellowship which helped me undertake the study

Rakesh Kumar Dubbudu

Table of Contents

S No	Name of the Chapter	Page No
1	Introduction to the Study	5
2	Review of Literature	7
3	Scope of the Study & Objectives	8
4	APSIC – Constitution, Composition, Division of Work & Other Aspects	9
5	Quantitative Analysis of the Orders by APSIC	12
6	Quality of Orders delivered by APSIC	33
7	Recommendations	37
8	Interesting Orders	39

Annexure

S No	Name of the Annexure	Page No
1	Covering Letter of APSIC	40
2	Division of Departments	41
3	Support Staff of APSIC	43
4	Support Staff of KSIC	44
5	APSIC Annual Budget 2012-13	45
6	APSIC Annual Budget 2013-14	47
7	Number of Appeals/Complaints received in 2013-14	49
8	Number of Appeals/Complaints disposed in 2013-14	50
9	Number Show Cause Notices Issued & Penalties Imposed	51

LIST OF ABBREVIATIONS

RTI	Right to Information
PIO	Public Information Officer
APIO	Assistant Public Information Officer
CSO	Civil Society Organization
CHRI	Commonwealth Human Rights Initiative
GOs	Government Orders
DoPT	Department of Personnel & Training
RaaG	RTI Assessment & Analysis Group
APSIC	Andhra Pradesh State Information Commission
SCIC	State Chief Information Commissioner
SIC	State Information Commissioner
SIC - CMR	State Information Commissioner C Madhukar Raj
SIC - SPR	State Information Commissioner S Prabhakar Reddy
SIC - PVB	State Information Commissioner P Vijaya Babu
SIC - MR	State Information Commissioner M Ratan
SIC - Dr. VV	State Information Commissioner Dr. Varre Venkateswarlu
SIC - LTK	State Information Commissioner Lam Thanthiya Kumari
SIC - Dr. IA	State Information Commissioner Dr. S. Imtiyaz Ahmed
SIC - MVN	State Information Commissioner M. Vijaya Nirmala

1. Introduction to the Study

The Right to Information (RTI) Act ushered in a new wave of transparency and accountability in India. With this, the citizens have a powerful and transformative tool to hold their Governments accountable. Since 2005, people have used the RTI act for various reasons ranging from grievance redressal, service delivery and awareness to deeper and challenging issues like policy change reasons, abuse of authority, corruption scams and spending of the Government. Citizens, who have awareness of the act though still a minority, have contributed to improved performance and transparent governance.

The act mandates the central information Commission and the State Information Commission to be the watchdogs for the implementation of the Act. The Commission's role is to act as a non-government arbiter which is not an interested party; an entity which could be expected to take a neutral and disinterested decision on the basis of the facts and the law. Thus the working of the commissions is cornerstone for the better implementation of the RTI act. The commissions and commissioners are thus

- Arbitrator / adjudicator (as the "Second Appellate Authority")
- Interpreter of "Public Interest" as it bears on either disclosing / providing information and withholding / denying it
- Authority to receive and inquire into complaints about non-compliance and a counsel for remedial action
- Autonomous entity in exercising its mandate

The commissions derive its authority from Section 18 and Section 19 of the RTI act. The Commission can be approached by citizens through a complaint under Section 18(1) in the following cases

- Unable to submit a request under the RTI act
- Refused access to any information requested under this Act;
- Not been given a response to a request for information or access to information within the time limit specified under this Act;
- Been required to pay an amount of fee which he or she considers unreasonable;
- Been given incomplete, misleading or false information under this Act; and
- In respect of any other matter relating to requesting or obtaining access to records under the RTI Act.

The commission has the same powers as are vested in a civil court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely

- Summoning and enforcing the attendance of persons and compel them to give oral or written evidence on oath and to produce the documents or things;
- Requiring the discovery and inspection of documents;
- Receiving evidence on affidavit;
- Requisitioning any public record or copies thereof from any court or office;
- Issuing summons for examination of witnesses or documents

343

The commission can also be approached by citizens through a second appeal under Section 19(3) in cases where the applicant has not received any reply from the first appellate authority or has not been satisfied with the decision of the first appellate authority.

Through its decision, the commission has the power to

- Require the public authority to take any such steps as may be necessary to secure compliance with the provisions of this Act, including
 - ✓ Providing access to information, if so requested, in a particular form;
 - ✓ By appointing a Central Public Information Officer or State Public Information Officer
 - ✓ Publishing certain information or categories of information;
 - ✓ By making necessary changes to its practices in relation to the maintenance, management and destruction of records;
 - ✓ By enhancing the provision of training on the right to information for its officials;
 - ✓ By providing it with an annual report
- Require the public authority to compensate the complainant for any loss or other detriment suffered;
- Impose any of the penalties provided under this Act;
- Reject the application.

It is clear that the functions of the commissions are 'quasi-judicial' in nature. Hence it is imperative that the decisions of the commissions are reasoned orders. The study '*Comprehensive study of the Andhra Pradesh Information Commission*' looks at both the quantitative and qualitative aspects in the working of the Andhra Pradesh Information Commission.

Significance of the Study

All the existing studies on the working of the information commission are mostly quantitative in nature. None of them studied the aspects of quality of orders, language of orders, adequacy of support staff in commissions, rationale in division of departments, budget allocations to commissions, Proactive disclosures under Sec 4(1)(b) of the information commission, best practises etc. This study proposes to look at all these aspects apart from the quantitative aspects like pendency of appeals/complaints, time taken for disposal of appeals/complaints etc with respect to Andhra Pradesh State Information Commission (APSIC).

2. Review of Literature

Very few studies have been conducted on the working of the Information Commission. The Department of Personnel and Training (DoPT), the nodal agency for the implementation of the RTI act commissioned a study in 2009 to "Understand the Key Issues and Constraints in implementing the RTI Act". The study was conducted by PWC and they submitted the report in June 2009. The study looked at pendency of appeals, status of annual reports, perception of people, whether any compensation has been paid by the commission, response to show cause notices, Geographical spread of commissioners etc.¹

Commonwealth Human Rights Initiative (CHRI) also conducted studies titled 'A Rapid Study of Information Commissions established Under the Right to Information Laws'² in India'. This study looked at composition and vacancies in the Information, Background of Chief Information Commissioners, Availability of Dedicated Websites, Availability of the Annual Reports of Information Commissions on websites, Availability of the Decisions of Information Commissions on Websites, Availability of the Cause Lists of Information Commissions on websites. But the study stopped short looking at the qualitative aspects like quality of orders, adequacy of support staff in commissions, rationale in division of departments, budget allocations to commissions, Proactive disclosures under Sec 4(1)(b) of the information commission, best practises etc.

RTI Assessment & Analysis Group (Raag) in collaboration with various CSOs also conducted a survey on the status of RTI in 2008³. This study also looked into Total Appeals/Complaints Received, appeals/complaints for every 10000 population, monthly disposal rate, waiting time for hearing, number of penalties, compensation awarded, details of budget and infrastructure. But it stopped short of analysing the adequacy of such budgets, support staff etc.

¹ The final report of PWC study. (<http://rti.gov.in/rticorner/studybypwc/index-study.htm>)

² CHRI study in 2012 (<http://www.humanrightsinitiative.org/postoftheday/2012/ICs-compstudy-Delhi-final-May12-VenkatN&AmikarPs.pdf>)

³ Executive Summary of the RAAG Survey 2008. (http://rti-assessment.org/exe_summ_report.pdf).

3. Scope of the Study & Objectives

The proposed study will look at all the aspects of the working of the APSIC like the following,

- Quantitative
 - ✓ Number of appeals/complaints received in 2013-14.
 - ✓ Monthly Disposal rate of each commissioner in 2013-14.
 - ✓ Pendency of each commissioner as on 31st March, 2014.
 - ✓ Average waiting time for hearing for appeals/complaints heard in 2013-14 commissioner wise
 - ✓ Number of decisions available in local language for appeals/complaints heard in 2013-14 commissioner wise
 - ✓ Budget allocated in 2012-13, 2013-14
 - ✓ Number & Adequacy of support staff
- Qualitative
 - ✓ Quality of orders –whether they are reasoned orders, whether they contain the versions of appellant etc. (With a sample of 30 orders per commissioner from those delivered in 2013-14)
 - ✓ Rationale in division of departments between commissioners (by studying the minutes of meeting)
 - ✓ Quality and availability of proactive disclosures on the APSIC Website
 - ✓ Prior experience/training of each commissioner in RTI, administration etc.

Research Gap & Objectives

The studies however less in number have overwhelmingly concentrated on the quantitative aspects alone. None of the earlier studies have looked at the qualitative aspects of the working of the Information Commission. There is a need for a study which can bring out the Qualitative as well as the Quantitative aspects in the working of the APSIC.

Objectives

- To assess the working of the APSIC in delivering in time justice to appellants/complainants.
- To assess the various qualitative aspects with respect to the orders delivered by APSIC
- To study the quality of orders delivered by APSIC
- To recommend measures for the improvement in the working of the commission

To enable the study, a letter was written to the Chief Information Commissioner of the 'AP State Information Commission' requesting to share the information. The letter from Joint Secretary of DoPT, Smt Archana Varma was also enclosed. The commission shared the information requested for. The covering letter of the reply is annexed (Annexure 1)

4. APSIC – Constitution, Composition, Division of Work & Other Aspects

Under powers granted in Sec 15(3) of the RTI Act 2005, Government of Andhra Pradesh has constituted State Information Commission consisting of C.D.Arha, IAS, (Rtd.) as State Chief Information Commissioner, and A. Subba Rao, R. Dileep Reddy and K. Sudhakara Rao as State Information Commissioners vide G.O.Ms.No.505, GA (I&PR.II) Department, Dated: 12-11-2005.

Jannat Hussain, IAS (Retd.) has taken charge as State Chief Information Commissioner (SCIC) on 19-07-2010 vide G.O.Ms.No.393,GA (RTIA/GPM&AR) Department, Dated: 19-07-2010. The APSIC currently has the Chief Information Commissioners and eight (8) Information Commissioners. Of these eight Information Commissioners, four (4) of them were appointed in 2012 vide G.O.Ms.No.252 , GA (RTIA/GPM&AR) Department, Dated: 10-05-2012. The following four were appointed as per the Government order mentioned earlier.

- C.Madhukar Raj
- S.Prabhakar Reddy
- P.Vijay Babu
- M.Ratan

The remaining four (4) were appointed in 2013 vide G.O.Ms.No.75, GA (RTIA/GPM&AR) Department, Dated: 06-02-2013. The ones that were appointed are

- Varre Venkateshwarlu,
- Lam Thanthiya Kumari,
- S.Imtiyaz Ahmed,
- M. Vijaya Nirmala.

Composition

The 9 Information Commissioners (including the CIC) in the APSIC come from varied backgrounds. The SCIC, SIC-MR, SIC-SPR, SIC-CMR have experience of working in the higher Bureaucracy (IAS, IPS, IFS), SIC-PVB comes from a journalistic background, SIC-DR.VV, SIC- LTK, SIC-IA have a legal background & SIC-MVN has experience of managing educational institutions. Some of them were involved in political activity before they started working as Information Commissioners.⁴ The table below lists the background experience of the present commissioners.

Background Experience	Number of Commissioners
Higher Bureaucracy	Four (4)
Judiciary & Law	Three (3)
Journalism	One (1)
Education Sector	One (1)

⁴ This is according to a petition filed in the Andhra Pradesh High Court challenging the appointment. The petition cites information from a RTI application where some commissioners have been involved in political activity pre-appointment. (http://164.100.12.10/hcorders/orders/2013/pil/pil_110_2013.pdf)

Division of Departments

Though the RTI act does not talk about any specific criteria/process for division of departments between various commissioners, this was included in the study to understand if the commission followed any process. According to the documents available (Annexure 2) with the APSIC, there does not seem to be any elaborate process/exercise done in the division of department to various commissioners. The revenue department that has been attracting the highest number of appeals every year has been assigned to commissioners from the higher bureaucracy background except revenue department from the Rayalaseema region. Other than this, there seems to no relation between the background experience of the commissioner and the departments allotted to him.

Proactive disclosures of the APSIC

Section 4 of the RTI act mandates every public authority to disclose certain categories of information proactively. This was supposed to reduce the number of applications filed in each department. The APSIC's information handbook under Sec 4(1)(b) is last updated in March, 2014. Unfortunately, the handbook is not directly available as a link on the website, but is hidden somewhere inside & it is not available in the local language. It is fairly comprehensive in terms of detailing out the duties and responsibilities of the commission. But it does not have details of the procedure adopted in listing of cases etc. Other than this, certain categories of information under Section 4 is at various places on the APSIC website such as

- Composition of the Commission
- Duties of the Commission
- Profiles & contact information of Commissioners
- Copy of notices issued & orders delivered by the Commission
- Directory of Public Authorities of various departments (not up to date)
- Annual Reports
- Copy of Government Orders (GOs), Circulars & other information.

Support Staff & Adequacy

Inadequate support staff is one of the reasons mentioned by Commissioners for pendency & language of the orders. Details about the support staff of the APSIC were sought (Annexure 3). According to the Information available, The SCIC has eleven support staff working in his peshi while all the other Information Commissioners have nine staff members each. All the commissioners including the SCIC has a Judicial Officer, a Personal Secretary, an Assistant Section Officer, a Personal Assistant, two data entry operators, two office sub-ordinates and a driver. This data was compared with the support staff of Karnataka State Information Commission (Annexure 4). The table below provides for a quick comparison. (Letters were written to various Information Commissions and only KSIC responded)

Staff Type	APSIC	KSIC
Judicial Officer	Yes (1)	Yes (1)
Personal Secretary	Yes (1)	No
Judgement Writers/DTP/Stenographers	Yes (2)	Yes (3)
Personal Assistant	Yes (1)	Yes (1)

Assistants	Yes (3)	Yes (5)
Driver	Yes (1)	Yes (1)
Total	Nine (09)	Eleven(11)

From the table, there does not seem to be much of a difference in the number of support staff available to commissioners. But the KSIC has disposed a greater number of appeals/complaints per commissioner⁵ when compared to the APSIC. It could therefore be concluded that inadequacy of support staff may not be a plausible reason. But in case the APSIC decides to dispose a minimum number of appeals/complaints each year per commissioner which is substantially higher (like 50 to 75%) than what each commissioner's present disposal rate, additional staff could then be provided.

Annual Budget of APSIC

A study Annual budget of the APSIC for the financial years 2012-13 & 2013-14 are meant to provide an understanding of the budgetary constraints, if any faced by the Commission. The Budget Estimate & the Revised Estimate for both the financial years studied (Annexure 5 & 6).

Head	2012-13 (in Rs lakhs)		2013-14 (in Rs lakhs)	
	Budget Estimate	Revised Estimate	Budget Estimate	Revised Estimate
Salaries	381.95	192.31	429.10	429.10
Travel Allowance	15	12.75	15	15
Office Expenses	47.48	44.48	47.60	47.60
Contractual Services	63	55.55	63	63
Professional Services	2	1.7	10	10
Total	534.03	325.70	590.50	590.50

Considerable difference in the Budget Estimate & Revised estimate is observed in 2012-13. This is mainly due to the salaries component. The revised estimates for the salary component are almost half of the original budget estimate. This could be because of the vacancies in the commission. Apart from this, the estimates for other heads do not show that much of a difference. In 2013-14, the Budget estimate & the Revised estimate are both same. The salaries component has considerably increased in 2013-14. This could be explained by the appointment of four (4) new commissioners and their support staff.

A cursory reading of the above figures does not suggest that there is any budgetary constraint that is affecting the work of the APSIC.

⁵ The details are based on the Annual Reports of the KSIC (<http://kic.gov.in:8080/annualreport.do>)

5. Quantitative Analysis of the Orders by APSIC

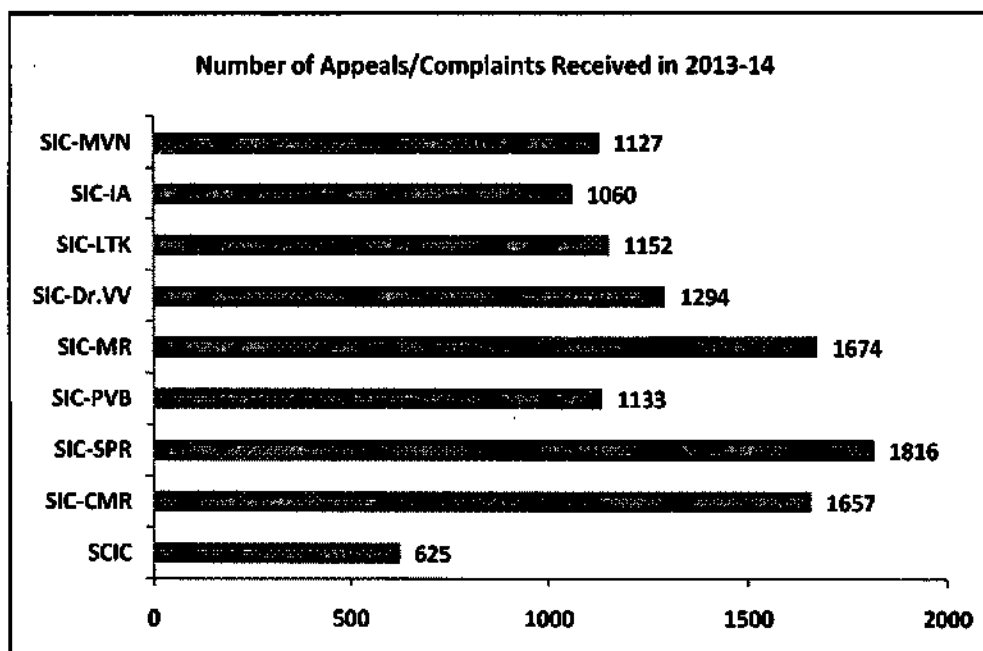
The following aspects of the working of the commission were studied as a part of the Quantitative analysis.

- Number of appeals/complaints received in 2013-14.
- Monthly Disposal rate of each commissioner in 2013-14.
- Pendency of each commissioner as on 31st March, 2014.
- Average waiting time for hearing of appeals/complaints disposed in 2013-14 commissioner wise
- Number of decisions available in local language for appeals/complaints heard in 2013-14 commissioner wise
- Other quantitative parameters

The Number of appeals/complaints received by APSIC in 2013-14

The number of appeals/complaints received during each month was or less hovering around 1000 per month making it a total of 11538 for the year 2013-14. (Annexure 7). The SCIC received the least number of appeals/complaints. It is also observed that the Commissioners handling departments like Revenue, Home, MAUD (Municipal Administration & Urban Development) & Education received the maximum number of appeals/complaints. No discernable difference is observed in the number of appeals/complaints received each month.

Name of the IC	Total Number of Appeals/Complaints received in 2013-14
SCIC	625
SIC-CMR	1657
SIC-SPR	1816
SIC-PVB	1133
SIC-MR	1674
SIC-Dr.VV	1294
SIC-LTK	1152
SIC-IA	1060
SIC-MVN	1127
Total	11538

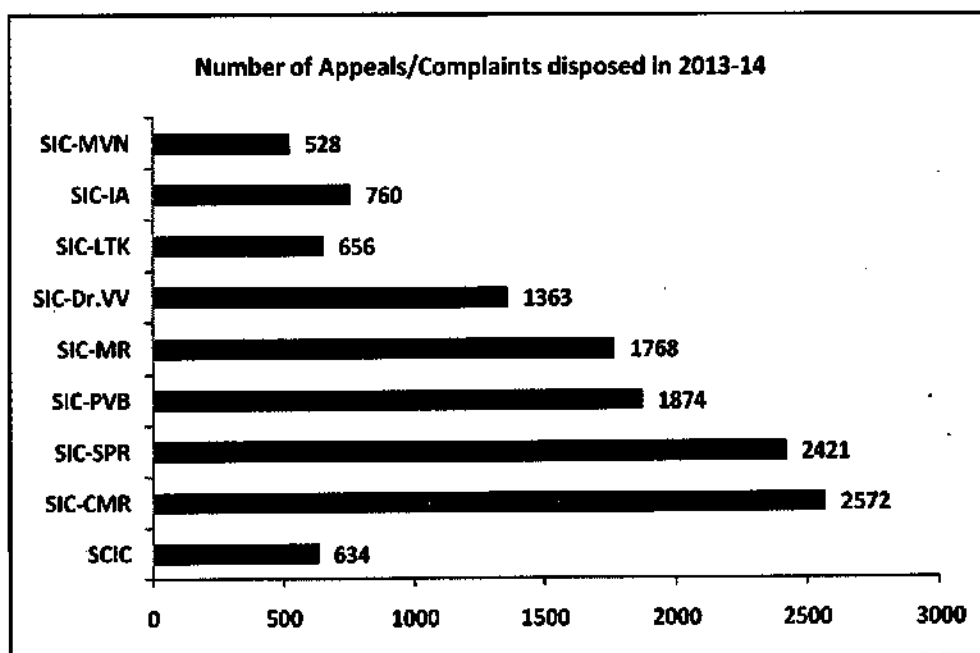


The Number of appeals/complaints disposed by APSIC in 2013-14

An average of 1000 appeals/complaints have been disposed making it a total of 12576 for the year 2013-14, a maximum of 1526 were disposed in May 2013 and a least of 782 in August 2013. (Annexure 8). It is all the more surprising that the maximum disposal rate was in a month where four of the new commissioners did not dispose even a single appeal/complaint. (May 2013). Again, the commissioners handling departments like Revenue, Home, MAUD (Municipal Administration & Urban Development) & Education disposed the maximum number of appeals. Some of the observations are as follows,

- SIC-CMR disposed the maximum number of appeals/complaints (2572) with SIC-SPR disposing the second highest number of appeals/complaints (2421).
- The SCIC disposed only 634 appeals/complaints which is almost 1/4th of SIC-CMR.
- The least number of appeals/complaints were disposed by SIC-MVN (528) during this period.
- While the four new commissioners seem to have disposed a greater number towards the end of 2013-14, the old commissioners could not keep up pace with their earlier speed.
- The average number of appeals/complaints disposed per commissioner in 2013-14 stands at 1397.
- While four commissioners disposed more than the above average, the rest of the five commissioners disposed less than the average.

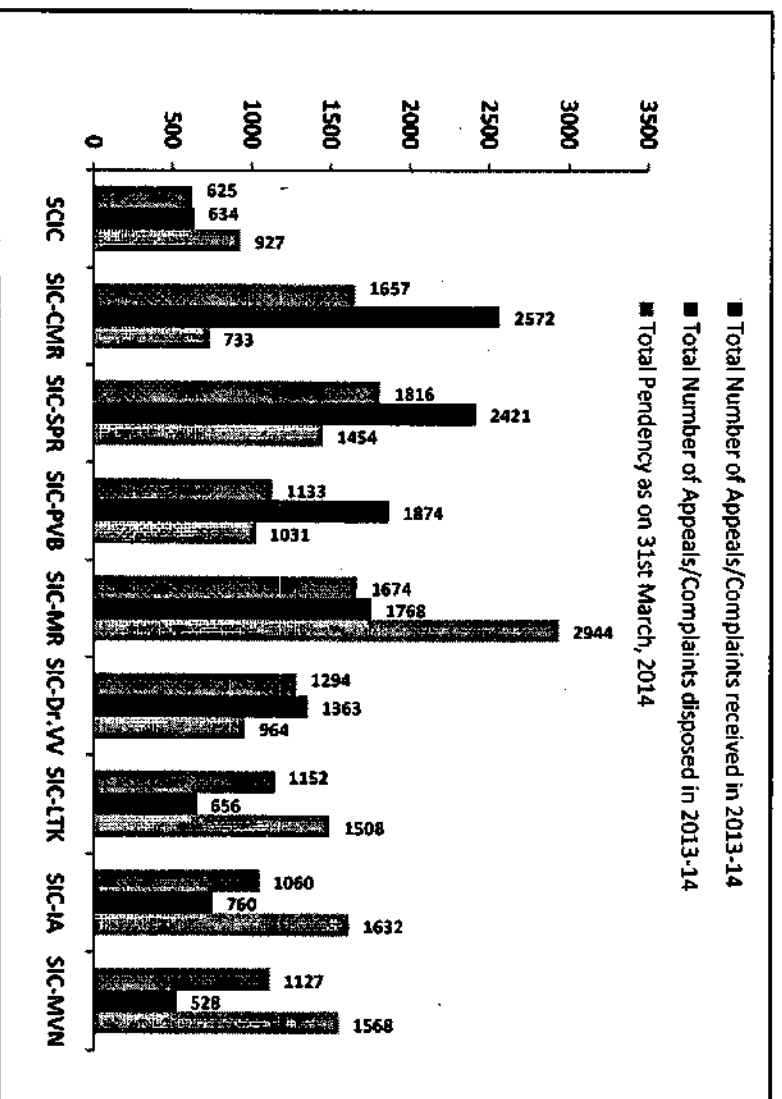
Name of the IC	Total Number of Appeals/Complaints disposed in 2013-14
SCIC	634
SIC-CMR	2572
SIC-SPR	2421
SIC-PVB	1874
SIC-MR	1768
SIC-Dr.VV	1363
SIC-LTK	656
SIC-IA	760
SIC-MVN	528
Total	12576



Pendency of appeals/complaints of each commissioner as on 31st March, 2014

The number of pending appeals/complaints as on March 31st, 2014 stood at 12761. The pendency could have been lower had the commissioners been appointed earlier. The four new commissioners did not hear a single appeal for the first 3 months of 2013-14 which might have led to a greater pendency. It is also interesting to note that all the three (Appeals/complaints received, disposed & pendency) parameters are more or less hovering around 12000. This essentially means that the APSIC continues to receive & dispose similar number of appeals/complaints; this pendency is not going to change. Commissioners who have done well on the disposal parameter have a lesser pendency compared to those who have not done so well on the disposal front. SIC-MR seems to be only exception with the highest number of pending appeals/complaints. (Comparative chart is given below)

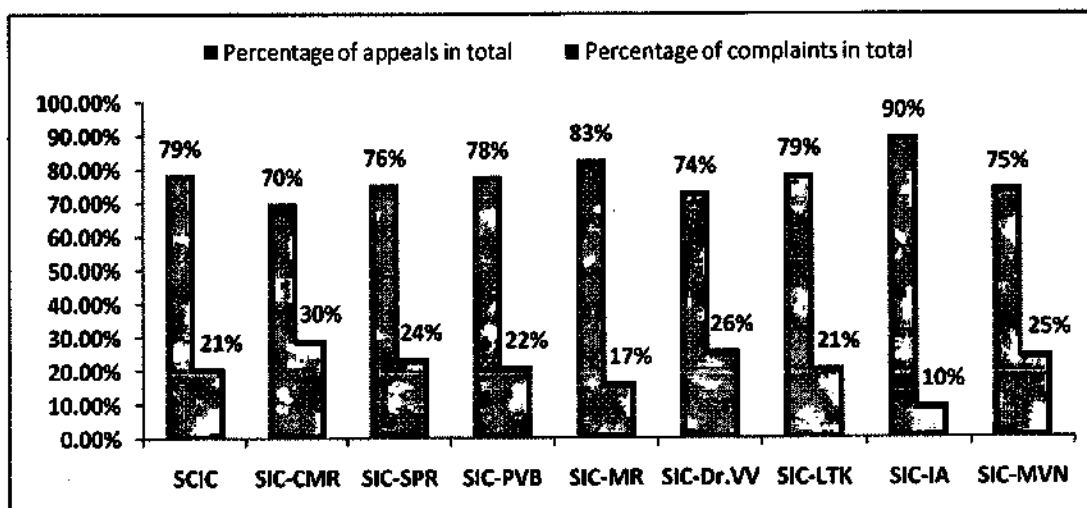
Name of the IC	Total Number of Appeals/Complaints pending as on 31 st March 2014
SCIC	927
SIC-CMR	733
SIC-SPR	1454
SIC-PVB	1031
SIC-MR	2944
SIC-Dr.VV	964
SIC-LTK	1508
SIC-IA	1632
SIC-MVN	1568
Total	12761



Number of Appeals & Complaints disposed in 2013-14

Following is the number of appeals/complaints disposed by each of the commissioners in 2013-14. There are minor differences between the number provided by the APSIC and the number of orders actually available & those analysed. The information about number of appeals & complaints helps in understanding two different issues; if the citizens are aware of the provisions of Sec 18 (for making a direct complaint to the commission) and if the commissioners are rejecting complaints for appeals.

Name of the IC	Number of Appeals disposed in 2013-14	Number of Complaints disposed in 2013-14	Total	Percentage of appeals in total	Percentage of complaints in total
SCIC	510	136	646	78.95%	21.05%
SIC-CMR	1813	766	2579	70.30%	29.70%
SIC-SPR	1905	604	2509	75.93%	24.07%
SIC-PVB	1514	420	1934	78.28%	21.72%
SIC-MR	1472	298	1770	83.16%	16.84%
SIC-Dr.VV	1039	370	1409	73.74%	26.26%
SIC-LTK	514	138	652	78.83%	21.17%
SIC-IA	697	77	774	90.05%	9.95%
SIC-MVN	396	134	530	74.72%	25.28%
Total	9860	2943	12803	77.01%	22.99%



- Except for SIC-MR & SIC-IA, the percentage of appeals was between 70% & 80% while the percentage of complaints was between 20% & 30%.
- For SIC-IA, 90% were appeals and only 10% were complaints whereas for SIC-MR, 83% were appeals & 17% were complaints.
- On the whole, about 77% of the totals were appeals while 23% were complaints.
- In other orders, one complaint was being filed for every three appeals.
- 3/4th of the citizens prefer appeals over complaints. This could be because they would want to follow the appeal process or the lack of awareness about complaints under Section 18.

Number of appeals/complaints heard in each quarter

For further Quantitative Analysis, the orders delivered by each commissioner were categorized as per the date of the order. The entire year was divided into four quarters.

352

- First Quarter : April 2013 - June 2013
- Second Quarter : July 2013 - Sep 2013
- Third Quarter : Oct 2013 - Dec 2013
- Fourth Quarter : Jan 2014 - Mar 2014

This was done to understand variations in the number of orders delivered by commissioners by Quarter. These variations if uniform across commissioners could point to some trend. The following table provides the number of orders delivered by each commissioner quarter wise.

Name of the IC	April 2013 - June 2013	July 2013 - September 2013	October 2013 - December 2013	January 2014 - March 2014	Total
SCIC	183	160	184	119	646
SIC-CMR	836	719	524	500	2579
SIC-SPR	976	438	598	497	2509
SIC-PVB	945	403	251	335	1934
SIC-MR	606	267	312	585	1770
SIC-Dr.VV	0	284	324	801	1409
SIC-LTK	6	426	98	122	652
SIC-IA	0	198	250	326	774
SIC-MVN	6	100	126	298	530
Total	3558	2995	2667	3583	12803

- The orders delivered by SCIC were more or less uniform across quarters. He delivered least number of orders (119) in the 4th quarter and the highest in 3rd quarter (184).
- SIC-CMR delivered the highest number of orders in the first two quarters and the number had gone down by about 30% in the last two quarters.
- SIC-SPR delivered 976 orders in the first quarter and it gradually went down. Same is the case with SIC-PVB with highest number of orders (945) in the first quarter.
- SIC-MR delivered the highest number of orders in the first quarter (606) and it went down in the next two quarters. He picked up in the last quarter again delivering 585 orders.
- SIC-Dr.VV did not hear any case in the first quarter. This might be due to the fact that he took charge as an Information Commissioner only in February 2013. In the ensuing quarters, there is a rise in the number of orders delivered with each passing quarter. In the last quarter, the number of orders delivered by him was 30% more than what he delivered in the previous two quarters put together.
- SIC – LTK also delivered just 6 orders in the first quarter. She delivered the highest number of orders in the second quarter (426) and the number went down in the next two quarters.
- SIC-IA also did not deliver a single order in the first quarter. He along with SIC-MVN is the only commissioners whose delivery of orders increased with every quarter.

Average waiting time for hearing of appeals/complaints disposed in 2013-14

This is a very important parameter to judge the performance of the Information Commission in general and Information Commissioners in specific. The RTI act mandates that the information be provided to citizens within 30 days of filing the request. Pendency and long waiting times in the commissions defeat the very purpose of the RTI act. There are strong chances that people get discouraged to use the RTI act when there are such long waiting times for their appeal to be heard. This will result in the reduced usage of the legislation. Hence it is important to understand the waiting time for hearing at both the commissioner level and the commission level. This would give us a true picture of how many days/months that the appellant has to wait for his appeal/complaint to be heard.

Methodology followed: The duration between the date of receipt of second appeal/complaint by the commission and the date of first hearing was calculated as the waiting time in days for each such appeal/complaint. The average of all such appeals/complaints disposed in a quarter was taken for quarter wise analysis and the total year for the final analysis.

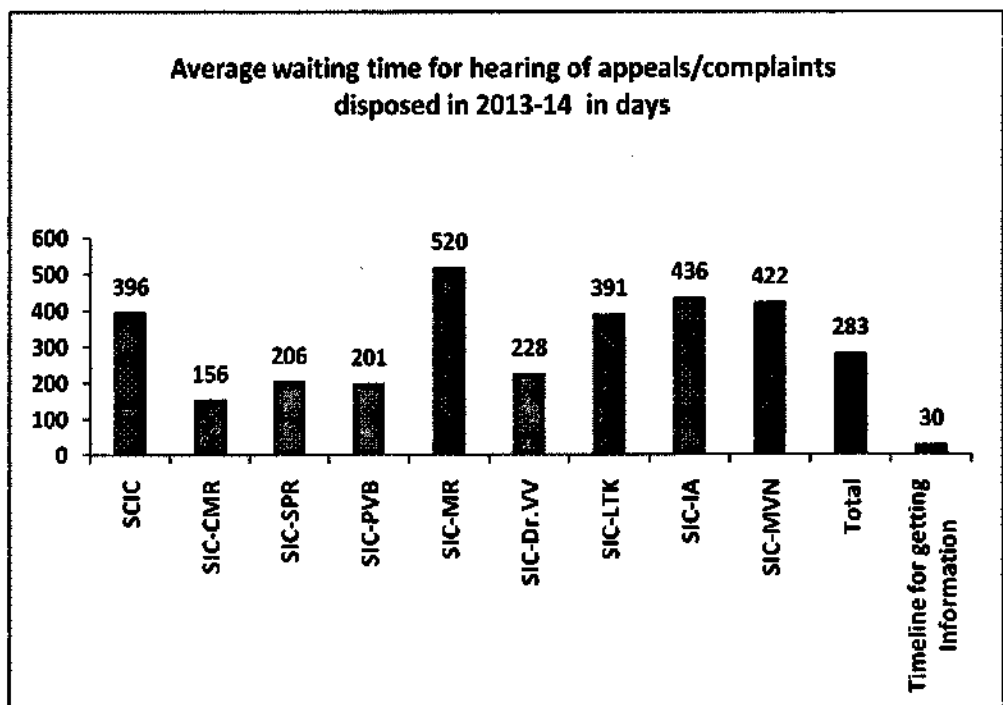
Name of the IC	April 2013 - June 2013	July 2013 - September 2013	October 2013 - December 2013	January 2014 - March 2014	Total
SCIC	481	357	352	357	396
SIC-CMR	269	152	77	54	156
SIC-SPR	281	212	158	109	206
SIC-PVB	241	127	146	221	201
SIC-MR	621	349	462	523	520
SIC-Dr.VV	NA	308	294	173	228
SIC-LTK	582	421	400	268	391
SIC-IA	NA	488	428	411	436
SIC-MVN	507	420	412	425	422
Total					283

- The average waiting time for the appeals/complaints disposed by SCIC stood at 396 days for the entire year (about 13 months). The highest waiting time was for the appeals/complaints disposed in the first quarter and the lowest in the third quarter. The average waiting times in the various quarters ranged from about 12 months to 16 months.
- The average waiting time for the appeals/complaints disposed by SIC-CMR stood at 156 days for the entire year (about 5 months). This is the lowest among all commissioners. The highest waiting time was for the appeals/complaints disposed in the first quarter and the lowest in the fourth quarter. The average waiting times in the various quarters ranged from about 2 months to 9 months. The waiting time progressively decreased from quarter to quarter. This could mean that more recent appeals/complaints were heard in the later quarters of the year. This also explains the lowest pendency for him of all the commissioners. SIC-CMR seems to have cleared the backlog and is hearing the more recent appeals/complaints.
- The average waiting time for the appeals/complaints disposed by SIC-SPR stood at 206 days for the entire year (about 7 months). This is one of the lower waiting times

among all commissioners. The highest waiting time was for the appeals/complaints disposed in the first quarter and the lowest in the fourth quarter. The average waiting times in the various quarters ranged from about 4 months to 9 months. The waiting time progressively decreased from quarter to quarter. This could mean that more recent appeals/complaints were heard in the later quarters of the year.

- The average waiting time for the appeals/complaints disposed by SIC-PVB stood at 201 days for the entire year (about 7 months). This is one of the lower waiting times among all commissioners. The highest waiting time was for the appeals/complaints disposed in the first quarter and the lowest in the second quarter. The average waiting times in the various quarters ranged from about 4 months to 8 months.
- The average waiting time for the appeals/complaints disposed by SIC-MR stood at 520 days for the entire year (about 17 months). This is the highest waiting time among all commissioners. But SIC-MR disposed the 4th highest number of appeals/complaints in the entire year. He also has the highest number of appeals/complaints pending by the end of the year. This anomaly could only be explained by a large number of old appeals/complaints for the departments being handled by him.
- The average waiting time for the appeals/complaints disposed by SIC-Dr.VV stood at 228 days for the entire year (about 7.5 months). This is one of the lower waiting times among all commissioners. The highest waiting time was for the appeals/complaints disposed in the second quarter and the lowest in the fourth quarter. The average waiting times in the various quarters ranged from about 6 months to 10 months.
- The average waiting time for the appeals/complaints disposed by SIC-LTK stood at 391 days for the entire year (about 13 months). The highest waiting time was for the appeals/complaints disposed in the first quarter and the lowest in the fourth quarter. The average waiting times in the various quarters ranged from about 9 months to 19 months. There is a gradual reduction in the waiting time.
- The average waiting time for the appeals/complaints disposed by SIC-IA stood at 436 days for the entire year (about 14.5 months). The highest waiting time was the appeals/complaints disposed in the second quarter and the lowest in the fourth quarter. The average waiting times in the various quarters ranged from about 12.5 months to 16 months. There is a gradual reduction in the waiting time.
- The average waiting time for the appeals/complaints disposed by SIC-MVN stood at 422 days for the entire year (about 14 months). The highest waiting time was for the appeals/complaints disposed in the first quarter and the lowest in the third quarter. The average waiting times in the various quarters ranged from about 13.5 months to 16.5 months.

Overall waiting time: The overall waiting time for all the orders disposed by the APSIC for the year was 283 days (about 9.5 months). Four commissioners (SIC-CMR, SIC-SPR, SIC-PVB, SIC-Dr.VV) are below this average while the other five are above this average. An average waiting time of 9.5 months is alarming for many reasons. There is every chance that the appellant might lose interest in the issue, utility of the information might have expired etc. Long waiting times play an important role in discouraging further use of RTI defeating the purpose of the legislation. Waiting for 9 times the time against the statutory provision of 30 days for access to information is self defeating.



Language of the order

The RTI act talks about disseminating information in the local language so that it is accessible to the maximum number of people. Analysing various aspects related to the language of the order will help us understand if the Information Commissions are paying heed to this aspect. Three different aspects were looked at in this regard.

- Language of the order
- If the language of the original application & the order are different.
- If the language of the original application & the order are same.

Methodology: Some commissioners have included a scanned copy of the application in their orders. This helps in understanding if the original application was filed in the local language (Telugu/Urdu) or in English. This analysis is done only at a commissioner level since the process followed by commissioners is not uniform.

SCIC

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	100	17%	64%
July 2013 -Sep 2013	100	37%	51%
Oct 2013 - Dec 2013	100	37%	58%
Jan 2014 - Mar 2014	100	32%	46%
Apr 2013 to Mar2014	100	30%	56%

All the orders delivered by him were in English. In the 2nd quarter, there were 37% such orders where the application and the order were in different languages. Overall, about 30% of the orders are in a language different from that of the original application while 56% of the orders were the same language as the original application. In other words, 14% of the orders did not have the original application copy enclosed there by making it difficult to analyse. This defeats the spirit of the RTI act. If a person has filed an application in Telugu, then it warrants that the order also be in the same language so that he understands the same. 30% of the orders falling into this category is not a welcome trend.

SIC-CMR

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	100	68%	27%
July 2013 -Sep 2013	100	72%	27%
Oct 2013 - Dec 2013	100	73%	22%
Jan 2014 - Mar 2014	100	82%	17%
Apr 2013 to Mar2014	100	73%	24%

All the orders delivered by him were in English. In the 4th quarter, there were 82% such orders where the application and the order were in different languages. Overall, about 73% of the orders are in a language different from that of the original application while only 24% of the orders were the same language as the original application. Almost all the orders had the scanned copy of the application. This is a very good practice. 3/4th of the appellants receive the order in a language different from that of their application. This is a very alarming trend. While SIC-CMR has done well in the other parameters, he scores poorly in this parameter.

SIC-SPR

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	100	76%	23%
July 2013 -Sep 2013	100	67%	30%
Oct 2013 - Dec 2013	100	69%	30%
Jan 2014 - Mar 2014	100	72%	28%
Apr 2013 to Mar2014	100	72%	27%

All the orders delivered by him were in English. In the 1st quarter, there were 76% such orders where the application and the order were in different languages. Overall, about 72% of the orders are in a language different from that of the original application while only 27% of the orders were the same language as the original application. Almost all the orders had the scanned copy of the application. This is a very good practice. 3/4th of the appellants receive the order in a language different from that of their application. This is a very alarming trend. While SIC-SPR has done well in the other parameters, he scores poorly in this parameter.

SIC-PVB

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	100	NA	NA
July 2013 -Sep 2013	100	NA	NA
Oct 2013 - Dec 2013	100	NA	NA
Jan 2014 - Mar 2014	100	NA	NA
Apr 2013 to Mar2014	100	NA	NA

All the orders delivered by him were in English. The study could not analyse the two other aspects since the original application copy was not enclosed in the order. The practice of enclosing the scanned copy of the application is a novel one and without that, it would be impossible to understand this. SIC-PVB did not follow this practice at all.

SIC-MR

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	100	NA	NA
July 2013 -Sep 2013	100	NA	NA
Oct 2013 - Dec 2013	100	NA	NA
Jan 2014 - Mar 2014	100	NA	NA
Apr 2013 to Mar2014	100	NA	NA

All the orders delivered by him were in English. The study could not analyse the two other aspects since the original application copy was not enclosed in the order. The practice of enclosing the scanned copy of the application is a novel one and without that, it would be impossible to understand this. SIC-MR did not follow this practice at all.

SIC-Dr.VV

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	NA	NA	NA
July 2013 - Sep 2013	100	53%	46%
Oct 2013 - Dec 2013	100	64%	35%
Jan 2014 - Mar 2014	100	22%	10%
Apr 2013 to Mar2014	100	38%	23%

All the orders delivered by him were in English. In the 2nd quarter, there were 53% such orders where the RTI application was filed in Telugu while the order was given in English. This number went up to 64% in the 3rd quarter. While it looks like this number has done down to 22% in the 4th quarter, about 70% orders delivered in the 4th quarter did not have the enclosed RTI application. In other orders, about 2/3rd of the orders were in a different language from that of the original application in the ones that could be analyzed. This defeats the spirit of the RTI act. If a person has filed an application in Telugu, then it warrants that the order also be in the same language so that he understands the same. 2/3rd of the orders falling into this category is a very alarming trend. It is also surprising that SIC-Dr.VV stopped following this practice after having initially following it completely.

SIC-LTK

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	100%	NA	NA
July 2013 - Sep 2013	62%	NA	NA
Oct 2013 - Dec 2013	61%	NA	NA
Jan 2014 - Mar 2014	40%	NA	NA
Apr 2013 to Mar2014	58%	NA	NA

About 58% of the orders delivered by her were in English. Rest of the 42% orders was in Telugu. She is the only commissioner to have delivered orders in Telugu. This is laudable. But the study not analyse the two other aspects since the original application copy was not enclosed in the order. The practice of enclosing the scanned copy of the application is a novel one and without that, it would be impossible to understand this. SIC-LTK did not follow this practice at all.

SIC-IA

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	NA	NA	NA
July 2013 - Sep 2013	100	NA	NA
Oct 2013 - Dec 2013	100	NA	NA
Jan 2014 - Mar 2014	100	NA	NA
Apr 2013 to Mar2014	100	NA	NA

All the orders delivered by him were in English. The study could not analyse the two other aspects since the original application copy was not enclosed in the order. The practice of enclosing the scanned copy of the application is a novel one and without that, it would be impossible to understand this. SIC-IA did not follow this practice at all.

SIC-MVN

Quarter	Percentage of orders in English	Percentage of orders where the language of the Order & Application are different	Percentage of orders where the language of the Order & Application are same
April 2013 - June 2013	100	67%	33%
July 2013 - Sep 2013	100	60%	38%
Oct 2013 - Dec 2013	100	60%	40%
Jan 2014 - Mar 2014	100	64%	36%
Apr 2013 to Mar2014	100	62%	37%

All the orders delivered by her were in English. In the 1st quarter, 67% of the orders were in a language different from that of the application. Overall, about 62% of the orders are in a language different from that of the original application while 37% of the orders were the same language as the original application. 3 out of every 5 orders were in a language different from that of the original application. This is a very alarming trend.

Number of hearings & Number of days when hearings were held

One of the common complaints about Information Commissioners is that they do not hear appeals/complaints frequently enough (multiple days of a month), leading to the huge pendency. This parameter was analysed to understand the working of individual commissioners since it is not uniform across commissioners. Three different aspects were looked at for this parameter.

- Number of days in a quarter when hearings were held

- Average number of hearing days per month based on the above figure
- Average number of appeals/complaints heard per hearing day

SCIC

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	20	7	9
July 2013 - Sep 2013	24	8	7
Oct 2013 - Dec 2013	29	10	6
Jan 2014 - Mar 2014	18	6	7
Apr 2013 to Mar2014	91	8	7

The number of days on which he held hearings was between 18 and 29 per quarter. Hence on an average, he held hearings for 8 days a month hearing about 7 appeals/complaints per hearing day. This explains the second lowest disposal of appeals/complaints by the SCIC. Both the number of hearing days & number of appeals/complaints per hearing day is less than 10. A 50% increase in both the aspects will lead to a greater disposal rate there by reducing pendency.

SIC-CMR

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	48	16	17
July 2013 - Sep 2013	50	17	14
Oct 2013 - Dec 2013	43	14	12
Jan 2014 - Mar 2014	41	14	12
Apr 2013 to Mar2014	182	15	14

The number of days on which he held hearings was between 41 and 50 per quarter. Hence on an average, he held hearings for 15 days a month hearing about 14 appeals/complaints per hearing day. This explains the highest disposal of appeals/complaints by him. His numbers on both the aspects are double that of SCIC and hence his disposal rate is 4 times that of the SCIC. The consistency in the hearings and the number of orders is a good sign.

SIC-SPR

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	58	19	17
July 2013 -Sep 2013	31	10	14
Oct 2013 - Dec 2013	48	16	12
Jan 2014 - Mar 2014	39	13	13
Apr 2013 to Mar2014	176	15	14

The number of days on which he held hearings was between 31 and 58 per quarter. Hence on an average, he held hearings for 15 days a month hearing about 14 appeals/complaints per hearing day. This explains the second highest disposal of appeals/complaints by him. But there is a notable difference in the number of hearing days in different quarters. He held hearings on only about half the number of days in the second quarter than in the first quarter. The inconsistency could be corrected.

SIC-PVB

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	36	12	26
July 2013 -Sep 2013	8	3	50
Oct 2013 - Dec 2013	13	4	19
Jan 2014 - Mar 2014	13	4	26
Apr 2013 to Mar2014	70	6	28

The number of days on which he held hearings was between 8 and 36 per quarter. Hence on an average, he held hearings for 6 days a month hearing about 28 appeals/complaints per hearing day. Though the disposal rate is high, there is a very high level of inconsistency in the number of hearing days and the number of appeals/complaints disposed per day. The number of hearing days in the second quarter was almost 1/5th of the number in the first quarter. In the last three quarters, the number of hearing days came down drastically. This also is noticeable in the number of appeals/complaints disposed in that quarter. This inconsistency is highly undesirable. The quality of the orders cannot be compromised for rate of disposal.

384-1

SIC-MR

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	25	28	24
July 2013 - Sep 2013	10	3	27
Oct 2013 - Dec 2013	29	10	11
Jan 2014 - Mar 2014	18	6	33
Apr 2013 to Mar2014	82	7	22

The number of days on which he held hearings was between 10 and 29 per quarter. Hence on an average, he held hearings for 7 days a month hearing about 22 appeals/complaints per hearing day. Though the disposal rate is high, there is a high level of inconsistency in the number of hearing days and the number of appeals/complaints disposed per day. This could be corrected and the number of hearing days could be increased.

SIC-Dr.VV

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of cases heard per hearing day
April 2013 - June 2013	0	0	0
July 2013 - Sep 2013	27	9	11
Oct 2013 - Dec 2013	33	11	10
Jan 2014 - Mar 2014	22	7	36
Apr 2013 to Mar2014	82	7	17

The number of days on which he held hearings was between 22 and 33 per quarter. Hence on an average, he held hearings for 7 days a month hearing about 17 appeals/complaints per hearing day. It is surprising to note that though the number of hearing days was least in the 4th quarter, he heard the highest number in that quarter. If we look at the average number of cases heard per hearing day, the 4th quarter was way ahead of the other quarters. While about 10 cases were heard per day in the 2nd & 3rd quarter, a whopping 36 cases were heard per day in the 4th quarter. While this is a good sign, it needs to be seen in conjunction with the quality of orders delivered in this quarter and if the quality has gone down. It was found earlier that 70% of the orders in the 4th quarter did not have the scanned copy of the RTI application enclosed. Hence the number of appeals/complaints heard or disposed alone may not be enough in gauging the performance.

366

SIC-LTK

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	2	2	3
July 2013 -Sep 2013	18	6	24
Oct 2013 - Dec 2013	30	10	3
Jan 2014 - Mar 2014	21	7	6
Apr 2013 to Mar2014	71	6	9

The number of days on which she held hearings was between 2 and 30 per quarter. The high difference is because of the first quarter immediately after her appointment. Hence on an average, he held hearings for 6 days a month hearing about 9 appeals/complaints per hearing day. This explains the lower disposal rate of SIC-LTK. The inconsistency in the average number of hearing days per month and the average disposal rate per hearing day need correction. Disposal rate could be increased by increasing the number of hearing days.

SIC-IA

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	0	0	0
July 2013 -Sep 2013	21	7	9
Oct 2013 - Dec 2013	31	10	8
Jan 2014 - Mar 2014	32	11	10
Apr 2013 to Mar2014	84	7	9

The number of days on which he held hearings was between 21 and 32 per quarter. Hence on an average, he held hearings for 7 days a month hearing about 9 appeals/complaints per hearing day. Disposal rate could be increased by increasing the number of hearing days.

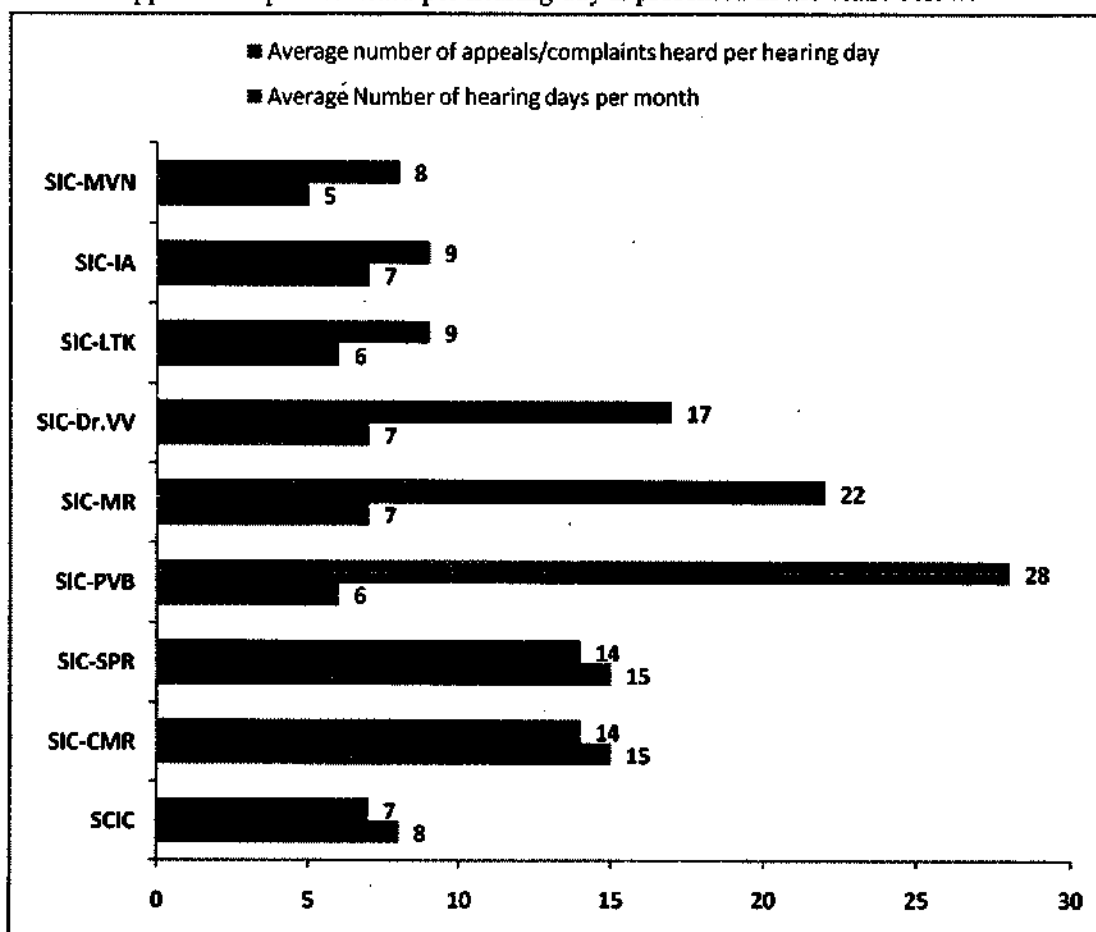
SIC-MVN

Quarter	Number of days when hearings were held	Average Number of hearing days per month	Average number of appeals/complaints heard per hearing day
April 2013 - June 2013	2	1	3
July 2013 -Sep 2013	12	4	8
Oct 2013 - Dec 2013	24	8	5

Jan 2014 - Mar 2014	26	9	11
Apr 2013 to Mar2014	64	5	8

The number of days on which she held hearings was between 2 and 26 per quarter. The high difference is because of the first quarter immediately after her appointment. Hence on an average, she held hearings for 5 days a month hearing about 8 appeals/complaints per hearing day. This explains the lowest disposal rate of all commissioners. Disposal rate could be increased by increasing the number of hearing days.

The overall picture in terms of the average number of hearing days per month and the average number of appeals/complaints heard per hearing day is presented in the chart below.



Show Cause Notices issued & Penalties imposed

One of the hallmarks of the RTI act is the provision for Penalty. This is supposed to act as a strong deterrent for errant PIOs. Sec 20(1) of the RTI act empowers the Information Commissioner to impose a penalty in the following cases

- Without any reasonable cause, refused to receive an application for information
- Has not furnished information within the time specified without any reasonable cause

- Malafidely denied the request for information or knowingly given incorrect, incomplete or misleading information or destroyed information which was the subject of the request
- Obstructed in any manner in furnishing the information,

The commissioner shall impose a penalty of two hundred and fifty rupees each day till application is received or information is furnished, so however, the total amount of such penalty shall not exceed twenty-five thousand rupees. Hence it is imperative that a show cause be issued in all cases where there is a delay. Based on the reply to the show cause, either penalty may be imposed or the delay may be condoned.

The details of number of cases in which show cause notices were issued, penalties imposed, penalty recovered etc were obtained from the APSIC (Annexure 9).

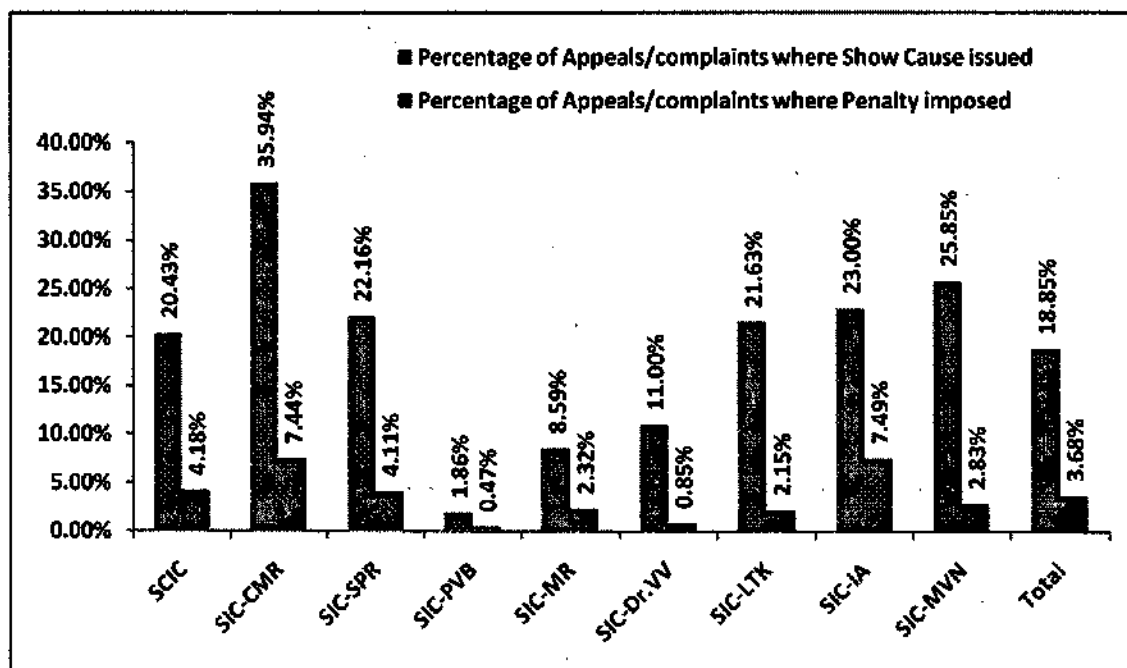
Name of the IC	Total Number of Orders Delivered	Number of Show Cause Notices issued	Number of Penalties imposed	Percentage of Appeals/complaints where Show Cause issued	Percentage of Appeals/complaints where Penalty imposed
SCIC	646	132	27	20.43%	4.18%
SIC-CMR	2579	927	192	35.94%	7.44%
SIC-SPR	2509	556	103	22.16%	4.11%
SIC-PVB	1934	36	9	1.86%	0.47%
SIC-MR	1770	152	41	8.59%	2.32%
SIC-Dr.VV	1409	155	12	11.00%	0.85%
SIC-LTK	652	141	14	21.63%	2.15%
SIC-IA	774	178	58	23.00%	7.49%
SIC-MVN	530	137	15	25.85%	2.83%
Total	12803	2414	471	18.85%	3.68%

The details of the show cause notices (SCNs) issued & penalties imposed throw up some interesting trends. There seems to be a lot of difference in the way individual commissioners' deal with delay in providing information.

- SIC-CMR issued the highest number of SCNs (36%) while SIC-PVB issued the lowest number (1.86%).
- The average for the commission is about 19%, three commissioners (SIC-PVB, SIC-MR & SIC-Dr.VV) fall below this average.
- SIC-PVB issues a show cause in only 2 out of 100 orders.
- The conversion of SCNs to penalties is more than 1/5th. In other words, one of out every 5 show cause notices results in a penalty imposed at the commission level.
- This ratio is way below the average for SIC-Dr.VV, SIC-LTK & SIC-MVN.
- In the case of SIC-Dr.VV, hardly one of out of 11 SCNs results in a penalty.
- SIC-IA imposes a penalty in every 3rd order where a SCN is issued. He is followed by

SIC-PVB who does it in 27 out of 100 cases.

- Though SIC-PVB has the least orders to SCN conversion, he ranks second in the SCN to penalty conversion.



Amount of Penalty imposed & recovered

There is no clarity on who is in charge for the recovery of penalty imposed under the RTI act. The percentage of recovery could give us a good idea of the way recovery happens in the departments held by the individual commissioners. The table below gives the figures related to amount of penalty & the amount of recovery.

Name of the IC	Number of Penalties imposed	Total Amount of Penalty imposed	Total Amount of Penalty recovered	Average penalty amount per order of Penalty	Percentage of Penalty Recovered
SCIC	27	92500	67000	3426	72.43%
SIC-CMR	192	560750	174000	2921	31.03%
SIC-SPR	103	495000	315000	4806	63.64%
SIC-PVB	9	62000	0	6889	0.00%
SIC-MR	41	86000	NA	2098	NA
SIC-Dt.VV	12	57000	NA	4750	NA
SIC-LTK	14	104000	0	7429	0.00%
SIC-LA	58	208000	113500	3586	54.57%
SIC-MVN	15	149000	37000	9933	24.83%
Total	471	1814250	706500	3852	38.94%

- SIC-CMR imposed the highest amount of penalty.
- The recovery rate is the highest for SCIC.
- The highest average amount of penalty was imposed by SIC-MVN (about 10000 rupees).
- The overall recovery for the APSIC stands at about 39%. In other words, only 39 rupees out of every 100 rupee penalty is recovered.
- The recovery percentage is least for SIC-MVN followed by SIC-CMR.
- For SIC-PVB & SIC-LTK, the recovery is zero.
- The recovery details for SIC-MR & SIC-Dr. VV are not available.

6. Quality of Orders delivered by APSIC

Apart from the quantitative aspects of the orders delivered by the commissioners, quality of orders is also important. Quality of orders is from the perspective of what a quasi judicial order should look like in terms of presentation of facts, reasons for decision etc. It is decided to analyse 30 orders per commissioner for the qualitative analysis. The sampling was randomized by choosing the 30 orders in a particular sequence based on the total orders delivered after all of them were arranged chronologically. Various aspects that are looked at and their analysis are presented below.

Facts related to the Appeal/Complaint

For any reasoned order, facts form the basis. Hence it is important to look at if all the facts are presented in the order. The following aspects were looked at for each of the 30 orders chosen.

- Are the Names & Addresses of the Appellant/Complainant & Public Authority Mentioned clearly?
- Are all the dates like date of RTI application, appeals, hearing, and order mentioned clearly?
- Is the appeal/complaint number mentioned in full with all details?
- Does the order give all the details about the Information sought by the applicant?

The table below has percentage of orders that conform to the various aspects considered above. Percentage of orders commissioner wise and also at the commission level is presented below.

Name of the IC	Are the Names & Addresses of the Appellant/Complainant & Public Authority Mentioned clearly?	Are all the dates like date of RTI application, appeals, hearing, and order mentioned clearly?	Is the appeal/complaint number mentioned in full with all details?	Does the order give all the details about the Information sought by the applicant?
SCIC	93.3%	100%	100%	100%
SIC-CMR	93.3%	96.7%	96.7%	96.7%
SIC-SPR	100%	100%	100%	100%
SIC-PVB	100%	100%	100%	16.7%
SIC-MR	100%	100%	100%	100%
SIC-Dr.VV	100%	100%	100%	60%
SIC-LTK	96.7%	100%	100%	96.7%
SIC-IA	100%	96.7%	100%	96.7%
SIC-MVN	100%	100%	100%	100%
APSIC	98.1%	99.3%	99.6%	85.2%

371

The above figures clearly indicate that a large number of orders delivered by the APSIC do contain the above mentioned facts.

- Orders delivered by SIC-SPR, SIC-MR & SIC-MVN score a perfect 100% in all the four aspects.
- Orders delivered by SCIC, SIC-CMR, SIC-LTK & SIC-IA also are very close to the perfection barring a few orders.
- The APSIC as a whole does well on three parameters except in the case of giving out the details of the information sought by the applicant.
- Orders delivered by both SIC-PVB & SIC-Dr.VV score poorly when it comes to giving the details of the information sought by the applicant. It is also surprising because this is not uniform across all the orders. Up to a certain time period, the orders from these two did contain the details of the information. After that, these details were missing.
- On the whole, APSIC scores well when it comes to these parameters.

Best Practices

- Presenting all the dates related to the application at one place makes it easier for anyone to read and understand the order better. This was followed by majority of the orders by SIC-LTK⁶. This could be followed by all the commissioners.
- Scanned copy of the original application (to the extent of information sought) was enclosed in the order by some of the Commissioners. This helps both the applicant and a third person to analyse the order. This could be made mandatory by the APSIC.

History & details of arguments/prayer of the Appeal/Complaint

History of any appeal/complaint before the information commissioner provides good insights into how authorities at various levels of RTI implementation have performed. This along with the arguments during the hearing process and the prayer of the applicant are vital for a reasoned order. The following aspects were looked at for each of the 30 orders chosen.

- Does the order give the history of the application in detail?
- Does the order give the details of what happened at the first appeal level?
- Does the order give the details of the grounds & prayer of the applicant?
- Does the order give details of what happened during the second appeal/complaint hearing process like arguments put forth by both sides?

The table below has percentage of orders that conform to the various aspects considered above. Percentage of orders commissioner wise and also at the commission level is presented below.

⁶ Example order No <http://www.apic.gov.in/QRTRLY/LTK/2013/III/610-2012.pdf>

Name of the IC	Does the order give the history of the application in detail?	Does the order give the details of what happened at the first appeal level?	Does the order give the details of the grounds & prayer of the applicant?	Does the order give details of what happened during the second appeal/complaint hearing process like arguments put forth by both sides?
SCIC	100%	100%	100%	100%
SIC-CMR	100%	100%	100%	100%
SIC-SPR	100%	100%	100%	100%
SIC-PVB	100%	100%	100%	100%
SIC-MR	100%	100%	100%	100%
SIC-Dr.VV	100%	100%	100%	100%
SIC-LTK	100%	100%	100%	100%
SIC-IA	100%	100%	100%	100%
SIC-MVN	100%	100%	100%	100%
APSIC	100%	100%	100%	100%

It is heartening to note that all the orders analysed conformed to the above mentioned parameters. The orders had details of the history, outcome of the first appeal, prayer of the appellant and also the arguments during the second appeal hearing.

It is also observed that in most cases, the first appeal did not yield any result forcing the applicants to approach the information commission. It is noted with great displeasure in all such orders by SIC-CMR. All such orders from SIC-CMR had the following in writing.

"While disposing the 1st Appeal, the 1st Appellate Authority is required to give notices to the Public Information Officer / Deemed PIO and to the Appellant, conduct a hearing, just like the A. P. Information Commission conducts the hearings of 2nd Appeals and pass speaking orders and communicate to the PIO, under intimation to the Appellant. Instead, the 1st Appellate Authority has not acted upon the 1st Appeal received by him and thereby has shown dereliction to statutory responsibility imposed on him by the Act. This has been noted with much displeasure by the Commission. The Head of the Office / Public Authority is requested to take note of the same and take suitable action as deemed fit, ensuring that such dereliction of statutory duties by the 1st Appellate Authority does not occur."

Show Cause & Appeal/Complaint Closure

In the earlier sections, number of show cause notices issued, penalties imposed and penalties recovered was analysed. In this section, the analysis would focus on whether a show cause was issued in all cases that were worthy of a show cause and the process of closure of Appeals/Complaints. The following aspects were looked at for each of the 30 orders chosen.

- Is a show cause issued for the delay in supplying information?

- Does the order have details of the show cause process and the final decision?
- Is the case closed before the show cause proceedings are complete?

Name of the IC	Is a show cause issued for the delay in supplying information?	Does the order have details of the show cause process and the final decision? (In Cases where a Show Cause is issued)	Is the case closed before the show cause proceedings are complete?(In Cases where a Show Cause is issued)
SCIC	16%	0%	0%
SIC-CMR	69%	0%	0%
SIC-SPR	45%	0%	0%
SIC-PVB	32%	0%	0%
SIC-MR	43%	0%	0%
SIC-Dr.VV	70%	0%	0%
SIC-LTK	53%	0%	0%
SIC-IA	68%	0%	0%
SIC-MVN	57%	0%	0%
APSIC	50%	0%	0%

Out of the 30 orders analysed for each of the commissioners, it was understood whether a show cause notice ought to have been issued for the delay in providing information. If the reasons for delay were put forth during the arguments and if it is accepted by the commissioner, a show cause may not be issued. But in cases where there is a clear delay in providing information and as such no reasons are mentioned in the order, a show cause ought to have been issued for the delay.

- Out of the orders that deserve a show cause, only 50% had a show cause issued by the commission as a whole.
- In the case of SCIC, this percentage was the lowest at 16%. This percentage stood at 70% in the case of SIC-Dr.VV. But it is also to be noted that SIC-Dr.VV had one of the lowest percentage of penalties imposed.

It is also observed that all the commissioners closed the appeals/complaints without waiting for confirmation if the order is implemented or not. Another trend that was observed in all the orders where a show cause was issued is that the show cause and the subsequent explanation etc were dealt separately. Without this information being a part of the order, it is very difficult to understand or appreciate the basis on which a decision on penalty or subsequent action was taken. It would also not be possible to understand what fraction of PIOs responds to show cause notices.

7. Recommendations

Based on the analysis of various aspects of the working of the APSIC, the following recommendations are made.

1. **Proactive Disclosures:** Though the information handbook on Section 4 disclosures is available on the APSIC website, it is not easily accessible. It is suggested that all that information is compiled and put at one place on the website conforming to the provisions of Section 4. This should also be easily visible and accessible to anyone who visits the APSIC website. The same could also be done in Telugu for easy access. The disclosures should also include the manner in which listing of appeals/complaints is done and if priority is given to certain appeals if any.
2. **Support Staff:** The number of support staff available to each commissioner should be increased by one or two. Individual commissioners should identify bottle necks in their peshi and divide resources accordingly. Best practises followed by individual commissioners in resource allocation could be compiled and shared with all the commissioners. In case, the APSIC decides to dispose a minimum number of appeals/complaints each year per commissioner which is substantially higher (like 50 to 75%) than what each commissioner's present disposal rate, additional staff could then be provided. Fresh law graduates could be taken as support staff on contract.
3. **Appeals & Complaints:** It is amply clear from the Annual Reports of the Information Commission that departments like Revenue contribute to the maximum number of appeals/complaints every year. It is suggested that the APSIC identify such departments and organize special drives, sensitization sessions to reduce appeals/complaints from those departments. The results could be assessed each year and corrective action could be taken. Behavioural aspects if any should be taken up with the respective heads of departments. The APSIC could also identify departments against whom appeals/complaints are filed in issues relating to proactive disclosures. The commission could have a meeting with the heads of all such departments and apprise them of the importance of Section 4 disclosures. The APSIC could also involve Administrative Training Institutes (ATIs) like Marri Chenna Reddy Human Resource Development Institute (MCRHRD) & Center for Good Governance (CGG) in this process.
4. **Reducing the waiting time:** The APSIC should make efforts on multiple fronts to reduce the waiting time & improve the disposal rate. To start with, all the Commissioners could come to an understanding of holding hearings for at the least 10 days a month and hearing about 20 orders per day. This would make sure that about 2500 appeals/complaints are heard in a year. With the current strength, the APSIC could dispose about 22500 appeals/complaints per year which would automatically reduce the pendency. The APSIC could also come up with a policy for listing of appeals/complaints for hearing. Special importance could be given to cases of greater

378

public interest and cases that are time sensitive. The APSIC should have annual targets for reducing the average waiting time for hearing. It should make efforts to hear every appeal/complaint within 3 months of the receipt.

5. **Language of the Order:** It is observed that except for SIC-LTK, all the other commissioners have been giving orders only in English. All the commissioners should come to a common understanding that orders be given in the same language that the application is filed. If Telugu Judgement writers are not currently available, efforts must be made on war footing to get them. All the commissioners should also come to a common understanding to include the scanned copy of the original application in their order. This will help in multiple ways.
6. **Show Cause Notices & Penalties:** All the commissioners should come to a common understanding that a show cause be issued in all cases of delay. This is not to suggest that penalty be imposed in every case. Penalty imposition is the sole discretion of the commissioner and he could do it based on the reply to the show cause. In cases where a penalty is imposed, the head of the department could immediately be notified about the penalty and steps initiated for recovery. The APSIC also should think of ways by which the appellant be aware of the outcome of the show cause process. This will ensure that the appellants trust on the institution will grow.
7. **Developing Best Practices & Templates:** The APSIC must develop best practices & templates for disposal of appeals and also for delivery of orders. The best practices could be sourced from within or outside the commission. Such a compilation should be discussed in the internal meetings and approved so that all the commissioners follow these practises.
8. **Citizen's Charter:** The APSIC must develop its own citizen's charter listing down its commitment to appellants/complainants. It could have details of the minimum service that could be expected by citizens and it should have commitment to a certain time limit within which the orders could be disposed and also a minimum number of appeals/complaints that each commissioner would dispose.
9. **Closure of appeals/complaints:** It must be ensured that appeals/complaints are closed only when the compliance of the directions of APSIC is done. This will make sure that the orders of the commission are actually implemented and that it becomes a practice.

8. Interesting Orders

- In quite a few cases, the orders touched upon the issue of **Vexatious & Frivolous** applications and how the intent of the RTI legislation was not to encourage such applicants. In such cases, directions were issued for inspection of records as mentioned in Section 2(j) of the RTI act. (Eg Orders: No.3806/SIC-CMR/2013, No.13158/SIC-CMR/2012)
- In certain cases where SIC-PVB categorized the applications as vexatious, he even went ahead and **advised the PIOs get a simple video recording** with mobile phone or any other device as evidence if applicants create chaos during the first appeal hearing process or during the inspection. (Eg Orders: No.742/SIC- PVB/2013, No.1470/SIC- PVB/2013)
- In one particular case (No. 22338 /SIC-Dr.V.V/2013), SIC-Dr.VV issued a **show cause even though it was confirmed that the information was provided within the specified time limit of 30 days.**
- **SIC-LTK put a glossary of terms, important sections of the RTI act in many of the orders** (eg: No- 610/SIC-LTK/2012). This is a best practice that could be followed by all commissioners.
- In one particular case (No 1006/SIC-IA/2012), **a penalty was imposed without issuing a show cause notice.** This is against the principles of natural justice.
- **Directed to provide job as compensation (No 9841/SIC-IA/2012)** The applicant had filed an application under the RTI act seeking the complete list of selected candidates of DSC (School Teacher Appointments) for the year 1998. Since information was not furnished in toot, he approached the commission. During the hearing, the information commissioner observed that the applicant obtained more marks than some of the other candidates who were given jobs and that the public authority misused their powers and followed unfair procedures denying the applicant his rightful job. The order also have detailed explanation of the meaning of compensation as mentioned in Section 19(8)(b) of the RTI act and concluded that compensation need not be in terms of money. It was directed that the relevant public authority appoint the appellant as a Government SGT teacher as compensation for the detriment suffered and that this appointment be done within one month of the receipt of the orders. Similar orders were issued by SIC-MVN in cases No 11146/SIC-MVN/2012 & No 12807/SIC-MVN/2013)

Annexure 1: Covering Letter of APSIC

ANDHRA PRADESH INFORMATION COMMISSION (HYDERABAD)
(Under Right to Information Act, 2005)
Samachara Makku Bhavan
D.No.5-4-399, Housing Board Building (Old ACB Building)
Mozam - Johi Market, Hyderabad-500 001
(Ph.No.040-24740107(O), 24740109(F))

To

Shri Rakesh Kumar Dubbudu,
New Delhi.

C.No.29122 /APIC-A/2014, dated 30-10-2014

Sir,

Sub:- APIC - RTI Act, 2005 - "Improving Transparency and accountability in Government through effective implementation of the Right to Information" - Certain data - Issued - Reg.

Ref: 1.D.O.Lr.No.1/1/2014-IR, dated 10-10-2014 from Smt Archana Varma, Joint Secretary (AT&A), DoPT, GOI, New Delhi while forwarding the proposal of Shri Rakesh Kumar Dubbudu.
2. Authorization letter from Shri Rakesh Kumar Dubbudu.

With reference to the letter cited, I enclose herewith the following data as desired by you for Research work in APIC.

S.No.	Point	Reply	
1	No. of appeals/complaints received in 2013-14 (from April 1 st 2013 to March 31 st 2014)	11538	Annexure-1
2	Month wise status of appeals and complaints at each Commission level from April 1 st 2013 to March 31 st 2014 (like backlog, fresh ones, disposal etc) pendency of appeals and complaints as on March 31 st 2014 at each commissioner)	Statement Enclosed	Annexure-2
3	Copy of orders/decisions delivered by each commissioner from April 1 st 2013 to March 31 st 2014.	DVD Enclosed	
4	Budget allocated for APIC in 2012-13, 2013-14. Please provide estimates sent, allocated budget etc.	Enclosed	Annexure-3
5	Details of support staff for each commissioner. Details of required number of vacancies also are needed.	Enclosed	Annexure-4
6	Copy of the minutes of meeting of the information Commissioners since 2012 till date.	Nil	
7	Copy of the entire file relating to division of departments between commissioners since 2012 till date	Enclosed	Annexure-5
8	Copy of the Bio data of all the Commissioners	Enclosed	Annexure-6

Encls.

Yours faithfully,

Sd/-

Secretary (FAC)

Copy submitted to the Joint Secretary, (AT&A), GOI, DoPT, New Delhi for information.

/s.c.f.b.o/

Section Officer

378

Annexure 2: Division of Departments



ANDHRA PRADESH
INFORMATION COMMISSION
(Under RTI Act, 2005)
HACA Bhavan, Hyderabad

General U.O. No. 3757/APIC/A/2013.

Dated 30.04.2013.

Subj: RTI Act, 2005 - CIC and SICs tour to districts for conducting awareness campaigns among Public Authorities and Public - Allocation of departments - Regarding.

Hon'ble Chief Information Commissioner has distributed the districts of the State among the Hon'ble State Information Commissioners as per Annexure-I. Hon'ble Chief Information Commissioner has also emphasized that the Hon'ble State Information Commissioners will have jurisdiction over the entire State. The purpose of allotting the districts is to enable the review of the work of the Public Authorities at the district level, operationalisation of Section 4(1)(b) and 5(1)(2) and for conducting awareness campaigns in the districts identified.

The distribution was done by making the State into (two) regions viz., Andhra and Telangana. Andhra Region includes Rayalaseema.

The Hon'ble Chief Information Commissioner has also distributed the subjects among the Hon'ble State Information Commissioners as per Annexure-II. The allocation of departments among Hon'ble State Information Commissioners will come into effect from 01-06-2013.

The above is submitted for kind information.

For CHIEF INFORMATION COMMISSIONER

To
The P.S. to Chief Information Commissioner.
The P.Ss to State Information Commissioners.
Copy to P.A. to Secretary/Secretary(Law)/Joint Secretary/Dy. Secretary.
Copy to all Sections in the Commission

For CHIEF INFORMATION COMMISSIONER

ANNEXURE-II

ALLOCATION OF GOVERNMENT DEPARTMENTS AMONG HON'BLE CHIEF INFORMATION COMMISSIONER AND HON'BLE STATE INFORMATION COMMISSIONERS

Name of the Information Commissioner	Departments allotted
Chief Information Commissioner (CIC)	Administration:- 1. General Administration and overall supervision of the work of the APIC. 2. Work distribution amongst the Information Commissioners. Departments:- 1. General Administration 2. Home Department (Hyderabad) 3. Revenue Department (Hyderabad)
State Information Commissioner (SIC-CMR)	1. M.A. & U.D. Department (Andhra) 2. Home Department (except Hyd.) 3. Irrigation & CAD Department 4. WD, CW & Disabled Welfare Dept.
State Information Commissioner (SIC-SPR)	1. Revenue (Telangana except Hyd.) 2. Industries & Commerce 3. Food, Civil Supplies & Consumer Affairs. 4. Energy Department 5. MA & UD Dept. (Rayalaseema)
State Information Commissioner (SIC-PVB)	1. P.R. & R.D. Department 2. Labour, Emp. & Trg. & Factories 3. Tourism, Cultural, Sports & Youth Services 4. Infrastructure & Investment
State Information Commissioner (SIC-MR)	1. Revenue (Andhra) 2. Revenue (Endowments) 3. Law Department 4. Environment, Science & Technology
State Information Commissioner (SIC-WV)	1. M.A. & U.D. Dept. (Telangana) 2. Transport, R & B Dept. 3. Housing 4. Finance & Planning 5. Animal Husbandry, DD & Fisheries
State Information Commissioner (SIC-LTK)	1. Education (Higher Education) 2. Social Welfare 3. Information Technology 4. Public Enterprises 5. Revenue (Rayalaseema)
State Information Commissioner (SIC-IA)	1. Education (School Education) 2. Minorities Welfare 3. Horticulture & Rain Shadow 4. B.C. Welfare
State Information Commissioner (SIC-MVN)	1. Agriculture, Coop & Marketing. 2. Health, Medical & Family Welfare 3. Forest 4. Tribal Welfare

For CHIEF INFORMATION COMMISSIONER

380

Annexure 3: Support Staff of APSIC

Annexure - 4

Point - 5

STATEMENT SHOWING THE DETAILS OF SUPPORT STAFF TO COMMISSIONERS

1. Support staff working in the peshi of Chief Information Commissioner

Sl No	Name of the Post	Number of Posts
1	Judicial Officer	one
2	Assistant Secretary	one
3	Personal Secretary	Two
4	Assistant Section Officer	one
5	Personal Assistant	one
6	Data Entry Operators	two
7	Office Subordinates	two
8	Driver	one
	TOTAL	Eleven

2. Support staff working in the peshi of each State Information Commissioner

Sl No	Name of the Post	Number of Posts
1	Judicial Officer	one
2	Personal Secretary	one
4	Assistant Section Officer	one
5	Personal Assistant	one
6	Data Entry Operators	two
7	Office Subordinates	two
8	Driver	one
	TOTAL	Nine



Annexure 5: APSIC Annual Budget 2012-13

దేహాంధు XIX DEMAND

సమాచారము మరియు పౌరసంబంధాలు

INFORMATION AND PUBLIC RELATIONS

(రూపాయల లక్షలలో) Rupees in Thousands

NON - PLAN

ఇతర వ్యయము అంతర్గత సమాచార కమిషన్, కాబాడపర్తి	M.I.H. 2220 S.M.I.H. 60 M.H. 800 OTHER EXPENDITURE H.O.D. A.P INFORMATION COMM..	అకృతులు Accounts 2011-12	అకృతులు అంచనా Budget Estimate 2012-13	సవరించిన అంచనా Revised Estimate 2012-13	అకృతులు అంచనా Budget Estimate 2013-14
అంతర్గత సమాచార కమిషన్, కాబాడపర్తి	A.P INFORMATION COMMISSION, HOD				
సమాచారము మరియు ప్రచారము	2220 INFORMATION AND PUBLICITY				
ఇతర వ్యయము	60 OTHERS				
అంతర్గత సమాచార కమిషన్	M.H. 800 OTHER EXPENDITURE				
అంతర్గత సమాచార కమిషన్	S.H.(06) A.P. Information Commission				
వేతనములు	010 Salaries				
011 Pay		70,43	2,09,86	96,47	2,20,35
012 Allowances		8,98	10,49	10,49	11,02
013 Dearness Allowance		22,87	1,04,93	50,59	1,41,03
015 Interim Relief		4			
016 House Rent Allowance		7,95	31,48	21,36	30,25
017 Medical Reimbursement		1,81	4,20	4,20	4,41
018 Encashment of Earned Leave		1,64	16,79	5,00	17,63
019 Leave Travel Concession		2,26	4,20	4,20	4,41
Total 010		1,15,98	3,81,95	1,92,31	4,29,10
గృహీత ప్రయాణ అవసరాలు	110 Domestic Travel Expenses				
111 Travelling Allowance		1,74	15,00	12,75	15,00
అంతర్గత సమాచార కమిషన్	130 Office Expenses				
131 Service Postage, Telegram and Telephone Charges		6,35	15,00	15,00	15,00
132 Other Office Expenses		19,43	20,00	17,00	20,00
133 Water and Electricity Charges		2,38	6,00	6,00	6,60
134 Hiring of Private Vehicles		5,95	6,48	6,48	6,00
Total 130		34,11	47,48	44,48	47,60
అంతర్గత సమాచార కమిషన్	140 Rents, Rates and Taxes				
140 Rents, Rates and Taxes		10,52	12,00	10,20	12,00
అంతర్గత సమాచార కమిషన్	160 Publications				
160 Publications		1,10	10,00	8,50	10,00
అంతర్గత సమాచార కమిషన్	240 Petrol, Oil and Lubricants				
240 Petrol, Oil and Lubricants		74	1,80	1,53	3,00
అంతర్గత సమాచార కమిషన్	280 Professional Services				
281 Pleaders Fees		20	2,00	1,70	2,00
284 Other Payments		10,88			8,00
Total 280		11,08	2,00	1,70	10,00

డీమాండ్ XIX DEMAND

సమాచారము మరియు పౌరసంబంధాలు

INFORMATION AND PUBLIC RELATIONS

NON - PLAN

(రూపాయల పేరే Rupees in Thousands)

గరిష్ట వివరము అంశములకు సమాచార కమిషన్, కాటాపరతి	M.J.H. 2320 S.M.I.H. 60 M.H. 800 OTHER EXPENDITURE H.O.D. A.P INFORMATION COMM.,	అకౌంట్స్ Accounts 2011-12	బడ్జెట్ అంచనా Budget Estimate 2012-13	రీవైజ్డ్ అంచనా Revised Estimate 2012-13	బడ్జెట్ అంచనా Budget Estimate 2013-14
ఇతర ఒప్పందాల సేవలు	800 Other Contractual Services	44,24	63,00	53,55	63,00
ఇతర ఛార్జీలు	800 Other Charges				
ఇతర ఖర్చులు	802 Other Expenditure	1,00	20	17	20
మోటారు వాహనములు	810 Motor Vehicles				
కార్యాలయ వాహనముల విస్తరణ	811 Maintenance of Office Vehicles	4	60	51	60
మొత్తము	Total S.H. (80)	2,20,61	5,34,03	3,25,70	5,90,50
మొత్తము	Total M.H. 800	2,20,61	5,34,03	3,25,70	5,90,50
మొత్తము	Total 80	2,20,61	5,34,03	3,25,70	5,90,50
మొత్తము	TOTAL A.P INFORMATION COMMISSION, HOD	2,20,61	5,34,03	3,25,70	5,90,50

Annexure 6: APSIC Annual Budget 2013-14

డిమాండు - XIX DEMAND					
సమాచారము మరియు పౌరసంబంధాలు					
INFORMATION AND PUBLIC RELATIONS					
ION - PLAN		(రూపాయల వేలలో) Rupees in Thousands			
ఇతర వ్యయము ఆంధ్రప్రదేశ్ సమాచార కమిషన్, కాబడివారి	M.J.H. 2220 S.M.J.H. 60 M.H. 800 OTHER EXPENDITURE H.O.D. A.P INFORMATION COMM.,	అకృలు Accounts 2012-13	బడ్జటు అంచనా Budget Estimate 2013-14	సవరించిన అంచనా Revised Estimate 2013-14	బడ్జటు అంచనా Budget Estimate 2014-15
ఆంధ్రప్రదేశ్ సమాచార కమిషన్, A.P INFORMATION కాబడివారి COMMISSION, HOD					
సమాచారము మరియు ప్రచారము 2220 INFORMATION AND PUBLICITY					
ఇతరములు 60 OTHERS					
ఇతర వ్యయము M.H. 800 OTHER EXPENDITURE					
ఆంధ్రప్రదేశ్ సమాచార కమిషన్ S.H.(06) A.P. Information Commission					
నీతనములు 010 Salaries					
నీతము	011 Pay	83,81	2,20,35	2,20,35	1,50,91
దయ్యములు	012 Allowances	24,93	11,02	11,02	7,51
దయ్య దయ్యము	013 Dearness Allowance	50,72	1,41,03	1,41,03	1,20,71
రాత్రి తీక వ్యయ	015 Interim Relief				40,71
ఇంటి అద్ద వ్యయము	016 House Rent Allowance	22,38	30,25	30,25	22,61
వైద్య ఖర్చులు ప్రతిపూర్తి	017 Medical Reimbursement	85	4,41	4,41	3,01
అర్జీలను సేదగా మార్చడం	018 Encashment of Earned Leave	1,12	17,63	17,63	12,01
అలవ్వు ప్రయాణ రాసుతి	019 Leave Travel Concession	70	4,41	4,41	3,01
మొత్తము Total 010		1,84,51	4,29,10	4,29,10	3,60,81
గృహీత ప్రయాణ ఖర్చులు 110 Domestic Travel Expenses					
ప్రయాణ ఖర్చుము	111 Travelling Allowance	6,04	15,00	15,00	9,71
కార్యాలయ ఖర్చులు 130 Office Expenses					
సేవ్ పోస్టేజ్, టెలిగ్రాము మరియు టెలిఫోను ఛార్జీలు	131 Service Postage, Telegram and Telephone Charges	11,15	15,00	15,00	9,71
ఇతర కార్యాలయ ఖర్చులు	132 Other Office Expenses	19,32	20,00	20,00	13,01
నీరు, విద్యుద్దృశ్తి ఛార్జీలు	133 Water and Electricity Charges	5,99	6,60	6,60	4,71
ప్రైవేటు వాహనములు అద్దము	134 Hiring of Private Vehicles	5,64	6,00	6,00	6,01
మొత్తము Total 130		42,10	47,60	47,60	33,51
ఇద్దీలు, నుంకములు, ఎమ్మెలు 140 Rents, Rates and Taxes		8,05	12,00	12,00	8,21
ప్రచురణలు 160 Publications		2,75	10,00	10,00	6,51
పెట్రోలు, అయిల్, లూబ్రికెంట్లు 240 Petrol, Oil and Lubricants		1,44	3,00	3,00	2,11

385

డిమాండు XIX DEMAND
సమాచారము మరియు పౌరసంబంధాలు
INFORMATION AND PUBLIC RELATIONS

ION - PLAN

(రూపాయలు వలె) Rupees in Thousands

ఇతర వ్యయము అంధ్రప్రదేశ్ సమాచార కమిషన్, హైదరాబాద్	M.J.H. 2220 S.M.J.H. 60 M.H. 800 OTHER EXPENDITURE H.O.D. A.P INFORMATION COMM..	లెక్కలు Accounts 2012-13	బడ్జటు అంచనా Budget Estimate 2013-14	సవరించిన అంచనా Revised Estimate 2013-14	బడ్జటు అంచనా Budget Estimate 2014-15
పేర్ల పేజీలు	280 Professional Services				
పేదర్ల పేజీలు	281 Pleaders Fees	97	2,00	2,00	1,3
ఇతర పేర్ల పేజీలు	284 Other Payments	11.75	8,00	8,00	5,2
మొత్తము	Total 280	12,72	10,00	10,00	6,5
ఇతర ఒప్పందపర పేజీలు	300 Other Contractual Services	56,12	63,00	63,00	38,3
ఇతర ఛార్జీలు	500 Other Charges				
ఇతర ఖర్చులు	503 Other Expenditure	91	20	20	1
మోటారు వాహనములు	510 Motor Vehicles				
కార్యాలయ వాహనముల విద్యుదాణ	511 Maintenance of Office Vehicles	23	60	60	3
మోటారు వాహనముల కొనుగోలు	512 Purchase of Motor Vehicles	33,78			
మొత్తము	Total 510	34,01	60	60	3
మొత్తము	Total S.H.(06)	3,48,65	5,90,50	5,90,50	4,66,5
మొత్తము	Total M.H. 800	3,48,65	5,90,50	5,90,50	4,66,5
మొత్తము	Total 60	3,48,65	5,90,50	5,90,50	4,66,5
మొత్తము	Total 2220	3,48,65	5,90,50	5,90,50	4,66,5
మొత్తము	Total A.P INFORMATION COMMISSION, HOD	3,48,65	5,90,50	5,90,50	4,66,5

Annexure 7: Number of Appeals/Complaints received in 2013-14

Annexure - 1

MONTH WISE APPEALS & COMPLAINTS RECEIVED FROM 01-04-2013 TO 31-03-2014												
S NO	MONTH	YEAR	SCIC	SIC-CMR	SIC-SPR	SIC-PVB	SIC-MR	SIC-DRVV	SIC-LTK	SIC-IA	SIC-MVN	TOTAL
1	April	2013	50	111	151	122	180	98	109	102	118	1041
2	May	2013	33	136	136	89	154	104	72	81	136	941
3	June	2013	52	112	152	71	188	95	99	68	132	969
4	July	2013	47	155	156	97	135	113	83	80	115	981
5	August	2013	35	105	115	82	120	101	63	60	82	763
6	September	2013	48	126	151	60	77	79	85	85	70	781
7	October	2013	60	134	137	68	105	110	79	84	50	827
8	November	2013	48	161	131	91	97	108	96	70	65	867
9	December	2013	80	194	148	111	152	98	101	106	94	1084
10	January	2014	61	123	148	100	130	130	92	106	73	963
11	February	2014	59	122	199	121	144	139	144	121	85	1134
12	March	2014	52	178	192	121	192	119	129	97	107	1187
	TOTAL		625	1657	1816	1133	1674	1294	1152	1060	1127	11538