



**RTI AUDIT**

**ON**

**RTI ACT IMPLEMENTATION IN ITPO**  
(COMPLIANCE OF SECTION-4 & OM: 15-04-2013)

**FOR**

**(2017-2018)**

**BY**

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## **1.0 INTRODUCTION**

ITPO, the premier trade promotion agency of the Ministry of Commerce & Industry, (Govt. of India) is committed to showcase excellence achieved by the country in diverse fields especially trade and commerce.

ITPO provides a wide spectrum of services to trade and industry and acts as a catalyst for growth of India's trade.

ITPO has an extensive infrastructure as well as marketing and information facilities that are availed by both exporters and importers. It assist buyers seeking information related to the sourcing products from India and providing opportunities for India's trade and investment.

ITPO organises national level participations in overseas trade fairs and exhibitions showcasing best of India globally. Participations in events based in lie with the market opportunities and keeping in view the Government's FOCUS programmes for countries in Latin America, Africa and CIS Countries. Currently ITPO organises India Pavilions in more than 30 events globally.

During the year 2018-19 ITPO proposes to organise 19 trade fairs/events in India and organise /participation in 39 overseas events besides assisting in third party organisers in organising 76 trade related events at Pragati Maidan.

ITPO's regional offices at Bangalore, Chennai, Kolkata and Mumbai, through their respective profile of activities, ensure a concerted and well coordinated trade promotion drive throughout the country.

With the commissioning of the state-of-the-art Chennai Trade Centre (CTC) in January 2001 and the Trade Centre Bangalore in September 2004, ITPO has successfully completed the first phase of the setting-up of modern exhibition facilities outside Delhi. The Chennai Trade Centre which addresses a long-felt need for a permanent and modern exhibition venue in Tamil Nadu, has already emerged as a hub of trade-related activities in the region.

Likewise, the formal commissioning of the Trade Centre Bangalore (TCB), at Whitefield on September 20,2004 as a joint initiative of TPO and the Karnataka State Industrial Area Development Board, is the harbinger of an added impetus to trade promotion through fairs, exhibitions and associated

activities of the State and Southern region. During 2017-18 TCB hosted 35 events/exhibitions and conventions.

Presently ITPO is spreading over 123 acres of prime land in the heart of India's capital, New Delhi, Pragati Maidan offers about 61,290 sq. mtrs. of covered exhibition space & 90 number of fair/ events per year.

On the advice of Department of Commerce, ITPO has been coordinating the construction of an exhibition-cum-trade complex 'North East Trade Centre' at Sarusajai, Guwahati under 'Assistance to States for Developing Export Infrastructure and Allied Activities (ASIDE)' Scheme, for facilitating trade in North-Eastern States. Spread over an area of 10 acres on the NH-37; the constructed exhibition complex under Phase-I of development, consists of three fully air-conditioned halls of 800 sq.mtrs. each, entrance lobby and plaza, mini convention-cum-conference room in a total plinth area of 8,700 sq. meters.

ITPO is now implementing the ambitious plan of redevelopment of its landmark fair ground Pragati Maidan , involving the modern state of art **International Exhibition-Cum -Convention Centre (IECC)** in two phases , bringing it on par with best Exhibition and conventional Centre across the world. The project is of National Importance.

### **Activities & Services**

Managing the extensive trade fair complex, Pragati Maidan .

Organising various trade fairs and exhibitions at its exhibition complex in Pragati Maidan and other centres in India.

Facilitating the use of Pragati Maidan for holding of trade fairs and exhibitions by other fair organisers both from India and abroad.

Timely and efficient services to overseas buyers in vendor identification, drawing itineraries, fixing appointments and even accompanying them where required.

Establishing durable contacts between Indian suppliers and overseas buyers.

Assisting Indian companies in product development and adaptation to meet buyers' requirements.

Organising Buyer-Seller Meets and other exclusive India shows with a view to bringing buyers and sellers together.

Organising India Promotions with Department Stores and Mail Order Houses abroad.

Participating in overseas trade fairs and exhibitions.

Arranging product displays for visiting overseas buyers.

Organising seminars/conferences/workshops on trade-related subjects

Encouraging small and medium scale units in export promotion efforts.

Conducting in-house and need-based research on trade and export promotion.

Enlisting the involvement and support of the State Governments in India for promotion of India's foreign trade.

### **Public Grievances Redressal System**

A senior officer is nominated as Public Grievance Officer, who will be available on a fixed day in a week, to personally hear any grievance related matter.

Appellate Authority- in case the redressal of the grievance is completed in stipulated time or not to the satisfaction of the person, he/she may be approach the appellate authority as notified by ITPO.

The details of the Nodal Officer along with the contact particulars for referring the Grievances if any is given on the website:

## **Right to Information**

ITPO is implementing the Right to Information Act, 2005 and has put in place all necessary systems and procedures on the website of the Organisation. The Organisation has also appointed Central Public Information Officer & Public Information Officer and also set up a mechanism for disposal of the appeal by FAA has been provided in the Act. Any Citizen of India can seek information under the Act.

## **Independent Audit of Effectiveness of Citizen Charter and Public Grievances Mechanism**

On formulation of the above framework, an independent audit of Effectiveness of Citizen Charter and Public Grievances Mechanism may be undertaken and report sent to the Department of Commerce on an annual basis.

## **Vision**

To be a leader amongst world class Trade Promotion Organisations, leveraging India's strengths international. Rapid growth in India's share of global trade and investments, quality of our services and customer satisfaction will be the touchstone of our success.

## **Missions**

To promote, facilitate, encourage & co ordinate various activities and programs to enhance India's share of exports through trade in goods.

## **2.0 Implementation of the RTI Act.2005**

ITPO as per the records available in the RTI Cell, had started the implementation of the RTI Act 2005, immediately after the enactment of the RTI Act in 2005 as statue by the Government of India. As per the records, the company had nominated one Centralised Appellate Authority (AA), Central Public Information Officer , 4 (Four) Public Information Officers (PIOs), one Public Information Officers (Dy.PIO), one Public Information Officers (Alt. PIO) out of 4 PIOs , there are three regional Level Public Information Officers. ITPO had nominated after the enactment of the RTI Act 2005 during the year 2005 itself. Presently there are 3 Regional Level Public Information Officer

(PIOs). In addition ITPO has also nominated Transparency Officer (TO) to comply with CIC order.

Applications are being received by CPIO directly from citizen of India online as well as off line and also from respective Regional PIOs received by them as per provisions in the RTI Act and implementation guidelines issued by DoPT. Information to the applicants is being provided centralised system through corporate office by CPIO. Quarterly reports to CIC and Ministry is also being compiled & furnished through centralise system by CPIO at corporate office .

One number of Appellate Authority (AA) is independently receiving the appeals related to all the PIOs and disposing of the same in line with the provisions in the act within stipulated period of 30 days.

List of the Appellate Authorities, CPIO, PIO,s ,APIO , DPIOs and TO is attached at **Annexure "I"**

At present following officers are directly responsible for smooth implementation of the RTI act 2005 in CC.

Shri L. C. Goyal, IAS	Chairman & Managing Director (CMD)
Board Members	Functional Directors of ITPO
Shri Ashutosh Varma,	GM(Adm.) & Appellate Authority
Mrs. J.L. Kashyap	Dy.GM & CPIO
Shri S.R.Sahoo	CS & Transparency Officer
Shri B.N.Gupta	Senior Manager(Adm.) & PIO
Shri B.K.Garg	Senior Manager& Alt. PIO
Shri A.K.Sachdeva	Manager ( RTI Cell) & DPIO
Business units	Business Unit Heads & PIO at Regions
All Employees	As Custodians of Information

### **3.0 Officers contacted for the Audit**

In order to conduct the RTI audit in the ITPO, a public authority, as per provisions under the act, following officials have been contacted for discussions and providing relevant inputs for smooth audit.

Mrs. J.L. Kashyap	CPIO & Senior Manager
Shri B.N.Gupta	Senior Manager(Adm.) & PIO
Shri A.K.Sachdeva	DPIO & Manager ( RTI Cell)
Shri Brahm Prakash	Executive (N/F)

### **4.0 Compliance of RTI Act in ITPO (Compliance of Section 4(1)(b))**

In accordance with the act it was the obligations of all the public authorities to comply with the provisions of the section 4(1)(b),(c) & (d) and to publish the same within 120 days from 15-06-2005 for smooth implementation of the Act from the date of enactment that is by 12-10-2005, ITPO had to proactively disclose all the information as mentioned in 19 paras i.e.(a) i to xvii,(b) & (c).

Detailed point wise status against each point is given in the **Annexure II**.

### **5.0 Provision for obtaining of information by citizen of India**

Detailed procedure for obtaining information by the citizen of India/ applicant from ITPO has been provided under RTI portal, including particulars of Appellate Authorities (AA), Central Public Information Officer(CPIO), Public Information Officer (PIO) , 3 Regional Level Public Information Officer (PIOs) and one Dy. Public Information Officer (DPIO). Copy enclosed at **Annexure I**.

For making appeal as per section 19 of the act, ITPO has also provided the complete details and procedure for filing first appeal to First Appellate Authority or any other correspondence related to RTI with the Appellate Authority, procedure for filing Second Appeal to Second Appellate Authority along with the address and contact details are also being given in the order of Appellate Authority.

As per the RTI organisation structure, ITPO having 3 Regional Level Public Information Officers (PIO,s), however applications are being disposed of through centralised system by CPIO at Corporate office.



## **6.0 Acceptance of cash by ITPO for RTI Fee**

It is accepting cash against application fee as well as for additional fee for providing information, as per the Fee Rules of RTI Act 2005.

## **7.0 Compliance of Section 4(1) (a)**

Detailed discussions were held with heads of departments for implementation of the act & providing of information as well as with respect to record management being followed by them.

Both the departments i.e. Administration & Law have nominated nodal officer in their respective departments. Nodal officer co-ordinate and assist respective GM/DGM in faster disposal of appeals & RTI applications.

Computerisation of the documents & records indexing & cataloguing are under consideration. **However, there is no standard record management policy Guidelines exists in ITPO.**

## **8.0 Suo-motu disclosures under section 4(2), 4(3) & 4(4)**

ITPO as per requirement of Suo-motu disclosures under 4(2), 4(3) & 4(4) has provided adequate information related to its functions, on the web site as well as in the annual reports and calendar events in English and Hindi.

## **9.0 Status of RTI applications for the year 2017-2018**

No. of applications received during the year	= 86
No. of applications disposed of during the year	= 82
No. of applications disposed of within 30 days	= 82
No. of applications disposed of after 30 days	= NIL
No. of applications pending, if any, (C/F) of March	= 04

## **10.0 Status of RTI appeals to first appellate authority for the year 2017-2018**

No. of appeals received during the year	= 06
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No. of appeals disposed off during the year	= 06
No. of appeals disposed of within 30 days	= 06
No. of appeals disposed of after 30 days	= 00
No. of appeals pending, if any,	= 00

### **11.0 Status of RTI second appeals to CIC for the year 2017-2018**

No. of appeals received during the year	= <b>NIL</b>
No. of appeals disposed off during the year	= <b>NIL</b>

### **12.0 Quarterly Reports (section 25)**

As per the records, all the 4 reports physically available in the office of CPIO, ITPO and seen by us related to the RTI Quarterly Reports, It has been found that ITPO is regularly submitting quarterly reports to CIC, in the prescribed Performa of DoPT. The copies of quarterly report are enclosed at **Annexure III**.

### **13.0 Training on RTI (Section 26)**

ITPO is regularly deputing CPIO/PIOs/APIO/Dy.PIO and other officials for RTI training. During the year 2016- 2017 ITPO have deputed one officers for RTI training. More, awareness program for employees of ITPO on RTI needs to be arranged for faster disposal of application.

### **14.0 Update of information (Section 4 (xvii))**

ITPO has confirmed that, it is updating the information every year & as and when required. Presently, updated information is available on the website as on 04-07-2018.

### **15.0 Update of Replies on Website**

Regarding Update of RTI replies on website, ITPO is uploading the RTI replies on the website in order to comply with the DoPT Circular No. 1/1/2013-IR,

Dated: 21-10-2014. All the replies of CPIO & FAA are available on the website of ITPO under the portal of RTI.

#### **14.0 Availability of latest circulars, guidelines and notifications on RTI**

Some of the circulars of DoPT are available in the RTI Cell at Corporate Centre. However, ITPO has been advised to keep all the relevant circulars/notifications readily available in separate RTI circular file.

#### **17.0 CITIZEN CHARTER**

ITPO has published the information regarding citizen charter on the website as per DoPT Circular dated 15-04-2013.

#### **18.0 PPP CONTRACTS/ AGREEMENTS**

ITPO has to publish the information regarding PPP contracts/Agreements on the website as per DoPT Circular dated 15-04-2013. Presently ITPO is not having any such agreement/ assignments.

#### **19.0 PROCUREMENTS /BID AWARDS**

ITPO has to publish the information regarding contracts/bid awards on the website as per DoPT Circular dated 15-04-2013. ITPO, is putting the information related to procurement giving complete details of the awards such as name of the contractor and value.

#### **20.0 CAG & PAC PARA**

ITPO has included the CAG & PAC para in their annual report, which is available on the web site of the company as well as in the hard copy of the annual report 2016-2017. **Annexure IV**

#### **21.0 RTI para in Annual Report**

ITPO in their annual report have included a para on implementation of RTI Act 2005, along with status of applications disposed of during the financial year. ITPO have confirmed to include in the next annual report. **Annexure V**

## **22.0 Transfer Policy & Transfer Orders**

The transfer policy of employees is available on the website of ITPO, however, the transfer orders are being put on the intranet of ITPO, which is available only to the employees. In case any applicant seeking for the specific transfer order of the employee is being provided as per the provision under the act after applying the section 8 of the RTI Act 2005 if applicable.

## **23.0 Examination/ Audit of CPIO Office/AA Office**

Detailed discussions were held in the office of Mrs. J.L.Kashyap, Dy.General Manager & CPIO on 09-07-2018, Mr. B.K.Gupta, Sr.Manager (adm.) & PIO ,Shri A.K.Sachdeva, Manager & DPIO of RTI Cell and Mr.Brahm Prakash Sr. Assistant , RTI Cell with respect to implementation of RTI Act and Audit. The process of RTI application disposal in ITPO including obtaining of information from other departments/custodians of information were also checked and examined, which has been found satisfactory. RTI receipts register is being maintained properly by ITPO. The dispatch register is also being properly maintained, ITPO.

The CPIO is furnishing the information in accordance with the provisions under the act.

Detailed discussions were also held in the office of Appellate Authority on 09-07-2018 with respect to implementation of RTI Act & Appeal disposal process of ITPO. The orders of First Appellate Authority were examined and found in order. The First Appellate Authority is issuing clear speaking orders with reasoning.

Records of documents, availability of relevant circulars /guidelines, training of officers on RTI etc were also examined , observation during the audit have been highlighted under the detailed observation.

## **24.0 Observations;**

All the concerned documents, registers, files, website of ITPO including RTI Portal were examined /audited and detailed observations are as given below;

1.0 The sections 4(1)(b)(iv),(v) & (vi) need to be revisited and information needs to be provided as per comments in the annexure II of this report.

2.0 Under Chapter4 (1) (b) (xi), Budget Allocations, budgets (BE & RE ) and actual expenditures details have not been provided. However, audited balance sheets given at Sl no.20 under RTI Portal, it needs to be mentioned under here or link to be provided as well as budget & expenditures of at least last three years needs to be mentioned.

3.0 On examinations of records of replies & information provided to the applicants it has been found that ITPO consistently has provided replies. it has been found that information for 100 % of the total applications have been provided within 30 days.

5.0 On examinations of appeals management, it has been found that 100% appeals were disposed of within 30 days by the First Appellate Authority.

6.0 Regarding Update of RTI replies on Web site ITPO has been uploading the RTI replies & FAA Orders on their website which are in the interest of the public, in order to comply the DoPT circular No. 1/1/2013-IR, Dated: 21-10-2014.

7.0 Transparency Officer has been nominated by ITPO for ensuring compliance of section 4 in accordance with the circular/office order of CIC dated 15-11-2010 and 09-12-2010.

8.0 Computerisation of the documents & records indexing & cataloguing are under consideration. However, there is no standard record management policy Guidelines exists in ITPO.

9.0 ITPO has deputed only one officials for RTI training during the year 2017- 2018. Considering the number of PIOs, DPIOs, custodian of information at various office as well as considering the quantum of applications being received, more awareness program for ITPO employees on RTI needs to be organised, as per the section 26 of the RTI Act 2005 and DoPT OM 24-06-2008.

## **25.0 Final Conclusions / Recommendation to ITPO**

ITPO is implementing the RTI ACT 2005 in the true and right spirit across all its offices at Corporate Office & Regional Offices as per the provisions under the RTI Act 2005 right from the enactment of the statute that from 2005, its amendments, procedures issued time to time by DoPT and as per the DoPT Circular dated 15-04-2013.

ITPO has complied the obligations of public authority by pro active disclosures of the information as per section 4(1)(b) of the RTI Act by providing information on the web site except for the statements of the documents, 4(1)(b)(iv to vi) which they have agreed to comply before the next revision of the website. Detailed status is given in the attached Annexure II. ITPO is implementing RTI ACT 2005 in right and true spirit, may be seen from the status of applications and appeals that all the (100%) applications have been disposed of by CPIO within the time limit of 30 days and also all the appeals (100%) were also dispose of by the appellate authorities within 30 days as per the provisions under the act. Following needs to be complied at the time of revision or before the next year audit.

1.0 The sections 4(1)(b)(iv),(v) & (vi) need to be revisited and information needs to be provided as per the annexure II.

2.0 Under Chapter4 (1) (b) (xi), Budget Allocations, budgets (BE & RE ) and actual expenditures details needs to be provided at least for the last three years.

3.0 Standard Record management policy Guidelines to be introduced in ITPO.

4.0 Awareness program for ITPO employees on RTI needs to be organised, as per the section 26 of the RTI Act 2005 and DoPT OM 24-06-2008.

## **26.0 Certification**

In view of the above, it is concluded that ITPO is meeting the major requirements of the provisions of RTI act i.e. the major compliance for section 4 (1)(b) as well as, providing the information against all the RTI applications within stipulated time of 30 days and all the appeals have also been disposed of within stipulated time of 30 days. Therefore, ITPO has complied the RTI audit requirements of the section 4 & requirements of the DoPT Circular dated 15-04-2013.

Certified By

O.P.Khorwal, CEO