RTI ACT, GRIEVANCE REDRESSAL MECHANISM AND CITIZEN'S CHARTER

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 regarding the Appellate Authority, Public Information Officer, Transparency Officer and Nodal Officer are given below.

Appellate Authority	Shri M. K. Verma Scientist 'E' CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103456; E-mail: verma.mk@cwprs.gov.in
Public Information Officer	Mrs. Sushma Jitesh Vyas Scientist-D CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103345; E-mail: cpio-cwprs@cwprs.gov.in
Transparency Officer	Dr. Jiweshwar Sinha Scientist-E CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103293; E-mail: sinha.j@cwprs.gov.in
Nodal Officer	Dr. M. Selva Balan Additional Director CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103477; E-mail: : selvabalan_m@cwprs.gov.in
Asst. Public Information Officer	Shri. Aniruddha Bharde Assistant Research Officer CWPRS, Khadakwasla, Pune- 411024 Tel: 020-24103468; E-mail: bharde.ab@cwprs.gov.in

The Department of Personnel and Training (DoPT) has launched a web portal "RTI Online" with URL https://rtionline.gov.in/RTIMISfor 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 2025-26 is summarized below.

	Opening balance as on 1/04/2025	Received during 2025-26 (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	1	133	2	0	124
First Appeals	1	17	0	0	17
Amount of Charges Collected (Rs) 174 /-					
Registration fee amount		Additional fee & any other charges		Penalties amount	
130/-		44/-		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 2025-26 is given below:

Grievance cases pending as on 31st March 2025	1
Cases received during 1st April 2025 to 31st March 2026	29
Cases disposed off during 1st April 2025 to 31st March 2026	27
Cases pending as on 31st March 2026	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