

**Manual 3**  
**Procedure followed in decision-making process**  
[Section 4(1)(b)(iii)]

The procedure can be described both in narrative form and through Flow Process Chart. In narrative form the stages through which a proposal passes, the levels at which it gets examined and the final authority to which it has to go for approval may be explained.

**Flow Process Chart for disposal of applications under Right to Information Act, 2005**

S.No.	Activity	Level of action	Time frame
1.	To receive application and put a diary number	Counter Clerk	Same day
2.	To mark application to concerned staff	SPIO/SAPIO	Next day
3.	To prepare report as required in the application	Dealing Hand	7-10 days
4.	Checking of report by the SAPIO	SAPIO	Next day
5.	Finalization of report	SPIO	2-3 days
6.	Delivery of report to the applicant	Counter Clerk	Next day

**FLOW PROCESS CHART FOR DISPOSAL OF GRIEVANCES (AS PER SoP)**

Sl. No.	Time frame	Activity	Level of action
1.	Day one	To receive complaints and put a diary number by the diary clerk	Counter clerk
2.	Day one	All complaints are put up to Supdt. for making preliminary scrutiny	Office Supdt.
3.	Day Two	To put up complaints with recommendation regarding issue of annexure-I, II, III or IV to the concerned Member, PGC	Office Supdt./ Dy. Secy. (G )
4.	Day Three	Annexure-II is issued to the concerned department and ATR is requested within 21 days	Dealing Asstt./ Office Supdt./ Dy. Secy. (G )
5.	Day Three	Annexure III & IV are issued calling for ATR within 21 days and fixing the case for hearing	Dealing Asstt./ Office Supdt./ Dy. Secy. (G )
6.	Within 30 days	ATR in respect of Annexure-II are examined and decision taken to close the case or to list one case for regular hearing with the approval of concerned Member. If no ATR received, the case is fixed for regular hearing.	Dealing Asstt./ Office Supdt./ Dy. Secy. (G )

**Flow Process Chart for disposal of applications under Delhi Right to Information Act, 2001**

S.NO	Activity	Level of action	Time frame
1.	To receive application and put a diary number	Counter Clerk	Same day
2.	Deposit of fee & issue of receipt	Counter Clerk	Same day
3.	Forward Appeal application	Counter Clerk	Same/next day
4.	Perusal / marking of Appeal application	Dy. Secretary (DRTI)	Same day
5.	Forward Appeal application to concern Dealing Assistant	Dy. Secretary (DRTI)	Same day
6.	Preparation of file & generation of ID	Dealing Assistant	Next day
7.	Scheduling the Appeal for hearing as per availability of hearing Dates	Dealing Assistant	Next day
8.	Take up Appeal for hearing	HOD	As per date of hearing
9.	Preparation of the draft order of the hearing	Dy. Secretary (DRTI)	Same /Next day
10.	Signature & issue of hearing order	HOD	Same /Next day
11.	Dispatch of hearing order	Dispatch Clerk	Next day