

## **CHAPTER – III**

### **RIGHT TO INFORMATI ACT**

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An effort has been made here to assess the dynamics of Right to Information in the department of secondary education. The empirical information has been collected through unstructured interview schedule from four districts i.e., Sonipat, Kurukshetra, Bhiwani and Faridabad. The data has been collected from Secondary schools teachers, principle and other officials of the department at the district level.

The data has been collected from 500 respondents out of whom 400 are school teachers and related beneficiaries (100 respondents from each selected district) and remaining 100 of officials (25 official respondents from each selected district). The questions in the interview schedule were mainly to find out the awareness level, Institutional arrangement of RTI Act at departmental level and behaviour of official towards the information seekers and utility of the act etc.

#### **3.1 Age wise distribution**

Age is an important factor to be analyzed. It shows the age group in which people are more conscious and aware regarding present administrative reforms and structure. Information pertaining to age of the sampled beneficiaries is given in the table 3.1 below.

**Table 3.1**  
**Age-wise Distribution of the Sampled Beneficiaries**

Age groups	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
18-30	19	30	29	36	114	28.5
31-40	61	44	53	30	188	47
41-51	9	13	10	23	55	13.75
51-60	11	13	8	11	43	10.75
Total	100	100	100	100	400	100

The data presented in table 3.1 shows that 114 (28.5 percent) of the sample beneficiaries are in the age group 18-30 years, followed by 188 (47 percent) who are in the age group of 30-40 years, 55 (13.75 percent) belongs to 41-50 age group and remaining 43 (10.75 percent) related to 51-60 age group. Hence sampled data reflects that younger people are more aware as compared to middle and old age group people. 75.5 percent (47+28.5) belongs to the young age group and remaining 24.5(13.75+10.75) from the age groups middle and old. Among various age groups people in age groups of 18-30 and 30-40 are considered in young age group and remaining 41-50 belongs to middle age group and 51-60 related to old age group.

As far as the age group distribution among chosen districts is concerned, all the four districts show a similar picture as majority of respondents hailed from the age group of 31-40, except Sonipat where maximum respondents belong to age group of 18-30. Therefore, the age group profile of all the districts is more or less similar.

It is also considerable issue in these days that young people are participating in social and anti-corruption movement which is deciding factor for national development. Therefore this study can be more beneficial for people because 302 beneficiaries out of 400 samples belong to young age group.

### 3.2 Source of Awareness

Our selected 400 respondents are aware of RTI Act. Therefore the respondents who were not aware of RTI Act have been automatically excluded from the study. The source of awareness about RTI Act came to our selected respondents from various sources. The next table analyse this issue in detail.

**Table 3.2**

**Perception of Respondents Regarding Source of Awareness about RTI Act**

Source	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Television Programmes	10	9	11	18	48	12
Radio Broadcasts	7	6	9	12	34	8.5
Newspapers/ Print Media/ Magazine etc.	39	37	36	32	144	36
Internet/website /outline sources	9	7	8	6	30	7.5

Words at mouth (Friends, family etc.)	19	22	23	12	76	19
Others	16	19	13	20	68	17
Total	100	100	100	100	400	100

The data presented in table 3.2 depicts that 48 (12 percent) respondents came to know through television programmes 34 (8.5 percent) respondents became aware through radio broadcasts and majority of people which is 144 (36 percent) respondents knew about RTI through newspaper, magazine and print media etc., 76 (19 percent) respondents knew about RTI from mouth of family members and friends. Remaining 68 (17 percent) respondents knew about RTI through awareness programme, training programme or through books etc.

As far as the distribution of awareness source among the selected four districts is concerned, all districts have shown a parallel picture with all the districts having newspapers, magazines and other print media sources as the major source of awareness.

Overall, it can be concluded that print media holds the first place in spreading awareness followed by social contacts like family and friends, television programmes, radio broadcast and at last internet.

### **3.3 About level of Knowledge**

This table shows that people became more aware through media and internet, which is the leading source of analysis of the government policies and programmes. The table 3.3 reflects the level of knowledge of respondents about RTI Act.

**Table 3.3**

**Perception of Respondents about their Level of Knowledge**

Level of knowledge	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Complete	85	82	87	88	342	85.5
Incomplete	15	18	13	12	58	14.5
Total	100	100	100	100	400	100

The data in table 3.3 reveals that 342 (85.5 percent) beneficiaries are having complete knowledge about RTI Act and remaining (14.5 percent) have incomplete knowledge. The district wise study reveals that all the districts show a comparable picture with majority of people in all the districts claiming to possess the complete knowledge.

Thus it is proved from this study that people are becoming more aware about RTI Act because majority of respondents have complete knowledge which is 85.5 percent and only 14.5 percent people have incomplete knowledge that is in minority. It is really fruitful for study also that majority of beneficiaries are having complete knowledge because those who has complete knowledge about the act, they can seek information effectively. If they are unable to seek information or they get incomplete or irrelevant information, they can appeal before 1st or 2nd appellate authority or take the steps if not satisfied.

**3.4 Purpose of using RTI Act**

The forthcoming table analyzes the purpose of using RTI Act and seeks to understand which department has benefited most through RTI Act in terms of instilling virtue of transparency and accountability.

**Table 3.4**  
**Purpose of using the RTI Act**

Purpose	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Admission	13	15	17	21	66	16.5
Recruitment	52	48	48	38	186	46.5
Attendance	17	15	19	23	74	18.5
Scholarship	5	7	6	5	23	5.75
For another	13	15	10	13	51	12.75
Total	100	100	100	100	400	100

The data presented in table 3.4 shows that 66 (16.5 percent) people used RTI for admission purpose, 186 (46.5 percent) used it for recruitment, 74 (18.5 percent) obtained information for attendance purpose, 23 (5.75 percent) filed RTI for scholarship at secondary level and remaining 51 (12.75 percent) used RTI for another purpose i.e. staff statement, checking construction norm of school building, availability of funds etc.

If we look at the district wise profile of the various purposes for which the RTI has been sought, one can easily find that district wise results are analogous to the overall results and in all the districts maximum use of RTI Act has been for the purpose of recruitment, followed by attendance, admission, scholarship and so on.

The majority of the beneficiaries filed RTI to seek information for recruitment purpose. It shows the concern of people about employment. Another majority of respondents show the concern towards attendance of teachers during school hours and

attendance of students in the schools that is the indicator of stimulus in evolving better policy in the secondary education department.

### **3.5 Availability of Guideline or Manual in the Department for Information Seekers**

Guidance or assistance for information seekers is very useful while filing RTI. It also shows the infrastructure development and RTI applicability in the department. The next table focuses on department status regarding availability of guidelines or manual.

**Table 3.5**  
**Perception of Respondents Regarding Availability of Guidelines or Manual in the Department**

Source	Number of respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Person available for guide/Assist	44	46	49	43	182	45.5
Guideline/Manual	37	34	33	32	136	34
No help	19	20	18	25	82	20.5
Total	100	100	100	100	400	100

The data in table 3.5 makes it clear that out of 400 sample 185 (45.5 percent) said that while filing RTI person was available to guide them, 136 (34 percent) said that manual was available to guide them in the form of notice board and through pamphlets but 82 (20.5) said that there was non-availability of guidelines or manual while filing RTI.

The district wise analysis suggests that in all the four districts majority of respondents have discarded the availability of guidelines or manual in the department.

Availability of guidelines and manual in the department has been ratified by the respondents in the range of 32 to 37 percent in all the four districts.

In fact guidelines or any kind of assistance is very important for information seekers because some time information seeker is unable to clarify the subject of information which creates problem before officials. In this table majority of beneficiaries are responding about availability of guidelines/manual which is positive sign for information seekers. It also shows the effective implication of RTI act in the department.

### 3.6 Prescribed Format

Prescribed format is also one of the important factors of RTI Act. They are classified as Form 'A' and Form 'B'. Form 'A' for initial stage or filing RTI and Form 'B', responding or furnishing information from the department. If information seekers use it more and more then it means people are more aware of the act that in turn helps officials in furnishing information to the information seekers. The underneath table is analyzing the usage of RTI in prescribed format.

**Table 3.6**

#### **Regarding use of Prescribed Format**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	25	31	29	28	113	28.25
Disagree	75	69	71	72	287	71.75
Total	100	100	100	100	400	100.00

The data in table 3.6 reveals that 113 (28.25 percent) respondents have used prescribed format for seeking information and remaining 287 (71.75 percent)



respondents filed RTI. The district wise analysis reveals that in all the four districts majority of respondents have disagreed to have used or known the prescribed format. In Bhiwani, the maximum of 75 percent respondents have disagreed on the issue of using the prescribed format for filing RTI. The district of Faridabad is least in the category of disagreed with 69 per cent respondents.

Thus, the data reflects that majority of respondents didn't use prescribed format although according to provision of RTI Act, information can be sought through prescribed format or simple paper or orally. There is no need to follow any prescribed format but it is helpful and beneficial for information seekers and officials as well.

### 3.7 Problems Faced while using RTI Act

Even if they are using prescribed format while seeking information, people face many problems like departmental assistance, procedure to obtain information, availability of official to submit application, stipulated time period, behavior of officials etc. This issue has been dealt with in the table 3.7.

**Table 3.7**  
**Problems Faced while using RTI Act**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	71	65	70	68	274	68.5
disagree	29	35	30	32	126	31.5
Total	100	100	100	100	400	100

The data in table 3.7 shows that 274 (68.5 percent) respondents said that they faced problem while filing RTI and remaining 126 (31.5 percent) respondents

responded that they didn't face any problem. The district wise investigation shows that majority of people in all the districts have admitted of facing various problems while accessing information under RTI Act. Bhiwani is the district where least number of people (29 percent) faced no problem in accessing information under the RTI Act, whereas maximum respondents in this category belong to the district of Faridabad.

But ultimately majority of respondents have faced problem. It shows negative response of the officials, due to which common man become non-enthusiastic to seek information. It also shows the negative sign in the effective implication of RTI Act.

### 3.8 About Behavior of Officials

To make the Right to Information more effective and people friendly, officials have to play very crucial role for it. Their behaviour towards the information seekers should be friendly. People should be guided and assisted, when it is required, the officials should stop their autocratic attitude and make it more familiar towards beneficiaries. The table 3.8 describes this vital issue.

**Table 3.8**  
**Perception of Respondents about Behaviour of Officials**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Cooperative	49	45	42	56	192	48
Non-cooperative	51	55	58	44	208	52
Total	100	100	100	100	400	100

The data in table 3.8 reveals that 192 (48 percent) respondents said that the behaviour of officials was cooperative while seeking information and majority of respondents said their behaviour was cooperative. A glimpse at the district wise analysis suggests that around half of the respondents in the various districts faced the uncooperative behavior of the officials while accessing information under RTI Act. The behavior scenario is found better in the district of Sonapat, where respondents facing cooperative behavior surpassed the respondents facing non cooperative behavior. Otherwise, conclusions are indicating worse behavioural scenario in other districts of Bhiwani, Faridabad and kurukshetra, where more than half of respondents were indicating worse behavioral on the officials' part.

Hence the data showed the negative response of officials which is harmful for the department because after the eight year of its implication officials have not changed their rude behaviour.

### **3.9 Adherence to the stipulated time period**

Stipulated time period for furnishing information RTI Act is within 30 days from the date of receipt of application, In case information concerning the life and liberty of a person, time is 48 hours and if it is routed through assistant public information officer, 5 days will be added more. This significant issue has been examined in the table below.

**Table 3.9**  
**Whether information furnished within the Stipulated Time?**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	37	35	32	16	140	35
Disagree	63	65	68	64	260	65
Total	100	100	100	100	400	100

The data in table 3.9 shows that out of 400 respondents, 140 (35 percent) respondents said that they have got information within stipulated time period. Remaining 260 (65 percent) responded that they didn't get information within 30 days which is prescribed time limit to furnish information by officials. The district wise analysis shows that majority of people in all the districts have admitted of not getting information within the stipulated time limit while accessing information under RTI Act. Sonipat is the district where least number of people (16 percent) got information in the stipulated time period as envisaged in the RTI Act, whereas maximum respondents in this category belong to the district of Bhiwani.

Thus even after the incorporation of section 20 of RTI Act which is concerned with penalties. 65 percent percent of respondents did not obtain information in stipulated time period.

### **3.10 Satisfaction from furnished Information**

Further if people will not be satisfied from the information then how it will solve their purpose. Therefore to make RTI Act purposeful and relevant, correct

information will have to be furnished. The information regarding satisfaction from furnished information is tabulated in table 3.10

**Table 3.10**  
**Regarding Satisfaction from furnished Information**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	30	28	27	25	110	27.5
Disagree	70	72	73	75	290	72.5
Total	100	100	100	100	400	100

The table 3.10 reveals that out of 400 respondents 110 (27.5 percent) respondents are satisfied from the information furnished by the department and remaining 290 (72.5 percent) are not satisfied. The district wise analysis reveals that in all the four districts majority of respondents have disagreed on the issue of satisfaction from the furnished information. In Sonipat, the maximum of 75 percent respondents have disagreed on the issue of satisfaction from the furnished information. The district of Bhiwani is least in the category of disagreed with 70 per cent respondents.

Thus the analysis shows that majority of information seekers are dissatisfied from the information which is either irrelevant or insufficient information.

### **3.11 Regarding Appeal to First Appellate Authority**

According to the provisions of RTI Act 2005, if any person who does not get information within 30 days or get irrelevant, incomplete or false information he/she

can appeal to First Appellate Authority. Regarding First Appellate Authority (F.A.A) data is tabulated in table 3.11.

**Table 3.11**  
**Perception of Respondents Regarding Appeal to First Appellate Authority**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	67	63	65	65	260	84.6
Disagree	3	9	8	10	30	10.4
Total	70	72	73	75	290	100

The data in table 3.11 shows that 260 (89.6 percent) respondents are not satisfied from the information delivered by the department and remaining 30 (10.4 percent) respondents are also not satisfied for the information. But out of 290, 260 (89.6 percent) respondents appealed to First Appellate Authority and remaining 30 (10.4 percent) respondents did not appeal. The district wise analysis reveals that the majority of people in all the districts have admitted of applying to the first appellate authority. The point to be noted is that the total number of respondents studied under this issue are 290, as these people belong to the category of disagreed on the issue of satisfaction from the furnished information. Faridabad is the district where least number of people admitted of applying to the first appellate authority as envisaged in the RTI Act, whereas maximum respondents in this category belong to the district of Bhiwani.

Thus table shows that still people are not fully involved in RTI activities because 30 (10.4 percent) respondents do not appeal before First Appellate Authority. The reason being either they are fearful or the information was not important for him.

### 3.12 Behaviour of the First Appellate Authority (F.A.A)

The behavior of F.A.A is very important factor for effective implementation of RTI Act because if the behavior of 1<sup>st</sup> A.A will be friendly and concerned then they will be more eager to appeal before them and they will also clarify their genuine problem before them. The behavior pattern of 1<sup>st</sup> A.A towards information seekers is analyzed in table 3.12.

**Table 3.12**  
**Perception of Respondents Regarding Behaviour Pattern of 1<sup>st</sup> A.A. towards Them**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Cooperative	50	45	47	38	180	69.3
Non-cooperative	17	18	18	27	80	30.7
Total	67	63	65	65	260	100

The data in table 3.12 reveals that out of 260 sampled who appealed before first appellate authority, 180 (69.3 percent) respondents said that they are satisfied from the behaviour of 1<sup>st</sup> A.A. and only 80 (30.7 percent) said that they were not cooperative. Thus data shows that majority of respondents responded positively and 80 (30.7 percent) have responded negatively or non-cooperatively. A glimpse at the district wise analysis suggests that majority of the respondents in all the four districts faced the cooperative behavior of the officials while accessing information from the First Appellate Authority under the RTI Act. The behavior scenario is found best in the district of Bhiwani, where respondents facing cooperative behavior surpassed the

respondents facing non cooperative behavior with the highest margin. The conclusions are indicating the similar results in other districts of Faridabad and Kurukshetra also, whereas, the least encouraging scenario is presented in the district of Sonipat.

### 3.13 Satisfaction from information provided by F.A.A

It is true that to provide the satisfaction is the prime motive of the RTI Act because satisfaction to the people showed that department of secondary education is implementing RTI Act effectively.

Hence satisfaction is directly or indirectly very important factor in assessing function of RTI Act of the art 3.13, satisfaction level is tabulated.

**Table 3.13**  
**Perception of Respondents Regarding Satisfaction from the Information**  
**Provided by the 1<sup>st</sup> A.A**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	27	30	25	28	110	42.3
Disagree	40	33	40	37	150	57.7
Total	67	63	65	65	260	100

The information in table 3.13 indicates that 110 (42.3 percent) respondents are satisfied from the information provided by 1<sup>st</sup> A.A. and remaining 150 (57.7 percent) respondents are not satisfied. Hence majority of the respondents are not satisfied from the information provided by 1<sup>st</sup> A.A. The district wise analysis reveals that in all the four districts majority of respondents have disagreed on the issue of satisfaction from



the information furnished by the First Appellate Authority. In Bhiwani and Kurukshetra, the maximum of 40 (60 percent) respondents have disagreed on the issue of satisfaction from the information furnished by the First Appellate Authority. The district of Faridabad is least in the category of disagreed with 33 (52.4 per cent) respondents.

### 3.14 Regarding appeal to Second Appellate Authority

According to the section 19 of the RTI Act if any person who is not satisfied from the information furnished by First Appellate authority, or information is incorrect, irrelevant or non-satisfactory, he/she can appeal to second appellate authority within 10 days of from the date on which the decision is given.

In the study, 400 sampled collected out of which 128 respondents filed RTI to second appellate authority although 150 (57.7 percent) respondents are not satisfied from the information provided by 1<sup>st</sup> A.A. But only 128 beneficiaries filed RTI to 2<sup>nd</sup> A.A. The relevant details are given in table 3.14

**Table 3.14**  
**Perception of Respondents about Appeal to 2<sup>nd</sup> Appellate Authority**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	28	30	38	32	128	85.3
Disagree	12	3	2	5	22	14.7
Total	40	33	40	37	150	100

The data in table 3.14 reveals that 128 (85.3 percent) respondents appealed to 2<sup>nd</sup> A.A. and remaining 22 (14.7 percent) did not appeal. The district wise analysis

shows that the majority of people in all the districts have admitted of applying to the Second Appellate Authority. The point to be noted is that the total number of respondents studied under this issue are 150, as these people belong to the category of disagreed on the issue of satisfaction from the furnished information by the First Appellate Authority. Bhiwani is the district where least number of people admitted of applying to the Second Appellate Authority as envisaged in the RTI Act, whereas maximum respondents in this category belong to the district of Kurukshetra.

Thus data given in the table showed that majority of the respondents filed to 2<sup>nd</sup> A.A. which 128 (85.3 percent) respondents were satisfied form 2<sup>nd</sup> A.A. The significant of satisfaction level in the RTI Act has already been explained earlier. The satisfaction level of respondents from 2<sup>nd</sup> appellate authority is given in the table 3.15.

### **3.15 Satisfaction from Information Provided by 2nd Appellate Authority**

**Table 3.15**

#### **Perception of the Respondents regarding the Information Provided by 2nd Appellate Authority**

<b>Response</b>	<b>Number of Respondents</b>					<b>Percentage</b>
	<b>Bhiwani</b>	<b>Faridabad</b>	<b>Kurukshetra</b>	<b>Sonipat</b>	<b>Total</b>	
Agree	25	23	33	31	112	87.5
Disagree	3	7	5	1	16	12.5
Total	28	30	38	32	128	100

The data in table 3.15 shows that out of 128 (100 percent) 112 (87.5 percent) respondents are satisfied from the information provided by the second appellate authority and only 16 (12.5 percent) respondents are not satisfied. The district wise analysis reveals that in all the four districts majority of respondents have agreed on

the issue of satisfaction from the information furnished by the Second Appellate Authority. In Kurukshetra, the maximum of 33 (86.8 percent) respondents have agreed on the issue of satisfaction from the information furnished by the Second Appellate Authority. The district of Faridabad is least in the category of agreed with 23 (76.6 per cent) respondents.

Therefore, out of 400 respondents, 332 respondents are satisfied from the information provided by the department, which is given by state public information officer, first appellate authority and second appellate authority. Out of total sampled 110 (27.55 percent) respondents are satisfied from SPIO, 110 (42.3 percent) respondents are satisfied from 1<sup>st</sup>A.A and remaining 112 (87.5 percent) are satisfied from 2<sup>nd</sup> A.A. It is great triumph of RTI act that out of 100 percent, 83 percent respondents are satisfied. It means department functioning according to the desired goals established by the government. Which makes the administration transparent accountable, responsible and people friendly.

### **3.16 Regarding imposition of penalty on Public Information Officer (PIO)**

According to RTI Act (section 20), the information commission can impose a penalty of Rs 250/- per day till the information is not provided. The penalty amount can be up to maximum of Rs 25000/-. The PIO is personally liable for the payment of penalty. The relevant information regarding imposition of penalty is given below.

**Table 3.16**  
**Perception of Respondents Regarding Penalty given by State Public Information Officer**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	9	11	13	10	43	33.5
Disagree	19	19	25	22	85	66.5
Total	28	30	38	32	128	100

The relevant information given in table 3.16 indicates that 43 (33.5 percent) respondents stated that State Public Information commission penalized the PIO and remaining 85 (66.5 percent) said the commission did not penalize. The district wise investigation shows that majority of people in all the districts have admitted of perceiving a scenario where State Public Information Commission is not found to penalize the SPIOs in case exceeding the time limit as well as not furnishing the satisfactory information. Among the four districts under the study, best performance is exhibited by the district of Faridabad, where 11 (36.5 percent) respondents agreeing on the issue of imposing penalty on the SPIOs by the State Public Information Commission in case of failure in carrying out there duty.

### **3.17 Regarding Penalty given by State Public Information Officer**

Under section 20 (1) (2) of RTI Act empowered the Commission to penalized Public Information Office for disciplinary (according to service rules) action or whatever necessary after heard reasonable ground. The relevant information regarding penalty is indicated below in the table 3.17.

**Table 3.17**  
**Perception of Respondents about Type of Penalty**

Type of Penalty	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Monetary	2	3	6	1	12	27.9
Disciplinary	5	7	3	8	23	53.5
Both	2	1	4	1	8	18.6
Total	9	11	13	10	43	100

The data in table 3.17 reveals that 43 (100 percent) sample data said that PIO was penalized by 2<sup>nd</sup> appellate authority. Out of total empirical data 12 (27.9 percent) respondent said that they were penalized monetary, 23 (53.5 percent) stated that the authority took disciplinary action against them or disciplinary penalty was given them and remaining 8 (18.6 percent) respondents said that both kind of penalties were imposed. The district wise analysis on the issue of type of penalty imposed on the erring officials shows that monetary penalty is imposed in the district of Kurukshetra, where 6 (46 per cent) penalties are in monetary form. The ratio of disciplinary penalty is found greater in the districts of Sonipat and Faridabad. Both kinds of penalties are also imposed on the few, whose share is highest in the district of Kurukshetra with 4 respondents (more than 30 per cent).

Hence, empirical analyses reflect that authority has penalized public information officers, who are not furnishing information within stipulated time period due to any reason. it is good sign of successful implementation of RTI act in the department.

### 3.18 Regarding Useful of RTI Act

RTI in its preamble says to provide for setting up of the practical regime of right to information for all citizens to secure access to information under the control of public authorities in order to provide transparency and accountabilities in the working of every public authority. Hence its main aim is to make the administration citizen centric and more participatory. But it will be successful only when people will access relevant and useful information.

The perception of respondents regarding usefulness of RTI Act is tabulated in the table given below.

**Table 3.18**  
**Perception of Respondents Regarding Usefulness of RTI Act**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	74	70	77	73	294	73.5
Disagree	26	30	23	27	106	26.5
Total	100	100	100	100	400	100

The data in table 3.18 highlights that Right to Information act, 2005 is useful for common man, Out of 400 sampled, 294 (73.5 percent) respondents said that RTI Act is really useful for common man and remaining 106 (26.5 percent) respondents have some problem with respect to all usefulness. This response was given after seeking information by the information seekers from PIO, 1<sup>st</sup> A.A and 2<sup>nd</sup> Appellate Authority. Although some people raised their voice against its success according to

the data but they are in minority. Majority of respondents are in its favour and opined that it is successful in achieving its desired ends.

The district wise analysis reveals that in all the four districts majority of respondents have agreed on the issue of usefulness of the RTI Act. In Kurukshetra, the maximum of 77 percent respondents have agreed on the issue of Usefulness of the RTI Act, followed by Bhiwani (74 per cent), Sonipat (73 per cent) and Faridabad (70 per cent).

### **3.19 Regarding Accountability of employees**

RTI Act is framed to make employees accountable towards their duties and deeds. Before RTI Act they were not bound to do work within stipulated time period and absence of fixed time period delay in administrative functioning was prevailing in the administration. But after the implication of RTI Act officials are bound to furnish information within stipulated time periods otherwise they have to face penalty. In fact, RTI Act not only bounds them to disseminate demanded information but also it made official active to maintain record, clear financial statement and to update data of the department. However accountability of employers has increased. In the next table data is analyzed regarding accountability of employees.

**Table 3.19**  
**Perception of Respondents about Accountability of Employers**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	97	96	100	96	389	97.25
Disagree	3	4	0	4	11	2.75
Total	100	100	100	100	400	100

The information in table 3.19 indicates that after implementation of RTI Act, accountability of employees has increased out of 400 selected respondents, 389 (97.25 percent) respondents stated that accountability of employees has been increased and minority of respondents said there is no major change in their duties and responsibilities. Only 11 (2.75 percent) respondents opined in a negative way.

A glimpse of the district wise distribution on the issue of fixing accountability on the employer shows that in all the four districts majority of respondents have agreed on the issue of accountability of employer in furnishing the desired information. In Kurukshetra, the maximum of 100 percent respondents have agreed on the issue of accountability of employer followed by Bhiwani (97 per cent), Sonipat (96 per cent) and Faridabad (96 per cent).

### **3.20 Regarding Transparency in Departmental Functioning**

The Prime motive of RTI Act is making the administration transparent, responsible and accountable towards their duties and responsibilities. In a democratic country government is formed by the people directly or indirectly. Therefore it is right



of the common masses to know about the government policies and programmes. In this regard RTI is a milestone which guarantees the people to furnish information within stipulated time period.

The next table 3.20 is tabulated regarding the level of transparency in the Department of Secondary Education Haryana.

**Table 3.20**  
**Perception of Respondents about Transparency level**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	90	89	100	98	377	94.25
Disagree	10	11	0	2	23	5.75
Total	100	100	100	100	400	100

The data in table 3.20 reveals that almost 377 (94.25 percent) respondents stated that RTI Act has been successful in making administration transparent and accountable. A few of them are pessimistic and hold indifferent perception, which are only 23 (5.75 percent) respondents. A glance at the district wise distribution on the issue of transparency in departmental functioning shows that in all the four districts majority of respondents have agreed on this issue. In Kurukshetra, the maximum of 100 percent respondents have agreed on the issue of transparency in departmental functioning followed by Sonipat (98 per cent), Bhiwani (90 per cent), and Faridabad (89 per cent).

### **3.21 Status of Corruption after Implementation of RTI Act**

The culture of secrecy encourages the government officials to indulge in corrupt activities. As a result the government's social spending yields no worthwhile

benefits, for instance the teachers do not teach, doctors and nurses do not attend health centre and ration card holders do not receive subsidized food grains. It creates an environment of distrust between the people and the government.

In this context RTI is a proved weapon to breakdown the culture of secrecy and opens up the environment of transparency, which is the enemy of corruption. The next table which is highlighting the status of corruption, in the Department of Secondary Education is given below.

**Table 3.21**  
**Perception of Respondents Regarding the Status of Corruption**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	83	77	80	81	321	80.25
Disagree	17	23	10	9	79	19.75
Total	100	100	100	100	400	100

The data in table 3.21 indicates that out of 400 collected data 321 (80.25 percent) respondents stated that RTI Act is really capable to crack down the corruption and it brought down the corruption in the department. The remaining 79 (19.35 percent) respondents are having different outlook. They opined that RTI Act did not bring down the corruption in the department.

The district wise analysis reveals that in all the four districts majority of respondents have agreed on the issue of usefulness of the RTI Act in bringing down the corruption level in the department. In Bhiwani, the maximum of 83 percent respondents have agreed on the issue of Usefulness of the RTI Act in bringing down

corruption, followed by Sonipat (81 per cent), Kurukshetra (80 per cent) and Faridabad (77 per cent). Hence, majority of respondents are having the positive outlook regarding implication of RTI Act against corruption in the department.

### 3.22 Perception Regarding Provision of RTI Act

People are social assets in the democracy. The success of any law or regulation made for them. The success of these laws depends upon the satisfaction of the common masses. If they are unsatisfied with the provision of these Laws, it means there is need to amend them. The perception of the respondents regarding provisions of RTI Act is tabulated in table 3.22.

**Table 3.22**  
**Perception Regarding Provision of RTI Act**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	79	77	69	85	310	77.5
Disagree	21	23	31	15	90	22.5
Total	100	100	100	100	400	100

The data in table 3.22 shows that 310 (77.5 percent) respondents said that they are agree with the provisions of RTI Act and remaining 90 (22.5 percent) respondents do not agree with the prevailing provisions of the act.

A glimpse of the district wise distribution on the issue of their perception regarding RTI Act provisions shows that in all the four districts majority of respondents have agreed on the sufficiency of RTI Act provisions. In Sonipat, the maximum of 85 percent respondents have agreed on the issue of sufficiency of the

act, followed by Bhiwani (79 per cent), Faridabad (77 per cent) and Kurukshetra (69 per cent).

However majority of respondents are showing agreement with the provision of the Act and only minority of respondents having are some problem or want change in the provision of the act. It is fruitful for RTI Act that people are understanding and accepting its provisions.

### 3.23 Regarding Grading of Officials Given by Information Seekers

While obtaining information they were interacted with the officials and while interacting with some beneficiaries were not satisfied with behavior pattern of officials, assistance, absenteeism from their seat and their knowledge etc. Hence, on the behalf of their perception grading is given for officials. Where they have been classified into five grades to the officials, i.e., 1 is denoting poor and 5 is indicating excellent performance. More analysis is given below.

**Table 3.23**  
**Grading of Officials**

Grading	Performance	Number of Respondent					Percentage
		Bhiwani	Faridabad	Kurukshetra	Sonip at	Total	
E	Poor	34	19	24	28	105	26.25
D	Fair	38	45	40	41	164	41
C	Good	19	26	29	23	97	24.25
B	Very Good	8	7	5	5	25	6.25
A	Excellent	1	3	2	3	9	2.25
Total		100	100	100	100	400	100

The data presented in table 3.23 indicate that 105 (26.25 percent) respondents have given number E which highlights 'Poor' performance. It means they have poor knowledge about RTI Act. 164 (41 percent) respondents said that they have fair performance. It means they were not poor; they have some knowledge about the Act and its usage. 97 (24.25) respondents indicated that they have good performance regarding the RTI Act and its usage. 25 (6.25 percent) respondents revealed that official performance 'Very Good'. They said they had very good knowledge and remaining 9 (2.25 percent) gave the grade 'A'. Which denote excellent?

From the above analysis it can be concluded that majority of officials have good knowledge about the act. Out of 400 sampled, 131 respondents said, 'Good', 'Very Good', and 'excellent'. 164 included in 'Fair' criteria and only 105 respondents said that official had poor knowledge. This performed poorly.

If one peep into the district wise distribution of grading of officials, one can come to the conclusion that majority of 72 per cent officials in Bhiwani fall in the categories of 'poor' and 'fair'. Similar is the case with Sonipat where 69 per cent officials come in the categories of 'poor' and 'fair'. In the district of Faridabad, majority of 71 per cent officials come in the 'fair' and 'good' categories. In Kurukshetra also 69 per cent officials belong to the 'fair' and 'good' categories.

### **3.24 Perception of Respondents Regarding Time Limit**

The information seeker has given their perception about the sufficiency of time to obtain information. Under section (7) of RTI Act, there are 30 days for information from the date of application, 48 hours for information concerning the life and liberty of a person. The respondent gave their views differently about the

provision of RTI Act. Some are in favour and remaining is against it. The relevant date is classified below.

**Table 3.24**  
**Perception of Respondents about Adequacy of Time Period**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	40	53	45	39	177	44.25
Disagree	60	47	55	61	223	55.75
Total	100	100	100	100	400	100

The data in table 3.24 reveals that 177 (44.25 percent) respondents stated that given time period of 30 days in normal circumstances and 48 hours in emergency is adequate. But majority of respondents, which are 223 (55.75 percent), stated that given time period is so long because when we get information then the purpose of seeking information ceases and the information becomes useless. Therefore, to make the information useful, time period should be decreased. Thus, the above analysis indicated that prescribed time limit is too long and in case information seekers appeal before 1st Appeal Authority, the time period double, so, to make RTI Act more meaningful and beneficial time constraints must be brought down.

A glimpse of the district wise distribution on the issue of their perception regarding the stipulated time limit to furnish the information shows that in all the districts except Faridabad, majority of respondents have agreed on the insufficiency of stipulated time limit to furnish the information under the RTI Act provisions. They have found the stipulated time limit too long and frustrating. In Faridabad, the

majority of 53 percent respondents have agreed on the issue of sufficiency of stipulated time limit to furnish the information under the RTI Act. They perceive the stipulated time period as satisfactory and fruitful.

### 3.25 Perception of Respondents about Institutional Arrangements

In the RTI Act, there are the provisions of central and state information commission at centre and state level respectfully. It also provides the provisions of implementation of RTI Act in each and every Centre and State Government department Of Haryana. The collected data has given their perception regarding adequacy of the institutional arrangement in the secondary education department. The data has been tabulated in table 3.25

**Table 3.25**

#### **Perception of Respondents Regarding Adequacy of Institutional Arrangement**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	28	20	23	38	109	27.25
Disagree	72	80	77	62	291	72.75
Total	100	100	100	100	400	100

The data in table 3.24 make it clear that out of total sample units, 109 (27.25 percent) respondents stated that institutional arrangement in the department is adequate and remaining 291 (72.25 percent) respondents stated that it is inadequate. In fact, the regarding the inadequacy of institutional arrangement was given by majority of respondent, who may have faced some obstacle regarding availability of required infrastructure while obtaining information. The district wise analysis reveals

that in all the four districts majority of respondents have disagreed on the issue of the adequacy of institutional arrangements for accessing the RTI Act. In Faridabad, the maximum of 80 percent respondents have agreed on the issue of inadequacy of institutional arrangements for accessing the RTI Act, followed by Kurukshetra (77 per cent), Bhiwani (72 per cent) and Sonipat (62 per cent).

### **3.26 Perception of Respondents to set up Infrastructure at Local Level**

Out of total sampled data majority of respondents responded that due to inadequacy of infrastructure of RTI act at local level, people do not take interest to avail information. They said it should also be set up in senior secondary school at village or block level maximum people get benefited from it. The concerned information is collected and tabulated in table 3.26

**Table 3.26**  
**Perception of Respondents about setting up Infrastructure of RTI Act at Local Level**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	88	79	83	81	331	82.75
Disagree	12	21	17	19	69	17.25
Total	100	100	100	100	400	100

The information in table 3.26 indicates that majority of respondents are unsatisfied with the present established infrastructure in the department. They gave their opinion to establish it at the local level as well. Out of 400 sampled data 331 (82.75 percent) respondents stated that it should be set up at local level and only 69 (17.25 percent) respondents are in favour of present institutional arrangements. A



glance at the district wise distribution on the issue of setting up the RTI Act infrastructure at the local level shows that in all the four districts majority of respondents have agreed on this issue. In Bhiwani, the maximum of 88 percent respondents have agreed on the need to establish the RTI Act infrastructure at the local level, followed by Kurukshetra (83 per cent), Sonipat (81 per cent) and Faridabad (79 per cent).

### 3.27 Perception of Respondents about feeling unsafe while filing RTI

The RTI Act made was framed people participation through disclosure of information. But it is true that people feel unsafe while filing RTI. The relevant information is given below in the table 3.27

**Table 3.27**  
**Perception of Respondents for Feeling Unsafe while filing RTI**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	76	79	83	61	299	74.75
Disagree	24	21	17	39	101	25.25
Total	100	100	100	100	400	100

The data in table 3.27 reveals that 299 (74.75) respondents said that people feel unsafe while filing RTI and only 101 (25.25 percent) stated that it is not true. They do not feel unsafe. The district wise analysis reveals that in all the four districts majority of respondents have agreed that they felt unsafe while seeking information under the RTI Act. In Kurukshetra, the maximum of 83 percent respondents have agreed on the issue of insecurity, followed by Faridabad (79 per cent), Bhiwani (76

per cent) and Sonipat (61 per cent). Therefore majority of respondent felt unsafe and a few of them don't feel unsafe while seeking information under RTI Act.

### 3.28 Perception of Respondent to introduce any Legislation to protect them

In the present analysis majority of information seekers responded in favor of providing protection. It is duty of the government to protect them. In the table majority of respondents are demanded to introduce such legislation to protect them, although, 25.25 percent of respondent did not demand any safety or protection. The relevant data is given in table 3.28

**Table 3.28**  
**Perception of Respondents about Introducing Legislation for protection**

Response	Number of respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	57	89	86	60	292	73
Disagree	2	2	2	1	7	1.75
No response	41	9	12	39	101	25.25
Total	100	100	100	100	400	100

The data in table 3.28 throws light on the introduction of any legislation to protect information seekers. Out of total selected 400 respondents, 292 (73 percent) respondents gave their perception to introduce such legislation, 7 (1.75 percent) respondents stated that there is no need of such legislation. They can be protected simply by police or protection forces and remaining 101 (25.25 percent) did not give any response in this regard. They also stated that they do not feel unsafe while filing and obtaining information. . A glance at the district wise distribution on the issue of

introducing legislation for protection of whistleblowers shows that in all the four districts majority of respondents have agreed on the issue of introducing legislation. In Faridabad, the maximum of 89 percent respondents have agreed on the need of such legislation, followed by Kurukshetra (86 per cent), Sonipat (60 per cent) and Bhiwani (57 per cent).

Thus, to make RTI Act more successful government should pass any legislation like whistle blower bill to protect information seekers. Although government has introduced various legislations to protect the interest of common masses but unfortunately their application is not so effective .Therefore here is need of effective legislation to protect them.

As already stated, to assess the dynamics of Right of Information in the Department of Secondary education, Haryana sample of both information seekers as well as officials were collected. 400 information seekers have been evaluated and 100 samples of officials have been analyzed. The main thrust is given to the analysis on knowledge of officials, their behavior pattern, training programmes, institutional arrangements of the department, trend of disseminate information and about efficiency of the department.

### **3.29 Age Based Distribution of Officials**

Before throwing light on various aspects of RTI Act and its implementation in Secondary Education Department of Haryana, firstly, one should analyze the age based distribution of officials of this department.

**Table 3.29**  
**Age Based Distribution of Officials**

Age	Number of Officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
21 – 30	2	3	2	3	10	10
31 – 40	5	11	7	13	36	36
41 – 50	16	6	13	7	42	42
51 – 60	2	5	3	2	12	12
Total	25	25	25	25	100	100

The data in table 3.29 shows that out of 100 selected officials, 10 (10 percent) officials belong to age group of 21-30 years. 42 (42 percent) officials belong to age group of 41-50 years and remaining 12 (12 percent) officials are from to age group of 51-60 years. As far as the age group distribution of officials among chosen districts is concerned, all the four districts show a similar picture as majority of officials hails from the age group of 31-40 and 41-50. Only a few of official respondents fall in the category of 21-30 and 51-60.

It can be concluded on the basis of information collected from official that out of total sampled data 46 officials are from younger age group, 42 officials are of middle age group and remaining 12 officials belong to old age group. Quite evidently the majority of the officials are of young age groups.

### **3.30 Perception of the Officials Regarding Level of Knowledge**

The next question asked from the officials was relating to their level of knowledge. The relevant information is translated in table 3.30

**Table 3.30**  
**Perception of the Officials Regarding Level of Knowledge**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Complete	17	12	15	13	57	57
Incomplete	8	13	10	12	43	43
Total	25	25	25	25	100	100

The data in table 3.30 show that out of total sample data collected from officials, 54 (57 percent) officials stated that they have complete knowledge about RTI Act and remaining 43 (43 percent) have incomplete knowledge. The district wise analysis on the issue of level of knowledge of the RTI Act provision among officials reveals a mixed picture with maximum respondents with complete knowledge regarding RTI Act provisions prevailing in Bhiwani with 17 respondents (68 per cent) followed by Kurukshetra with 15 respondents (60 per cent), Sonipat with 13 respondents (52 per cent) and Faridabad having 12 respondents (48 per cent).

Hence majority of officials have complete knowledge. Although 43 (43 percent) still do not have complete knowledge despite of seven years of its implementation, but it is also positive response that at least they have some knowledge about RTI Act. With the passage of time they will get more knowledge about RTI Act through various means.

### **3.31 Perception of Officials about Medium through which they get Knowledge**

In the collected data from officials they have given their perception regarding medium through which they got knowledge about RTI Act, 2005. They got

knowledge about RTI Act through various sources i.e. Television, Newspapers and training etc. Further analysis has been given in the table number 3.31.

**Table 3.31**  
**Perception Regarding Medium of Knowledge about RTI Act**

Medium	Number of officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Television	2	1	3	1	7	7
Newspapers	3	2	4	4	13	13
Training	9	13	12	12	46	46
Colleague	7	6	5	4	22	22
Others	4	3	1	4	12	12
Total	25	25	25	25	100	100

The data in table 3.31 shows that 7 (7 percent) officials got knowledge through television, 13 (13 percent) stated that they got by news papers, 46 (46 percent) were benefitted through training programmes run by the department, 22 (22 percent) officials got knowledge through their colleague and remaining 12 (12 percent) got knowledge from other sources like radio programmes, internet, departmental notice board and dramas. A glance at the district wise distribution on the study of medium of seeking knowledge about RTI Act reveals that in all the four districts majority of official respondents have attained knowledge from the trainings imparted in the department and rest of the majority has sought the knowledge from the departmental colleagues. In Faridabad, the maximum of 13 (52 percent) respondents have sought knowledge about RTI Act from training, followed by Kurukshetra with 12 respondents (48 per cent), Sonipat with 12 respondents (48 per cent) and Bhiwani having 9 respondents (36 per cent).

From above analysis it can be concluded that majority of officials got knowledge through training programmes which were run by the department, another majority of officials got benefitted from their colleague and remaining officials acquired knowledge through Television, Newspapers and other means.

### **3.32 Perception of Officials Regarding Attending the Training Programme run by the Department**

In the table 3.32 officials gave their perception about the number of officials attending the training programme.

**Table 3.32**

#### **Perception of Officials Regarding Attended Training Programme**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	19	16	17	17	69	69
Disagree	6	9	8	8	31	31
Total	25	25	25	25	100	100

The information in table 3.32 indicates that majority of officials attended the training programmes run by the department and only 31 (31 percent) officials did not attend the training programmes. Thus, officials are attending training programme for effective implementation of RTI Act but negative response is dangerous, which is highlighting that some people are far from it, because knowledge to officials for such a democratic law is as necessary as Polio drop .Such training programme included the qualities the to perform duties as a PIO, APIO or for sake of knowledge. Which has a bearing in the long run therefore training programme must be attended by officials. A glance at the district wise distribution on the issue of attending Training programmes

for instilling the qualities for better implementation of the RTI Act shows that in all the four districts majority of official respondents have agreed on attending such training programmes. In Bhiwani, the maximum of 19 (76 percent) respondents have agreed to have attended such training programmes, followed by Kurukshetra with 17 respondents (68 per cent), Sonipat with 17 respondents (68 per cent) and Faridabad with 16 respondents (64 per cent).

### 3.33 About Key Area of Training Programme

The officials have given their views about training programmes attended by them in various field. They got training especially in the field informational Law, use of technology for disseminating information and regarding the behavior pattern to deal with the information seekers. The relevant data is tabulated in the table 3.33.

**Table 3.33**  
**Perception of Officials regarding area of training**

Area of Training	Number of officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Behavior	5	3	2	3	13	18.3
Technological	4	4	4	6	18	26.5
Information Law	10	9	11	8	38	55.2
Total	19	16	17	17	69	100

The information in table 3.33 indicates that out of sample data who attended the training programmes, 13 (18.3 percent) officials were attending the behavior training in which they were taught by trainer to deal with the information seekers. 18



(26.5 percent) officials got the Technological training in which they learnt about how to use technology for effective implication of RTI Act and remaining 38 (55.2 percent) officials got training related to information Law. In a district wise scenario, out of the total officials attending the training programmes, majority of respondents have agreed to have got knowledge of information law during the training session as compared to behavioural and technological training. This ratio is more or less similar in all the four selected districts.

Therefore, majority of officials got training in the field of information law and minority of officials got behavioral training which is most significant for the effective implication of RTI Act Therefore it is necessary to give more stress on their behavioral training as well.

### **3.34 About Usefulness of these Training programmes**

The officials, those attended the training programme in various areas gave their perception regarding how much these programmes are helpful for them regarding RTI Act. The relevant information is classified and analyzed in the upcoming table 3.34.

**Table 3.34**

**Regarding usefulness of Training Programme for Officials**

Response	Number of respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	13	12	15	12	52	75.3
Disagree	2	2	2	1	7	10.3
No response	4	2	0	4	10	14.4
Total	19	16	17	17	69	100

The data in table 3.34 reveals that majority of officials stated that training programmes was helpful, 52 (75.3 percent) officials ratified. 7 (10.3 percent) officials replied that the training programmes was not so helpful and remaining 10 (14.4 percent) officials did not respond. In a district wise scenario, out of the total officials attending the training programmes, majority of official respondents have agreed on the issue of usefulness of the training session. In Kurukshetra, the maximum of 15 (88 per cent) of their trained official respondents have agreed on this point followed by Faridabad with 12 respondents (75 per cent), Sonipat with 12 respondents (70.5 per cent) and Bhiwani with 12 respondents (68 per cent).

Therefore, data shows that training programmes were helpful and beneficial for officials because 52 (75.3 percent) officials supported this statement, although, 7 (10.3 percent) officials were stated against usefulness of these training programme.

### 3.35 Regarding Institutional Arrangements

The officials of Secondary Education Department, in the various districts, where the study was conducted gave their perception about institutional arrangements of RTI Act. In the department institutional arrangements Assistant Public Information Officer, Public Information Officer, Cash counter and other necessary facilities are required. The related data has been analyzed and tabulated in the table 3.35

**Table 3.35**

#### **Perception of Officials Regarding Adequacy of Institutional Arrangements**

<b>Response</b>	<b>Number of respondents</b>					<b>Percentage</b>
	<b>Bhiwani</b>	<b>Faridabad</b>	<b>Kurukshetra</b>	<b>Sonipat</b>	<b>Total</b>	
Agree	10	15	12	11	48	48
Disagree	8	10	12	13	32	32
No response	7	0	1	1	20	20
Total	25	25	25	25	100	100

The data in the table 3.35 shows that out of total sample of officials, 48 (48 percent) officials stated that infrastructure for RTI Act is although in the department, 32 (32 percent) of officials opined that there is lack of adequate institutional arrangements for the implementation of RTI Act in the department and remaining 20 (20 percent) official did not give any response. Therefore, majority of officials responded in favor of availability of adequate infrastructure. The district wise analysis reveals that out of the four districts two districts of Bhiwani and Faridabad agreed on the issue of the adequacy of institutional arrangements for accessing the RTI Act. In

Kurukshetra, 12 (48 percent) respondents have agreed on the issue of inadequacy of institutional arrangements for accessing the RTI Act where as other 48 per cent have disagreed on the issue of inadequacy of institutional arrangements. The most adverse response has been traced in the district of Sonipat, where 13 (52 percent) officials pointed towards inadequate infrastructure and other 11 (44 per cent) indicated institutional adequacy.

### **3.36 About Availability of Special Cell in the Department**

The availability of special cell means to establish a special branch which oversees the matter relating to RTI Act only. In this regard majority of employees did not respond positively. There is no interference of other branches like audit, account or establishment. It reduces the burden of the department because it divides responsibilities among officials of the department. Hence, such type of arrangements can bring more efficiency in the department, although there is no such provision in department as per perception of the officials. The related information has tabulated in the table 3.36.

**Table 3.36**

**Perception of Official Regarding establishment of Special Cell**

<b>Response</b>	<b>Number of Respondents</b>					<b>Percentage</b>
	<b>Bhiwani</b>	<b>Faridabad</b>	<b>Kurukshetra</b>	<b>Sonipat</b>	<b>Total</b>	
Agree	2	5	3	2	12	12
Disagree	23	20	22	23	88	88
Total	25	25	25	25	100	100

The data in the table 3.36 reveals that 12 (12 percent) officials responded that special cell has been established for implementation of RTI Act in the department but they are in minority. Majority of officials responded negatively. They said special cell was not established in the department. 88 (88 percent) officials gave this negative statement. A glance at the district wise distribution on the issue of establishing special cell for better implementation of the RTI Act shows that in all the four districts majority of official respondents have disagreed on the presence of such special cells in the department. In Bhiwani and Sonipat, the maximum of 23 (92 percent) respondents have revealed that there is no special cell in the department, followed by Kurukshetra 22 (88 per cent) and Faridabad 20 (80 per cent).

**3.37 Perception about RTI Act Hindering the Departmental Functioning**

Further question was asked to the officials whether RTI Act is slowing down the working process of the department or not. The majority of the officials gave their views in favor of this question. The relevant information has been tabulated in the table 3.37.

**Table 3.37**

**Perception about RTI Act Hindering the Efficiency of the Department**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	25	16	22	23	86	86
Disagree	0	9	3	2	14	14
Total	25	25	25	25	100	100

The data in table 3.37 shows that majority of officials said that RTI Act is additional burden on the department. Therefore, it is hindering the efficiency of the department. 86 (86 percent) officials ratified this statement and remaining 14 (14 percent) said it is not hindering the efficiency. The district wise analysis reveals that in all the four districts majority of respondents have agreed on the viewpoint that RTI Act is hindering the efficiency of the department. In Bhiwani, the maximum of 100 percent respondents have agreed on this viewpoint followed by Sonipat with 23 respondents (92 per cent), Kurukshetra with 22 respondents (88 per cent) and Faridabad with 16 respondents (64 per cent). Hence, the analysis concludes that the inadequacy of institutional arrangements for implementation of RTI Act is hindering the efficiency of the department.

**3.38 Regarding Additional Burden**

The official of the department argued that due to democratization of the government Institution they are very busy in departmental functioning and procedures have become more complex. In these circumstances RTI Act is only adding to the

burden of department and officials are unable to perform all function effectively in this burdensome scenario.

**Table 3.38**  
**Perception of Officials Regarding Additional Burden of RTI Act**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	23	23	22	23	91	91
Disagree	2	2	3	2	9	9
Total	25	25	25	25	100	100

The data in table 3.38 depicts that RTI Act, 2005 is additional burden on the department working process, 91 (91 percent) officials were ratified with the above statement and another 9 percent are against this view. Ultimately majority of the officials responded that RTI Act, 2005 is really a burden. A glance at the district wise distribution on the issue of RTI Act proving to be a additional burden on the departmental functioning shows that in all the four districts majority of official respondents have agreed that RTI Act is proving a additional burden on the departmental functioning and is adversely affecting its efficiency. In Bhiwani, Sonipat and Faridabad, the maximum of 23 (92 percent) of their official respondents have agreed on this point followed by Kurukshetra with 22 respondents (88 per cent).

### **3.39 Regarding Special Financial Assistance for RTI Act**

Further officials gave their perception regarding financial assistance given for RTI related activities. In fact, finance is an essential requirement for any establishment, because without special allocation department cannot implement RTI

Act effectively and required infrastructure, essential digital system and publicity of RTI Act cannot be possible. The relevant information has been highlighted in table 3.39

**Table 3.39**  
**Perception of Officials Regarding Special Financial Allocation**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	6	5	4	7	22	22
Disagree	19	20	21	18	78	78
Total	25	25	25	25	100	100

The district wise study on the issue of provisioning of special financial allocation suggests that the majority of officials responded negatively on this issue in the entire four districts. They refused to have got any special grants and financial allocations for the successful implementation of RTI Act. The data in the table 3.39 reveals that 22 (22 percent) officials stated that special assistance was given for RTI related activities and remaining 78 (78 percent) official said that there was no such special financial provision for RTI related activities. Therefore, majority of officials ratified the above view that department has not made the special financial allocation for RTI related activities.

### **3.40 About Using Software for Processing RTI request**

In the information technology era, digital processing becomes necessary for everyone. The manual filing system is a hurdle in ensuring the efficiency and the working process of the department. It also supports corrupt activities. The digitalized system not only improves the functioning of the department but also makes them



transparent. The perception of the officials regarding use of software for processing RTI applications online has been tabulated in table 3.40.

**Table 3.40**

**Perception Regarding using Software for Processing RTI Request**

Response	Number of respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	1	0	1	0	2	2
Disagree	17	19	20	25	62	62
Don't know	7	6	4	0	36	36
Total	25	25	25	25	100	100

The data in table 3.40 reflects that the department is still not using any software for processing RTI request. Out of total sample data, only 2 (2 percent) officials stated that department is using software. 62 (62 percent) officials stated that department not using any software for implication of RTI Act and remaining 36 (36 percent) officials did not respond in this regard. A glance at the district wise distribution on the use of softwares for processing RTI applications reveals that in all the four districts majority of official respondents have disagreed that they are not using any kind of software for faster processing of RTI requests. In Sonipat, the maximum of 100 percent of their official respondents have disagreed on this point followed by Kurukshetra with 20 respondents (80 per cent) Faridabad with 19 respondents (76 per cent) and Bhiwani with 17 respondents (68 per cent).

Thus, majority of officials responded that department is not using any software for processing RTI request and another majority of officials did not answer this question.

### 3.41 About Medium of Disseminating Information

In the next question officials gave their perception regarding medium of disseminating information. The relevant information is tabulated below.

**Table 3.41**  
**Perception of officials about disseminating Information**

Medium of Response	Number of officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Documentation	25	25	25	25	100	100
Disk / Floppy	0	0	0	0	0	0
Online	0	0	0	0	0	0
Total	25	25	25	25	100	100

The data in table 3.41 depicts that in the Secondary Education Department, information is furnished in documentation form. This statement is rectified by 100 (100 percent) officials. The officials stated regarding CD and Floppy also. They said that department also furnished information in compact Disk (CD) format but it is provided after charging hundred rupees according to Haryana RTI rules. For seeking information in CD format seeker have to pay Rs.100 and in Floppy Rs.50. A glance at the district wise distribution on the use of medium for disseminating information reveals that in all the four districts, 100 per cent official respondents have agreed that they use documentation format for disseminating information under RTI Act.

### 3.42 About Standard Format/Prescribed format for seeking information

The Department of Secondary Education Haryana has issued the prescribed format free of cost for seeking information under RTI Act. But majority of applicants don't use this format. They applied on simple A-4, A-3 size paper. The sample data of officials has given their views regarding prescribed format. It is explained and tabulated below.

**Table 3.42**

**Perception Regarding Using Standard Format for Seeking Information**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	2	3	6	2	13	13
Disagree	23	22	19	23	87	87
Total	25	25	25	25	100	100

The data in table 3.42 indicates that 13 (13 percent) officials stated that people have been using prescribed format for seeking information and another majority of official replied that people have not been using standard format of RTI application for information. The district wise study on the issue of people using standard format for seeking information suggests that the majority of officials responded negatively on this issue in the entire four districts. They admitted that people are not seeking information in the standard format.

Hence, maximum people still don't use standard format for making RTI request. Although department has displayed standard format free of cost but people still use traditional application format for seeking information

### 3.43 Perception about Prescribed Format being User Friendly

Further question was asked to the officials whether prescribed format is user friendly or not. The sample data gave their perception in this regard. The relevant data has been analysed in table 3.43.

**Table 3.43**

**Perception Regarding Prescribed Format being User Friendly or Not**

Response	Number of Officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Definitely agree	15	15	12	20	62	62
Slightly agree	8	7	9	3	27	27
Neither agree Nor disagree	1	1	2	1	5	5
Slightly disagree	1	2	2	1	6	6
Total	25	25	25	25	100	100

Analysis of data presented in table 3.43 shows that 62 (62 percent) officials agreed to the prescribed format, 27 (27 percent) officials were slightly agreed, 5 (5 percent) officials neither agreed nor disagreed and remaining 6 (6 percent) stated that

they slightly disagree. A quick look at the district wise distribution on the issue of prescribed format being user friendly shows that in all the four districts majority of official respondents have definitely agreed that prescribed format is user friendly with another majority slightly agreeing on the user friendly nature of prescribed format. In Sonipat, maximum of 20 (80 per cent) officials are definitely agreeing with least share in Kurukshetra with 12 respondents (48 per cent). Therefore, majority of officials stated that prescribed format is user friendly.

### 3.44 Perception of Officials Regarding Behaviour of Information Seekers

While obtaining information, the behaviour of information seekers was assessed, whether they are co-operative or not? The related information is explained and classified in the table given below.

**Table 3.44**

#### **Perception about Behaviour of Information Seekers**

Response	Number of officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Co-operative	9	8	6	7	30	30
Non-cooperative	4	3	5	3	15	15
Indifferent	12	14	14	15	55	55
Total	25	25	25	25	100	100

The data in table 3.44 depicts that 30 (30 percent) officials stated that information seekers were co-operative, 15 (15 percent) replied that they were non co-

operative and remaining 55 (55 percent) answered that they were neither co-operative nor non-cooperative. Therefore, the majority of information seekers gave the indifferent views. A glimpse at the district wise analysis suggests that around half of the official respondents in the various districts faced the indifferent behavior of the information seekers while accessing information under RTI Act. The behavior scenario is found most cooperative in Bhiwani with 9 (36 percent) officials ratifying the cooperative behavior of information seekers.

### **3.45 Regarding Response of Information Seekers while Demanding More Money**

Further question was asked to the officials regarding the response of information seekers when money was demanded for extra information. The officials gave their perception in this regard. The relevant information is analysed and classified in table 3.45.

**Table 3.45**

#### **Perception of Officials Regarding Response of Information Seekers while Demanding more Money for Extra Information**

Response	Number of officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Co-operative	6	9	8	4	27	27
Non-cooperative	15	14	11	8	48	48
Indifferent	4	2	6	13	25	25
Total	25	25	25	25	100	100

The data in table 3.45 reveals that out of total sample data 27 (27 percent) officials stated that when we demanded more money for extra information, they were co-operated with us, 48 (48 percent) officials replied that they did not co-operate with us, they refused to pay and remaining 25 (25 percent) officials said when we approached them for extra money they did not come back to obtain information. A glance at the district wise analysis suggests that majority of the respondents in all the districts except Sonipat faced non-cooperative behavior of the information seekers when officials demanded more money for the extra information. The behavior scenario is found better in the district of Sonipat where attitude of information seekers was indifferent with 13 respondents (52 per cent) when officials demanded more money for extra information and in Faridabad where best cooperative behavior was found with 9 (36 per cent) official respondents in the respective district.

Hence, the majority of officials stated that information seekers were not ready to pay more money. They just wanted to obtain information with initial fee which is 50 rupees. Directly or indirectly 73 (73 percent) of officials ratified this statement. Only 27 (27 percent) said information seekers were ready to pay for extra information if needed.

### **3.46 About Digitalization of the Department**

In global scenario, people want quick action in administrative process. It is only possible through digitized system. Therefore, the question in this regard was asked from the officials to know the status of the department. The sample data in this regard gave their perception. The relevant information about digitalization of the department is classified and tabulated below.

**Table 3.46**

**Perception of official about Digitalization of the Department**

Response	Number of officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Fully computerized	3	4	3	1	11	11
Partially computerized	9	11	8	6	34	34
Manual filing system	13	10	14	18	55	55
Total	25	25	25	25	100	100

The data in table 3.46 reflects that the department is majorly working through manual filing system. 55 (55 percent) officials out of total sample data ratified the above statement. Whereas 34 (34 percent) officials stated that department is partially digitalized and remaining 11 (11 percent) stated that it is fully digitalized. Hence majority of officials supported the view that still department has not been digitalized and It is still working on manual filing system. A glance at the district wise distribution on the issue of digitalization of the department for making it more user friendly reveals that in all the four districts majority of official respondents have agreed that they have not digitalized the department. In Sonipat, the maximum of 18 (72 percent) of their official respondents have agreed on using manual filing system followed by Kurukshetra with 14 respondents (56 per cent), Bhiwani with 13 respondents (52 per cent) and Faridabad with 10 respondents (40 per cent).

**3.47 Regarding Website of the Department**

In global perspective, informative system plays a very crucial role for speedy work. If the department has its own website it can display the basic rule and



regulation of the department including provisions of RTI Act, 2005 i.e. list of assistant public information officer, public information officer, public authority, time period, prescribed fee and format of application etc. Hence, website can be beneficial for the people and the department as well.

The official of the Secondary Education Department, Haryana from four districts of Sonipat, Kurukshetra, Bhiwani, and Faridabad have given their perception about availability of website. The perception has been tabulated below.

**Table 3.47A**

**Perception of Officials Regarding Availability of the Website of the Department**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	25	25	25	25	100	100
Disagree	0	0	0	0	0	0
Total	25	25	25	25	100	100

The data in table 3.47A shows that Department of Secondary Education Haryana has website. All of officials ratified this statement. The district wise study on the issue of availability of departmental website suggests that all of the officials responded positively on this issue in the entire four districts. They accepted the existence of departmental website for the better access of department related activities.

Furthermore, data is analyzed regarding availability of list of APIO, PIO and public authority in table number 3.47B.

**Table 3.47B**

**Perception of Official regarding availability of PIOs and appellate authorities on the department website**

Response	Number of respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	23	23	24	22	92	92
Disagree	1	1	0	1	3	3
Don't know	1	1	1	2	5	5
Total	25	25	25	25	100	100

The data in table 3.47B highlights that department is facilitating people to access RTI Act and its provision through the departmental website including list of APIO, PIO and appellate authorities. Majority of officials (92 percent) confirmed this statement. 3 (3 percent) officials replied that no information has been given on website regarding list of APIO, PIO and other basic provisions prevailing in Haryana regarding RTI. Besides, 5 (5 percent) officials did not respond in this regard. The district wise study on the issue of availability of PIOs and appellate authorities on the departmental website shows that majority of the officials responded positively on this issue in the entire four districts. They accepted the availability of PIOs and appellate authorities on the departmental website for the better implementation of RTI related activities.

### 3.48 Regarding Record Management System

Record management is the essential part of the institutional arrangements. The record management system includes all the data related to the department. It is very helpful for the department when people seek information regarding department officials' statement, financial statement and expenditure etc. The perception of the official regarding awareness of record management system is classified and highlighted below.

**Table 3.48**  
**Regarding Awareness of Record Management System**

Response	Number of respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	16	19	21	16	72	72
Disagree	6	4	3	7	20	20
No response	3	2	1	2	8	8
Total	25	25	25	25	100	100

The data in table 3.48 depicts that majority of sample data know about record management system. 72 (72 percent) officials are among them. 20 (20 percent) officials stated that they do not know about it. 8 (8 percent) officials did not respond about record management system. A glance at the district wise distribution on the awareness of record management system reveals that in all the four districts majority of officials respondents have agreed that they have the awareness of record management system. In Kurukshetra, the maximum of 21 (84 percent) of official

respondents have agreed on this point with Sonipat and Bhiwani at the bottom with 16 respondents (64 per cent) each.

### 3.49 About Maintenance of Records

After the classification and tabulation of the last data further question was raised regarding maintenance of records. It shows the efficiency of the department. The relevant information taken from the officials is tabulated in table 3.49.

**Table 3.49**  
**Perception of Officials about Maintenance of Records**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	15	18	20	15	68	68
Disagree	1	1	1	1	4	4
Total	16	19	21	16	72	72

The data in table 3.49 indicated that department is maintaining data. Majority of officials (68 percent) ratified this statement. Remaining 4 (4 percent) officials replied that they do not maintain all records up to date but they keep data and disclose it as per requirement. A quick look at the district wise distribution on the issue of maintenance of records for better implementation of RTI Act shows that in all the four districts majority of official respondents have agreed that records are maintained keeping in mind the RTI Act implementation. In Kurukshetra, the maximum of 21 (95 percent) of their official respondents have agreed on this point followed by Faridabad

with 19 respondents (94.7 per cent), .Bhiwani with 16 respondents (93.7 per cent) and Sonipat with 16 respondents (93.7 per cent).

Therefore, it can be concluded that department is efficient in its working. It is not only spreading awareness about their recent official programmes but also maintains it properly.

### **3.50 Regarding Computerization of the Records**

Computerized records are easily maintained and are also easy to furnish when demanded. Such kind of record management system is helpful for officials. It saves the time of officials and avoids the use of cumbersome and complex manual filing system. It brings more transparency in the day to day working of the officials. In the global competitive era it is necessary for the department to maintain all records in digital format. Therefore this question was included in the interview schedule for further analysis. The relevant information in this regard has been analyzed in the table below.

**Table 3.50**

#### **Perception of Officials Regarding Computerization of all Records**

<b>Response</b>	<b>Number of Respondents</b>					<b>Percentage</b>
	<b>Bhiwani</b>	<b>Faridabad</b>	<b>Kurukshetra</b>	<b>Sonipat</b>	<b>Total</b>	
Agree	2	4	3	3	12	17.6
Disagree	13	14	17	12	56	82.3
Total	15	18	20	15	68	100

The data in table 3.50 highlights that the department has not digitalized all records. Majority of officials ratified above statement, which is 56 (82.3 per cent) and

remaining 12 (17.6 percent) official stated that department is digitalizing data. Hence, the empirical analysis concludes that the department has not been using digital system for record management. In the present digital era, it is not a good sign for the department.

A glance at the district wise distribution on the computerization of official records for processing RTI applications reveals that in all the four districts majority of official respondents have agreed that they have not computerized the official records. In Kurukshetra, the maximum of 17 (85 percent) of their official respondents have disagreed on this point followed by Faridabad with 14 respondents (77.7 per cent), .Bhiwani with 13 respondents (86.6 per cent) and Sonipat with 12 respondents (80 per cent).

### **3.51 Regarding Enthusiasm for RTI Act among People**

RTI Act, 2005 brought the culture of transparency in the administrative functioning. Now the policies and programmes of the department have become more accessible to the people. Various scholarship schemes, recruitment process, information about schools and teachers have opened up for the people. Therefore, common masses have become more enthusiastic towards the RTI Act. The relevant information in this regard is tabulated below.

**Table 3.51**

**Perception of Officials regarding Enthusiasm among People for RTI Act**

Response	Number of Officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Definitely agree	3	2	4	3	12	12
Slightly agree	6	5	4	7	22	22
Neither agree Nor disagree	16	14	13	15	58	58
Can't say	0	4	4	0	8	8
Total	25	25	25	25	100	100

The data in table 3.51 shows that out of total sample, 12 (12 percent) officials definitely agree that people are enthusiastic for RTI Act. 22 (22 percent) official are slightly agree and 58 (58 percent) officials replied that they neither neither agree nor disagree. From above data it can be concluded that people are obtaining information and utilizing RTI Act but still they are not enthusiastic about it. Remaining 4 (4 percent) officials did not respond in this regard. In the district of Sonipat, 10 (40 per cent) respondents agree that there was enthusiasm among people towards RTI Act followed by Bhiwani with 9 respondents (36 per cent), Kurukshetra with 8 respondents (32 percent) and Faridabad with 7 respondents (28 per cent).

Therefore, majority of officials stated that people are not enthusiastic for RTI Act. Although they are using RTI Act according to their requirement but due to flaws in the departmental set up of RTI Act, they are not feeling enthusiastic towards the RTI Act.

### 3.52 Regarding Competence of RTI Act to Fight Corruption

Secrecy is the enemy of transparency. The RTI Act, 2005 has broken the culture of secrecy and has brought the open culture and people friendly administration. It has made the administration accountable and responsible towards their duties, which has broken the pattern of delays and corrupt activities from administration. Now, the people have the legal right to know about administrative procedure by obtaining information under RTI Act.

In the Department of Secondary Education, Haryana, perception of officials was taken regarding capacity of RTI Act against corruption. The relevant data in this regard is tabulated below.

**Table 3.52**

#### **Perception of Officials regarding Competence of RTI Act to Fight Corruption**

Response	Number of respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	16	16	16	18	76	76
Disagree	6	8	7	5	26	26
Indifferent	3	1	2	2	8	8
Total	25	25	25	25	100	100

The data in table 3.52 depicts that RTI Act, 2005 is really competent to fight against corruption. Almost all the districts have agreed on the competency of RTI Act in fighting corruption with maximum respondents in Sonipat (72 per cent) followed



by other three districts with each having 64 percent respondents agreeing on the point. Out of total sample 76 (76 percent) officials ratified the above statement, 26 (26 percent) officials said that in real sense it is not competent to fight corruption and remaining 8 (8 percent) officials replied indifferently. They stated that although RTI Act brought the transparency in the department but sometime people are unable to obtain adequate information or department does not furnish adequate information within stipulated time period. In this case information seekers have to approach the first appellate or second appellate authority. In fact, the appellate procedure is time consuming and harassing people. Some time people do not get satisfied from the second appellate authority also. In these circumstances RTI Act becomes ineffective. But ultimately majority of officials stated that RTI Act, 2005 is competent to fight corruption and minority of officials denied this statement.

### **3.53 Perception of Officials about People Friendly Department**

Through RTI Act people can easily know about administrative functioning indirectly. It improves people participation and it brings the department more close to the people. In this regard question was asked to the officials. They replied and gave their perception. The relevant information has been tabulated in table 3.53.

**Table 3.53**

**Perception of officials whether RTI Act made the Department more People Friendly**

Response	Number of Officials					%age
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Definitely agree	10	5	6	5	26	26
Slightly agree	10	7	9	13	39	39
Neither agree Nor disagree	4	9	8	6	27	27
Slightly Disagree	1	4	2	1	8	8
Total	25	25	25	25	100	100

The data in table 3.53 shows that 26 (26 percent) officials stated that they definitely agree that the RTI Act has made the department more people friendly, 39 (39 percent) officials slightly agree, 27 (27 percent) officials replied that they are neutral and remaining 8 (8 percent) officials slightly disagree. If one gets a district wise glance of perception of officials regarding RTI Act making the department more people friendly, one can easily assess that in Bhiwani, majority of respondents either definitely agree or slightly agree. In Faridabad, majority of respondents neither agree nor disagree. Similar is the scenario in Kurukshetra, whereas in Sonipat majority of 13 (52 percent) slightly agree on the issue. Therefore, the empirical analysis concludes that the majority of officials agreed that the RTI Act made the department more people friendly.

**3.54 Regarding Awareness towards Duty**

The RTI Act, 2005 has awakened the officials who were deep sleeping. It has also made them aware of their duties and responsibilities, as information seekers can

seek any information relating to the department. To fulfill all these demands officials have to be aware, they have to maintain all records related to the department and in this process they become more aware about their duties and responsibilities. The empirical information in this regard collected from the officials of secondary education department has described in following table.

**Table 3.54**

**Perception of Officials regarding their Consciousness towards their duties after Implementation of RTI Act, 2005**

Response	Number of Officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Definitely agree	6	4	7	3	20	20
Slightly agree	8	12	9	10	39	39
Neither agree Nor disagree	11	9	4	5	29	29
Slightly Disagree	0	0	5	7	12	12
Total	25	25	25	25	100	100

The data in table 3.54 highlights that 20 (20 percent) officials definitely agree that due to RTI Act they became more aware of their responsibilities, 39 (39 percent) officials are slightly agree with this statement, 29 (29 percent) officials are neutral means they neither agree nor disagree and 12 (12 percent) officials slightly disagree. They stated that they are not so much affected from the RTI Act. Before its implementation they were committed toward their work. Therefore, majority of

officials responded in favor of rise in duty consciousness among officials due to the RTI Act. In Bhiwani, majority of officials neither agree nor disagree on the issue of rise in consciousness of officials after implementation of RTI Act, whereas in Faridabad, Kurukshetra and Sonipat, most of the respondents slightly agree on the issue.

### **3.55 Regarding methods used by the Department for Promoting RTI Act**

The department has used various methods to promote RTI Act. In this regard empirical information was collected from the officials. Their perception has been given below in the table 3.55.

**Table 3.55**  
**Perception of Officials towards methods used by the Department for promoting RTI Act, 2005**

Methods	Number of Officials					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Newspapers	0	0	0	0	0	0
Pamphlets	2	3	1	2	8	8
Awareness Programme	1	1	2	0	4	4
Electronic Media (Internet, website of the Department etc.	22	21	22	23	88	88
Total	25	25	25	25	100	100

The data in table 3.55 depicts that Secondary Education Department, Haryana is using various methods for promoting RTI Act. 88 (88 percent) officials replied that the department has used electronic media for promoting RTI Act, i.e., through internet, emails and websites of the department. 8 (8 percent) officials replied that the department uses pamphlets and brochures for promoting RTI and the remaining 4 (4 percent) stated that the department uses awareness programmes through TV, and radio etc for promotion of RTI Act among people. The district wise analysis of methods used for promotion of RTI Act is similar across all the districts with more than 80 per cent official respondents claiming to be using electronic media in their respective districts.

### **3.56 Regarding Constraints before Effective Implementation of RTI Act**

RTI Act, 2005 brought revolution in Indian democracy. It has evolved the new system of people participation and accountability of officials towards their deeds. It has reduced the delay in administration but some of the provisions of the RTI Act are constraints in its effective implementation i.e. fee, stipulated time period, imposition of penalty, non-availability of funds and non availability of staff etc..In this regard empirical data was collected from officials. They gave their perception towards impediments prevailing before effective implication of RTI Act. The next table is highlighting the relevant information.

**Table 3.56**

**Perception of Officials towards Constraints before Effective Implementation of RTI Act**

Response	Number of Respondents					Percentage
	Bhiwani	Faridabad	Kurukshetra	Sonipat	Total	
Agree	20	21	19	19	79	79
Disagree	5	4	6	6	21	21
Total	25	25	25	25	100	100

The data in table 3.56 highlights that some constraints are affecting RTI Act due to which it is not being implemented effectively. The majority of officials (79 percent) have ratified this statement. The remaining 21 (21 percent) officials stated that it working smoothly. Therefore, empirical analysis indicates that in real sense some factors are affecting its effective implementation. The district wise study on the issue of constraints in effective implementation of RTI Act shows that majority of the officials responded positively on this issue in the entire four districts. They accepted that there are constraints in effective implementation of RTI Act and only a few have claimed that the RTI Act is being implemented smoothly without hassle.

Thus, an attempt has been made in this chapter to analyze the RTI Act and its implementation in the Secondary Education Department, Haryana on the basis of primary survey. It has been found that the RTI Act, 2005 is working successfully but simultaneously some constraints have also aroused, which are hindering its effective implementation i.e. institution arrangements, lack of staff, prescribed time limit, non co-operation of people, obligation of penalty etc.

In the next chapter, the assessment of problems revealed in the study and their prospects in the future implementation of RTI Act in Haryana has been discussed.