

RTI ACT, GRIEVANCES REDRESSAL MECHANISM AND CITIZEN'S CHARTER

2024-25

1. RTI Act

Under the provisions of Section 4 (b) of RTI Act 2005, manual giving Suo-moto information on CWPRS has been published on the Website www.cwprs.gov.in as a part of implementation of the act. The manual is periodically being updated.

Further, all efforts are being taken to administer and implement the act. The citizens are also given guidance in obtaining information under the act. The names, addresses, and other details of the Appellate Authority, Public Information Officer, Transparency Officer, and Nodal Officer for the year 2024-25 are provided below. The current details of the RTI officers are available at <http://cwprs.gov.in/rti-cell>.

Appellate Authority	Dr. R. G. Patil Additional Director, CWPRS, Khadakwasla, Pune 411024 Tel. : 020-24103444 e-mail: patil.rg@cwprs.gov.in
Public Information Officer	Dr. M. Selva Balan Scientist-E CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103391; Mobile: 9423235127 E-mail : cpio-cwprs@cwprs.gov.in
Transparency Officer	Dr. Jiweshwar Sinha Scientist-E CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103293; Mobile: 9422530452 E-mail: sinha.j@cwprs.gov.in
Nodal Officer	Dr. M. Selva Balan Scientist-E CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103391; Mobile: 9423235127 E-mail : cpio-cwprs@cwprs.gov.in
Asst. Public Information Officer	Smt. Anuja Rajagopalan Scientist-C CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103409; Mobile : 9421001204 E-mail: anuja.r@cwprs.gov.in

The Department of Personnel and Training (DoPT) has launched a web portal “RTI Online” with URL <https://rtionline.gov.in/RTIMIS> for receiving and processing RTI applications, appeals online, with the facility to align all the Public Authorities (PAs) of Government of India.

As per the directives, CWPRS has aligned with this RTI-MIS online portal of DoPT and started processing of all requests for seeking information under RTI Act, appeals through RTI-MIS portal. All requests which have been received manually are also being processed and disposed off through the RTI-MIS online portal.

As per the requirements of this online RTI-MIS system, user accounts have been created for Nodal Officer (RTI), CPIO, FAA and five Deemed Public Information Officers (DPIOs).

Information on requests and appeals handled under the act during 2024-25 is summarized below.

	Opening balance as on 1/04/2024	Received during 2024-25 (including cases transferred to other Public Authority)	No. of cases transferred to other Public Authorities	Decisions where requests/ appeals rejected and disposed off	Decisions where requests/ appeals accepted and disposed off
Requests	4	104	7	0	100
First Appeals	1	19	0	0	19
Amount of Charges Collected (Rs) 90					
Registration fee amount		Additional fee & any other charges		Penalties amount	
90/-		Nil		Nil	

2. Grievance Redressal Mechanism

A Grievance Cell under the chairmanship of **Dr. Jiweshwar Sinha, Scientist-E**, functions with the objective of looking into the grievances and for their redressal. The relevant data relating to cases handled during 2024-25 is given below:

Grievance cases pending as on 31 st March 2024	-
Cases received during 1 st April 2024 to 31 st March 2025	19
Cases disposed off during 1 st April 2024 to 31 st March 2025	17
Cases pending as on 31 st March 2025	2

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the web-based portal that enables an Indian citizen to lodge a complaint from anywhere and anytime directly, has been implemented at CWPRS. Periodical updating of the entries is being carried out and relevant reports are submitted monthly, quarterly, half yearly and yearly.

3. Citizen's Charter

The Citizen's Charter in respect of CWPRS, formulated by a Task Force specially constituted for the purpose, has been subsequently upgraded/ revised/ modified in pursuance of related instructions/communications from the Ministry from time to time, including the 7-step model for 'Servottam for Citizen Centricity in administration' as per relevant instructions of DARPG. The main components of the Citizen's Charter include: Vision and mission statement, details of business transacted and customers/ clients, service provided by the organization, details of grievances redress mechanism in place and expectations from clients. Presently the Charter is in the process of getting formal approval from MoJS, Dept. of WR, RD&GR.