

Chapter-1

Introduction

- 1.1 Please throw light on the background of this hand-book (Right to Information Act 2005).
- 1.2 Objective / purpose of this hand-book.
- 1.3 Who are the intended users of this hand book ?
- 1.4 Organisation of the information in this hand-book.
- 1.5 Definitions (Please provide definitions of various terms used in the hand-book).
- 1.6 Contact person in case some body wants to get more information on topics covered in the hand-book as well as other information also.
- 1.7 Procedure and Fee structure for getting information not available in the hand-book.

Chapter-2 (Manual –1)

Particulars of Organization , Functions and Duties

- 2.1. Objective/purpose of the public authority
- 2.2. Mission / Vision Statement of the Public authority
- 2.3 Brief History of the public authority and context of its formation
- 2.4 Duties of the public authority
- 2.5. Main activities / functions of the public authority
- 2.6. List of services being provided by the public authority with a brief write up on them.
- 2.7 Organizational Structure Diagram at various levels namely State, Directorate, Region, District, Block etc.(whichever is applicable)
- 2.8. Expectation of the public authority from the public for enhancing its effectiveness and efficiency.
- 2.9. Arrangements and methods made for seeking public participation/contribution.
- 2.10. Mechanism available for monitoring thr service delivery and public grievance resolution.
- 2.11. Addresses of the main office and other offices at different levels.(Please categorise the addresses district wise for facilitating the understanding by the user).
- 2.12. Morning hours of the office:
Closing hours of the office:

Chapter-3 (Manual-2)

Powers and Duties of Officers and Employees

3.1 Please provide details of the powers and duties of officers and employees of the organization.

Designation		
Powers	Administrative	1.
		2.
		3.
	Financial	1.
		2.
		3.
	Others	1.
		2.
		3.
Duties	1.	
	2.	
	3.	

Chapter-4(Manual-3)

Rules, Regulations, Instructions, Manuals and Records, for Discharging Functions

- 4.1 Please provide list of rules, regulations, instructions, manual and records, held by public authority or under its control or used by its employees for discharging functions as per the following format. This format has to be filled for each type of document.

Sl. No.	Name / Title of the document	Type of Documents	Brief write up of the documents	From where one can get a copy of rules, regulations, instructions, manual and records	Address, Telephone No. Fax, E-mail & others	Fee charged by the Department for a copy of Rules, regulations, instructions, manual and records (if any)
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Chapter-5 (Manual-4)

Particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation there of

Implementation of Policy

5.2 Whether there is any provision to seek consultation/participation of public or its representatives for implementation of policies / If there is, please provide details of provisions in following format.

Sl.No.	Subject / Topic	Is it mandatory to ensure public participation (Yes/ No)	Arrangements for seeking public participation
1	2	3	4

Chapter-6 (Manual-5)

A statement of the categories of documents that are held by it or under its control

- 6.1 Use the format given below to give the information about the official documents. Also mention the place where the documents are available for e.g. at Secretariat level, Directorate level, others (Please mention the level in place of writing Others.)

Sl. No.	Category of the document	Name of the document and its introduction in one line	Procedure to obtain the documents	Held by / under control of
1	2	3	4	5

Chapter-7 (Manual-6)

A statement of boards, council, committees and other bodies constituted as its part

7.1 Please provide information on Boards, Councils, Committees and Other Bodies related to the public authority in the following format.

- Name and address of the Affiliated Body
- Type of the Affiliated Body(Board, Council, Committees, Other Bodies)
- Brief Introduction of the Affiliated Body(Establishment year, Objective/Main Activities)
- Role of the Affiliated Body (Advisory / Managing / Executive / Others)
- Structure and Member Composition
- Head of the Body
- Address of main office and its Branches
- Frequency of Meetings
- Can public participate in the meetings ?
- Are minutes of the meetings prepared ?
- Are minutes of the meetings available to the public ?If yes please provide information about the procedure to obtain them.

Chapter-8 (Manual-7)

The names, designations and other particulars of the Public Information Officers.

- 8.1 Please provide contact information about the Public Information Officers, Assistant Public Information Officers and Departmental Appellate Authority of the Public Authority in the following format.

Name of the Public Authority:

Asst. Public Information Officers:

Sl. No	Name	Designation	STD Code	Ph.No.		Fax	E-mail	Address
				Office	Home			

Public Information Officers:

Sl. No	Name	Designation	STD Code	Ph.No.		Fax	E-mail	Address
				Office	Home			

Department Appellate Authority:

Sl. No	Name	Designation	STD Code	Ph.No.		Fax	E-mail	Address
				Office	Home			

Chapter-9 (Manual-8)

Procedure followed in Decision Making Process

- 9.1 What is the procedure followed to take a decision for various matters?(A reference to Secretariat Manual and Rule of Business Manual and other rules / regulations etc. can be made)
- 9.2 What are the documented procedures / laid down procedures / Defined Criteria / Rules to arrive at a particular decision for important matters? What are different levels through which a decision process moves ?
- 9.3 What are the arrangements to communicate the decision to the public?
- 9.4 Who are the officers at various levels whose opinions are sought for the process of decision making
- 9.5 Who is the final authority that wets the decision?
- 9.6 Please provide information separately in the following format for the important matters on which the decision is taken by the public authority.

Sl.No.	
Subject on which the decision is to be taken	
Guidelines/Direction if any	
Process of Execution	
Designation of the Officers involved in decision making	
Contact information of above mentioned Officers	
If not satisfied by the decision, where and how to appeal	

Chapter-10 (Manual-9)

Directory of Officers and Employees

10.1 Please provide information district wise in following format.

Sl. No.	Name	Designation	STD Code	Ph. No.		Fax	e-mail Id	Address
				Office	Home			

Chapter-11 (Manual-10)

The Monthly Remuneration Received By Each of its Officers and Employees Including the System of Compensation as Provided in Regulations.

11.1 Please provide information in following format.

Sl. No.	Name	Designation	Monthly remuneration	Compensation / Compensatory Allowance	The Procedure to determine the remuneration as given in the regulation
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Chapter-12 (Manual-11)

The Budget Allocated to each Agency
(Particulars of all plans, proposed expenditures and reports on disbursement made)

For Public Authorities responsible for developmental, construction, technical works

12.1 Please provide information about the details of the budget for different activities under different schemes in the given format.

Year :

Sl. No.	Name of the scheme / Head	Activity	Starting date of the activity	Planned end date of the activity	Amount proposed	Amount Sanctioned	Amount released/ disbursed (No.of instalments)	Actual expenditure for the last year	Responsible officer for the quality and the complete execution of the work
1	2	3	4	5	6	7	8	9	10

For other Public authorities

Sl.No.	Head	Proposed Budget	Sanctioned Budget	Amount released/disbursed(No.of installments)	Total expenditure

Chapter-13 (Manual-12)

The Manner of Execution of Subsidy Programmes

13.1 Please provide the information as per the following format.

- Name of Programme/Scheme
- Duration of the Programme/Scheme
- Objective of the Programme
- Physical and Financial targets of the Programme (for the last year).
- Eligibility of Beneficiary
- Pre-requisites for the benefit
- Procedure to avail the benefits of the Programme
- Criteria for deciding eligibility
- Details of the benefits given in the Programme (also mention the amount of subsidy or other help given)
- Procedure for the distribution of the subsidy
- Where to apply or whom to contact in the office for applying
- Application Fee(where applicable)
- Other Fees (where applicable)
- Application format(where applicable. If the application is made on plain paper please mention it along with what the applicant should mention in the application)
- List of Attachments(certificates/documents)
- Format of attachments
- Where to contact in case of process related complaints
- Details of the available fund(At various levels like District level, Block level etc.)
- List of beneficiaries in the format given below

Serial Number/ Code	Beneficiary Name	Amount of subsidy	Parent/ Guardians	Criteria of selection	Address			
					District	City	Town/Village	House No.
1	2	3	4	5	6	7	8	9

Chapter-14 (Manual-13)

Particulars of Recipients of Concessions, Permits or Authorization granted by it

14.1 Please provide the information as per the following format.

- Name of the Programme
- Type(Concessions/Permits/Authorization)
- Objective
- Targets set (For the last year)
- Eligibility
- Criteria for the eligibility
- Pre-requisites
- Procedure to avail the benefits
- Time limit for the concession/permits/ Authorizations
- Application Fee (where applicable)
- Application format (where applicable)
- List of attachments (certificates/ documents)
- Format of Attachments
- List of beneficiaries in the format given below

Serial Number/ Code	Beneficiary Name	Validity Period	Parent/ Guardians	Address			
				District	City	Town/ Village	House No.
1	2	3	4	5	6	7	8

Also provide the following information for Concession

- Details of the benefit given
- Distribution of benefits

Chapter-15 (Manual-14)

Norms set by it for the discharge of its functions

- 15.1 (Please provide the details of the Norms/Standards set by the Department for execution of various activities / programmes.)

Chapter-16 (Manual-15)

Information available in an electronic form

- 16.1 Please provide the details of the information related to the various schemes which are available in the electronic format.

Chapter-17 (Manual-16)

Particulars of the facilities available to citizens for obtaining information

17.1 Means, methods or facilitation available to the public which are adopted by the department for dissemination of information.

Like

- Office Library
- Drama and Shows
- Through News paper
- Exhibition
- Notice Board
- Inspection of records in the office
- System of issuing of copies of documents
- Printed Manual Available
- Website of the public authority
- Other means of advertising

Chapter-18 (Manual-17)

Other Useful Information

18.1 Frequently Asked Question and their Answers by Public

18.2 Related to seeking Information

- Application form (a copy of filled application form for reference)
- Fee
- How to write precise information request. Few Tips
- Right of the citizen in case of denial of information and procedure to appeal

18.3 With relation to training imparted to public by Public Authority

- Name of training programme with brief description
- Objective of training
- Physical and Financial Target (Last Year)
- Eligibility for training
- Prerequisite for training (If any)
- Financial and other form of help (If any)
- Description of help (Mention the amount of Financial help, if any)
- Procedure of giving help
- Contact Information for applying
- Application fee (wherever applicable)
- Other Fees (Wherever applicable)
- Application Form (In case the application is made on plain paper, please mention the details which the application has to provide)
- List of enclosures /documents
- Format of enclosures/documents
- Procedure of application
- Selection Procedure
- Time table of training programme (In case available)
- Process to inform the trainee about the training schedule
- Arrangement made by the Public Authority for creating public awareness about the training programmes.
- List of Beneficiary of the training programme at various levels like district level, block level etc.

18.4 With relation to Certificate, No objection certificate etc issued by the Public Authority not included in manual-13

- Name and description of the certificates and NCOs
- Eligibility for applying
- Contact Information for applying
- Application Fee (Wherever applicable)
- Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- List of enclosures /documents
- Procedure of application
- Process followed in the Public Authority after the receipt of application
- Normal time taken for issuance of certificate

18.5 With relation to registration process

- Objective
- Eligibility for registration
- Pre-requisites(If any)
- Contact Information for applying
- Application Fee (Wherever applicable)
- Other Fees(Wherever applicable)
- Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- List of enclosures/documents
- Format of enclosures/documents
- Procedure of application
- Process followed in the Public Authority after the receipt of application
- Validity period of registration (If applicable)
- Process of renewal (If any)

18.6 With relation to collection of tax by Public Authority ((Municipal Corporation, Trade Tax, Entertainment Tax etc)

- Name and description of tax
- Purpose of tax collection
- Procedure and criteria for determination of tax rates
- List of major defaulters

18.7 With relation to issuing new connection electricity/water supply,tempory and permanent disconnection etc.

(This will be applicable to local bodies like Muncipal Corporation/Municipalites/UPCL)

- Eligibility for connection
- Pre-requisites(If any)
- Contact Information for applying
- Application Fee(Wherever applicable)
- Other Fees/Charges(Wherever applicable)
- Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- List of enclosures/documents
- Format of enclosures/documents
- Procedure of application
- Process followed in the public Authority after the receipt of application
- Brief description of terms used in the bills or service
- Tariff and Other Charges

18.8 Details of any other public services provided by the Public Authority