



National Productivity Council

Summary Report

Subject: Third Party RTI Audit Summary Report for Office of the Controller General of Patents, Designs & Trade Marks, Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Government of India

The Right to Information Act, which allowed the citizen unprecedented access into information under the control of public authorities, has multiple dimensions. The most commonly known and, equally widely utilized, is the straightforward filing of requests by the information seekers and the subsequent process of first and second appeals. This is the demand side of the transparency law.

The other dimension, which is the law's supply-side, is a scheme of voluntary disclosure of information by public authorities (PAs) through a variety of means, principal among which is the disclosure through websites.

Section 4 of the RTI Act provides the broad outline of the contents of the websites.

Disclosures under this section are expected to: i) enable the citizen to access the information held by PAs without their having to take recourse to the provisions of RTI Act; and, b) promote transparency and accountability in the functioning of the government to promote participatory governance.

We appreciate the sincere efforts of **Office of the Controller General of Patents, Designs & Trade Marks, Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Government of India** as Public Authority for sharing required information on website to maintain the transparency. It has been observed during the Audit that the information relates to the area, has to be shared on website with more clarity like;

1. STQC certificate and its validity should be present with Dates

NPC would like to share positive feedback that in future all the required information may be posted on website to meet the Transparency Audit Metrix.

Date: 30th March 2020



National Productivity Council

Shailesh Srivastava (CPIO)

**Transparency Audit of Disclosures
u/s 4 of the Right to Information Act
by the Public Authorities**

By

A N Tiwari & M M Ansari

A Report Submitted to

Central Information Commission

New Delhi

November 2018

Dated the 12th November, 2018.

Dear Shri R K Mathur,


We have the honour to submit to you our report relating to the audit of online disclosures by Public Authorities through their websites. We sincerely thank you for this opportunity given to us to advise on and supervise the exercise of website audits in the light of section 4 of the RTI Act. This has been a highly rewarding experience for us and equally creative. It is our belief that this exercise will set the ground rules for the methodology and approaches to evaluating online disclosure standards.

Thanking you once again.

With kind regards.

We remain

Yours Sincerely


A N TIWARI


M M ANSARI

Shri R K Mathur
Chief Central Information Commissioner
New Delhi

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PREFACE

The celebrated RTI Act is an acknowledged charter of people's right to information and, at the same time, it is an invocation to the Indian state to embrace transparency as central to its functioning. The last Administrative Reforms Commission (ARC) in its report has radically altered the governance landscape. ARC recommended that the Official Secrets Act of the government of India should be revised in the light of the provisions of the RTI Act. That however remains a distant dream given the national state bureaucracies' natural inclination toward secrecy. Yet, due largely to the RTI Act, state institutions are now under positive pressure to make their functions progressively more transparent.

The RTI Act is predominantly about the demand side of information dissemination, i.e, demand for information disclosure by the citizen and the processes that go with it. But, there is also a supply-side to this Act, which relates to voluntary disclosure of information held by Public Authorities. The mandate for *suo motu* disclosure is contained in Section 4 of the Act. This section has now emerged as the focal point at which most disclosure related efforts of the Public Authorities converge. The audit exercise, which the undersigned were mandated by the CIC to supervise, relates to online disclosure of information by public authorities through their respective websites in terms of section 4 of the RTI Act.

This section 4 sets out in some detail, the parameters for information disclosure, on one hand, and on other, it defines the transparency horizon to be aimed for by the state instrumentalities. We observed that this latter aspect of the section 4 – the proverbial “woods” – is often lost sight of in “counting of trees”, i.e, a routine adherence to the subject list of the section. Yet, it must be readily conceded that even the “counting of trees” exercise has the potential to significantly expand the horizons of transparency in government, if done with methodological rigour. Thus, we ensured that methodology was central to the present exercise which has resulted in this report.

During our study of the various facets of online disclosure audit- verification and authentication of disclosures, we found that several government agencies had done quite serious work specially in regard to introduction of advanced transparency – promoting technologies, use of social media and improving and standardizing website designs, among

several other similar initiatives. We have attempted to capture all these developments in the format for section 4 related disclosures. Our study of these initiatives outside the remit of the RTI Act lent credence to the point that transparency is a much broader and deeper concept- and multidimensional too, which cannot be limited by any straitjacket. But, this is a subject for a later and much more elaborate study. For the present our approach is limited to RTI section 4.

The CIC rightly reckoned that section 4 of the RTI Act, with all its structural limitations, can still become an ideal window for the citizen to peek into the twilight world of state bureaucracies and, even to shine a light onto it. At another level, when Public Authorities compete with each other for brownie points for better information disclosure on their websites and its superior quality, transparency is the gainer, so is the citizen.

If the present audit exercise achieves this objective even in a limited measure, it shall be highly satisfying to us as Advisers.

We received copious support from the officers and the staff of CIC in our engagement with the audit exercise. Their experience of the internal functioning of the government was a valuable asset, so was their hard work to accomplice the given task. Our grateful thanks to them.

The Chief Central Information Commissioner Shri R K Mathur was the conceptualiser, the motivator and the implementer of this idea. His boundless enthusiasm, determination and experience made our task easier than it really was. He acted purposefully to remove hurdles – and there were many – to guide the exercise to fruition. We cannot thank him enough.

We have also had enlightened discussions with the Members of the Commission. At various stages of our work, Shri A.K. Gehlot, Joint Secretary, Shri Y K Singhal, Joint Secretary, Shri Piyush Agrawal, Registrar, Umesh K. Joshi, Dy Registrar, Shri Gajinder Singh Kataria, DEO and Shri Vaibhav Kumar of IIPA provided us help and support for finalization of the Report.

At the initial stages of the work, Shri K. Govindrajulu, Joint Director and Shri Govind H of ISTM provided intellectual inputs for developing and designing proforma for evaluating websites of public authorities.

None of the above mentioned, we need hardly add, can be held responsible for the errors and omissions that might have still remained in this Report.

We have great pleasure and feel honoured to submit this report to the Chief Central Information Commissioner.

A. N. Tiwari and M. M. Ansari

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Transparency Audit of Disclosures u/s 4 of the Right to Information Act by the Public Authorities

‘Democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to the governed.’

(The Preamble of the RTI Act 2005)

I. Context:

The Right to Information Act, which allowed the citizen unprecedented access into information under the control of public authorities, has multiple dimensions. The most commonly known and, equally widely utilised, is the straightforward filing of requests by the information seekers and the subsequent process of first and second appeals. This is the demand side of the transparency law. The other dimension, which is the law’s supply-side, is a scheme of voluntary disclosure of information by public authorities (PAs) through a variety of means, principal among which is the disclosure through websites.

Section 4 of the RTI Act provides the broad outline of the contents of the websites. Disclosures under this section are expected to: i) enable the citizen to access the information held by PAs without their having to take recourse to the provisions of RTI Act; and, b) promote transparency and accountability in the functioning of the government to promote participatory governance.

Most PAs have, quite creditably, also taken a host of transparency related initiatives that are independent of Section 4 of the RTI Act. Several other Acts and Rules as well as directions of the government provide for disclosure of certain classes of information for the benefit of citizens.

Section 4 of the RTI Act comprehensively deals with supply side of information held or under the control of Government and its instrumentalities. Aware that the Right to information cannot be made operational in letter and spirit without the government’s

initiative to proactively disclose maximum information, the Department of Personnel and Training (DoPT) directed all the PAs, vide its order dated April 15, 2013, to ensure regular audit of mandatory disclosures by a third party. Specifically, the DoPT directed as under:

- 4.4 *Each ministry/public authority should have its proactive disclosure package audited by third-party every year. The audit should cover compliance with the proactive disclosure guidelines as well as adequacy of the items included in the package. The audit should examine whether there are any other types of information which could be proactively disclosed. Such audit should be done annually and should be communicated to the Central Information Commission annually through publication on their own websites. All public authorities should proactively disclose the names of the third-party auditors on their websites. For carrying out third-party audit through outside consultants also, ministries/public authorities should utilise their plan/non-plan funds.*
- 4.5 *The Central Information Commission shall examine third- party audit reports for each ministry/public authority and offer advice/recommendations to the concerned ministries/public authorities.*
- 4.6 *Central information commission should carry out sample audit of few of the ministries/public authorities each year with regard to adequacy of items included as well as compliance of the ministry/public authority with these guidelines.*
- 4.7 *Compliance with the proactive disclosure guidelines, it's audit by third-party and its communication to the Central information commission should be included as RFD target”.*

Subsequently, and in partial compliance with the above direction, a Report titled “*Transparency Audit: Towards an Open and Accountable Government*” 2015, was prepared under the auspices of the Central Information Commission (CIC), which outlined the framework of conducting disclosure audit to verify and authenticate disclosure of information. This Report has been in public domain. This report and the transparency audit – guidelines of the Ministry of personnel dealt with the audit of public authorities in order to evaluate their transparency – readiness. At another level, however, the disclosures made by public authorities through their websites also needed to be evaluated and graded. This

exercise may not be as comprehensive as the transparency audit recommended in the above-mentioned report, yet could be a significant pointer to the differential levels of *suo motu* disclosures by public authorities.

In the light of the above, CIC decided that it was now time to make a general assessment of Section 4 disclosures made through websites by various PAs and to take stock of its quality, strengths and weaknesses. Accordingly, an exercise was undertaken to evaluate the extent of mandatory disclosures on websites of the PAs.

II. Major Objectives:

The main objective of this exercise is two-fold. One is to make a thorough assessment of voluntary disclosures and the other is to indicate the areas and directions for increasing transparency in PAs. Specifically, the major objectives of this exercise are as under:

- i) To take stock of, and to assess, quantitative and qualitative compliance by PAs of the mandated *suo motu* disclosures under Section 4 of the RTI Act;
- ii) To identify the areas for improvement in information disclosure by PAs; and,
- iii) To suggest measures for improving the content and quality of the disclosures as well as to identify the areas requiring special focus or impetus in terms of disclosures.

III. Approach and methodology:

The report on '*Transparency Audit: Towards an Open and Accountable Government*', apart from providing a conceptual framework and practical guide for ascertaining the level of transparency at different PAs, also contained a suggestion about the approach to evaluating the contents of the websites of the public authorities. That approach forms the basis of the current exercise.

Due credit has been given to the efforts made by the government to promote e-office and e-governance for improvement of institutional efficiency, and the resultant increase in online digital operations.

Similar credit has also been given to public authorities' efforts to familiarise public with its policies and programmes and to take the people into confidence before any legislative initiative.

The methodology of the present exercise was as follows:

Step-1:

A comprehensive format containing all the relevant indicators was designed and developed for evaluating disclosure by PAs. In doing so, care was taken to identify and capture all the relevant parameters that are mentioned in section 4 of the RTI Act as well as other information that has been prescribed by the CIC, the Courts, provisions under different Acts and the directions issued from time to time by the Department of Personnel and Training (DoPT). Broadly, information has been grouped under six categories as described below and the detailed format is attached as Annex-1.

1. Organisation and Function

- Are organisational details given?
- Have all the designated officers been appointed?
- Is the objective and purpose of the establishment given in clear and concise terms?
- Annual reports including information regarding number of RTI applications received and disposed of in that year.
- Are RTI application queries reflected in the FAQs on the PA website? (random check)
- Monthly reports of RTI applications received and disposed.

2. Budget and Programmes

- Are the budget details furnished on the website?
- Are the comprehensive end-to-end e-procurement details disclosed under Section 4?
- Information about fees, tolls, or other kinds of revenue that may be collected under authorization from the Government, information in respect of outputs and outcomes, process of selection of the private sector party may also be proactively disclosed.

- All discretionary /non-discretionary grants/ allocations to state governments/ NGOs/Other institutions by Ministry/Department should be placed on the website of the Ministry/Department concerned.
- Annual Accounts of all legal entities who are provided grants by Public Authorities should be made available through publication, directly or indirectly on the Public Authority's website.
- Are all the payments made under PPP projects disclosed in a periodic manner along with the purpose of making such payments?
- Is the PA proactively disclosing the CAG & PAC paras and the Action Taken Reports (ATRs) (After these have been laid on the floor of both the houses of Parliament)?
- Is the PA disclosing details of foreign and domestic official tours undertaken by the Minister(s) and officials of the rank of Joint Secretary to the Government of India and above and Heads of departments?
- Is the nature of official tours, places visited, number of people included in the official delegation and total cost of such travel undertaken disclosed?

3. Publicity and Public Interface

- It should be the endeavour of all public authorities that all entitlements to citizens and all transactions between the citizen and government are gradually made available through computer-based interface. The 'Electronic Delivery of Services Bill, 2012 under formulation in Government of India would provide the necessary impetus.
- Websites should contain detailed information from the point of origin to the point of delivery of entitlements/ services provided by the Public Authorities to citizens. Service delivery standards and performance indicators and penalties for non-compliance to standards of service delivery should be prominently published.
- Orders of the public authority should be uploaded on the website immediately after they have been issued.
- Information must be presented from a user's perspective, which may require re-arranging it, simplifying it, etc. However, original documents in original formats should continue to be made available because these are needed for community monitoring of government's functioning. Is this fact observed on the PA website?

4. E-Governance / Digitisation

- Website should contain all the relevant Acts, Rules, forms and other documents which are normally accessed by citizens.
- While adhering to the standards of government guidelines as laid down by Department of Information Technology and Department of Administrative Reforms & Public Grievances, the following principles additionally should also be kept in view to ensure that websites' disclosures are complete, easily accessible, technology and platform neutral and in a form, which conveys the desired information in an effective and user-friendly manner.
- Maintain reliability of information and its real time updation, information generation in a digital form should be automatically updated on the basis of key work outputs, like a muster roll and salary slip (NREGA in Andhra Pradesh) or formalization of a government order (Andhra Pradesh). Such an approach will lead to automation of proactive disclosure.
- The 'National Data Sharing and Accessibility Policy' by the Department of Science and Technology is based on the principle that all publicly funded information should be readily available. The policy has been notified in March 2012 and the schedule should be strictly adhered to.
- Information and data should be presented in open data formats whereby it can be pulled by different Application Protocol Interfaces to be used in different fashions more appropriate to specific contexts and needs. Information/ data can, for instance, be presented in powerful visual ways using visualisation techniques. Such visual representation of information/ data can give insights that may remain largely hidden in a textual or tabular presentation of data. In some contexts, pictures and audio/videos recordings etc may be more useful. There have been moves in some parts of the country to video record Gram Sabha meetings. A picture of a NREGA worksite, for instance, may tell much more than words can. All such different media and forms should be used for proactive disclosure.
- Every webpage displaying information or data proactively disclosed under the RTI Act should, on the top right corner, display the mandatory field 'Date last updated (DD/MM/YY)'.
- The data about digitized record may include the name of the record and any categorization or indexing used; the subject matter and any other information that is

required to be compiled in relation to a file as prescribed by Manual of Office Procedure (and to be prescribed by MOP for electronic records that is under finalization by DARPG), the division/ section/ unit/ office where the record is normally held; the person, with designation, responsible for maintaining the record; and the life span of the record, as prescribed in the relevant record retention schedule.

- The government has issued directions to all the Ministries/ Departments to include a chapter on RTI Act in the Annual Reports submitted to parliament. Details about compliance with proactive disclosure guidelines should be mandatorily be included in the relevant chapter in Annual Reports of Ministries / departments. Is the Annual Report regularly prepared and uploaded on the website?

5. Information as prescribed

- Each Central Ministry/Public Authority should appoint a senior officer not below the rank of a Joint Secretary and not below rank of Additional HOD in case of attached offices for ensuring compliance with the proactive disclosure guidelines. The Nodal Officer would work under the supervision of the Secretary of the Ministry/Department or the HOD of the attached office, as the case may be. Nodal Officers of Ministry/ Department and HOD separately should also ensure that the formations below the Ministry/Department/Attached Office also disclose the information as per the proactive disclosure guidelines. Is this fact mentioned anywhere on the website?

6. Information disclosed on own initiative

- Maximum weightage would be given to the items/ information disclosed with a purpose that public may have minimum resort to use of RTI Act to obtain information.

(Based on above description, the format for evaluation of websites of PAs is attached at Annex-1)

Step-2:

Transparency audit pro-forma was sent to 2092 PAs, which figure in the records of CIC. The first request letter was emailed by the office of CIC on July 12, 2018 asking the PAs to make self-assessment and return the pro-forma within a month. Due to inadequate response, reminders were subsequently sent on August 2, 14, 30 and September 27, 2018. In all, only 838 PAs (40%) have responded till October 31, 2018.

The response from the top 100 PAs that have been receiving large number of RTI application has been rather low. Disclosure by such PAs is separately analysed to ascertain if there is any connection between the level of website disclosure and the number of RTI applications received by them.

The feedback received from the PAs has been carefully examined and vetted by the CIC's Team of evaluators in order to ascertain the accuracy in reporting. Based upon this, as well as other inputs, an as-is-where-is evaluation of the websites has been made.

As a preliminary step the information obtained by the evaluators was grouped into two categories, namely, "Meets the requirement," and "Partially meets the requirement."

"Meets the requirement" comprises websites which disclosed either all, or most, of the information as mandated by the section 4 of RTI Act in a section by section analysis.

"Partially meets the requirement" reflects the incomplete disclosure of the mandated information.

Where a certain Section (or sub-section) of Section 4 is 'not applicable' to a Public Authority, the same has to be mentioned as such on the website. This is deemed to be meeting the requirement. If it is not mentioned clearly, it is taken as "Partially meeting the requirement".

Where systematic (Section and sub-section-wise) mandated disclosure is not made on the website, the information is deemed to be 'Not Disclosed and non-compliant' with RTI Act.

Step-3:

Finally, based on the level of disclosures, PAs have been marked and graded, for which the following procedure was followed.

First, it is admitted that there are no objective criteria for assigning appropriate numerical value to different parameters, which are largely qualitative. The evaluation of disclosures has to be made by the peer group on the basis of domain knowledge and experience of working with the PAs. All the qualitative indicators need to be converted into measurable quantitative values, on the scale of 1 to 100. Accordingly, numerical value to each parameter was assigned for marking and grading PAs, as explained below.

Second, in view of relative significance of each of the identified parameter, the following weightages were assigned:

Parameter	Weight %
1. Organisation and Functions	10%
2. Budget and Programme	30%
3. Publicity and Public Interface	25%
4. E-Governance	20%
5. Information as may be Prescribed	10%
6. Information disclosed on own initiative	5%
Total:	100%

These weights are further distributed across the sub-parameters in the respective categories, as illustrated below.

The weight of, say 10%, under the category of ‘organisation and function’ is divided by the number of sub-indicators, 13 in this case, to equalize the marks of the sub-indicators, which comes to 7.7, which is further divided by the number of indicators, 6, under the sub-indicator within the category of sub-indicator, which comes to 1.28

This procedure has been followed throughout this exercise. It is important to note that:

- i) A Public Authority scores full marks, as worked out above, when it ‘meets the disclosure requirement’;
- ii) If a PA ‘meets partial requirement’, it gets fifty percent marks under the relevant parameter;
- iii) ‘zero’ mark is given when required information is not disclosed; and,
- iv) if the identified information is ‘not applicable’, PA is not marked. The appropriate weight is ‘reduced’ from both the numerator as well as the denominator to ensure that a PA is neither rewarded nor penalised on account of information that is not applicable to a PA.

The final score may be grouped as under:

Score (% age)	Grade
90-100	A
80-89	B
70-79	C
60-69	D
Below 60	E

The PAs that score less than 60% score of marks are grouped under E, which indicate PAs in this group do not meet the minimum disclosure requirements.

Finally, PAs may be graded as A, B, C, D and E on the basis of the score of marks obtained as indicated above. Based on our assessment, all the indicators and sub-indicators are assigned appropriate values, within the maximum marks indicated against each parameters and sub-parameters.

On the basis of total scores, the PAs scoring 90 to 100 marks, are graded ‘A’, and score of 80 to 89 as ‘B’, 70 to 79 as ‘C’, 60 to 69 as ‘D’ and ‘E’ for score lower than 60.

It is important to note that no attempt is made to make direct comparisons of one public authority with some others as they may not be comparable in terms of their mandatory activities and public interface.

Limitations:

This exercise is confined to the evaluation of websites of the public authorities relating to disclosures u/s 4 of the RTI Act. No attempt was made to establish direct contact with the public authorities for physical inspection of record of disclosure. PAs were contacted only through E-mail for obtaining their comments and observations on the preliminary evaluation made by the evaluators.

A greater reliance is made on the feedback obtained from the PAs.

It is readily admitted that there can be no optimal solution regarding the best scheme of marking the websites for their quality and content. A certain amount of subjectivity is inescapable. However, an attempt has been made to link the numerical evaluation to the website disclosures as rationally as possible, free from bias. The experience and the domain knowledge of the experts and practitioners has been used for this purpose. With time, better systems of numerical evaluation are sure to come about and usefully employed.

IV. Analysis of Data and Interpretation of Results:

All the total 2092 PAs, as per CIC's record, were directly approached between July to October 2018, for obtaining feedback and comments of PAs on the basis of proforma supplied to them, as Annex-1.

The proforma was also put on the website of CIC for information and use of all the PAs. In all, 838/2092, 40%, replied by October 31, 2018. This analysis is therefore based on these responses.

Table-1, presents summary results on categorisation of PAs under different grades on the basis of overall scores on all the parameters. Based on the total respondents of 838, a significant majority of PAs 292 (35%) fall under grade E whereas merely 19 % score the highest-grade A. The rest of PAs fall in between B, C and D grades, in the range of 13 to 19 %, as may be seen in Table-1.

Table - 1: Number of Public Authorities with Different Levels of Transparency

Grade/ Score of Marks	Number of Public Authorities	% age of Public Authorities
A (90-100) %	158	19%
B (80-89) %	157	19%
C (70-79) %	118	14%
D (60-69) %	113	13%
E (Below 60%)	292	35%
Total PAs	838	100%

Table - 2, presents the parameter-wise and grade-wise disclosure status of PAs. Over 85% of PAs do not disclose information relating to: budget and programme, publicity and public interface and E-governance. On the key parameters such as these, PAs have been reluctant to ensure mandatory disclosures, as evident from the results shown below.

Table 2: Number of Public Authorities by Grades under different Parameters

S. No.	Grade / Parameter	A	B	C	D	E	Total
1	Organisation and Functions	288	160	130	78	182	838
	(Percentage)	(34)	(19)	(15)	(9)	(22)	(100)
2	Budget and Programme	228	88	70	57	395	838
	(Percentage)	(27)	(11)	(8)	(7)	(47)	(100)
3	Publicity and Public Interface	374	111	71	64	218	838
	(Percentage)	(45)	(13)	(8)	(8)	(26)	(100)
4	E-Governance	286	123	92	79	258	838
	(Percentage)	(34)	(15)	(11)	(9)	(31)	(100)
5	Information as may be Prescribed	198	38	30	70	502	838
	(Percentage)	(24)	(5)	(4)	(8)	(60)	(100)
6	Information disclosed on own initiative	217	5	91	10	515	838
	(Percentage)	(26)	(1)	(11)	(1)	(61)	(100)

The disclosure status as briefly pointed out in Table 1 and 2, may be seen in Annexure-2, which presents the detailed results with respect to each respondent PA.

V. Major Findings and Observations:

An assessment of disclosure by PAs reveals that certain vital information is not fully displayed on the official websites of the different government departments. The missing information largely falls in the following categories:

- Decision-making process, the delegation of powers, duties, and responsibilities of officials and the system of compensation paid to them;
- Information relating to consultation with public on the proposed major policy decisions, as required, are not available;
- Minutes of meetings of various committees and boards, details of the relevant Acts, rules, instruments, manuals, office orders, custodians of various categories of documents held by the organization;

- Policy on transfer and posting of senior officers deployed at important and sensitive places;
- RTI applications and appeals received and their responses, details of Public Information Officers, Appellate Authority, Nodal Officer and other facilities available to citizens for obtaining information;
- Details of domestic and foreign visits undertaken by the senior officials;
- Details of the mechanism to redress grievances of affected persons, mainly employees, clients, and customers;
- Discretionary and Non-discretionary Grants and details of the beneficiaries of subsidy;
- Criteria/ guidelines for allocation and utilization of CSR funds by the Public Sector Enterprises;
- Sources and methods of funding political parties or identification of donors; and,
- Details about Public-Private Partnerships and outcomes of such ventures.

VI. Recommendations:

That a full-fledged transparency audit of the instrumentalities of the government alone can determine the transparency preparedness of these instrumentalities is now considered a given. However, since the audit of that scale and content needs huge preparation, trained auditors, an institution for audit oversight and definitive arrangements for implementation of the audit recommendations, it is a considerable task. While such an exercise waits to be undertaken, as a first step, evaluation of the websites of the public authorities to determine their compliance with the mandated provisions of section 4 of the Right to information law can be extremely useful. Comprehensive information disclosures on websites of PAs, which are carefully designed and regularly updated will doubtless make a significant difference in terms of the Public authority – public interface. The increase in the trust quotient between the public and the Public authority brings in huge benefits in terms of improvement in delivery efficiency and other rewards.

The following points need careful attention:

1. Regularity of website audit – the audit of public authorities’ websites should not be sporadic but regular. CIC will need to play a key role in ensuring this. These audits should become a firm basis for progressive and incremental changes in the design and the content of the websites indicating the public authority’s seriousness about mandatory disclosures.
2. CIC and DoPT may consider setting up a web-based mechanism to: (a) note all update dates of the websites, (b) send out advance reminders to PAs ’website managers, or nodal officers, regarding the approaching update dates, and (c) pursue defaulting PAs to effect updates and demand compliance from their nodal officers.
3. CIC/DoPT may consider setting up a separate dedicated unit for website monitoring and auditing.
4. Audit oversight – caution should be exercised to ensure that website audits are done only under the supervision of a central authority such as the CIC and not by any organisation which wants two minutes of fame under the RTI sun.
5. Methodology – the website audit should be done through a predetermined methodology approved by the central authority such as the CIC either directly or through a peer group created for this purpose.
6. Choice of auditors – in order to ensure that the audits are not slipshod or non-serious, the choice of auditors must be made carefully by the central authority/CIC.
7. Utilising the services of the Nodal Officers – the services of the Nodal Officers can be usefully requisitioned for monitoring the websites in order to ensure the quality and the quantity of online disclosures as well as to keep the websites updated.
8. The role of the Nodal Officer will go a long way in achieving the goals set out in section 4 of the RTI act relating to disclosures of information by public authorities. It is strongly urged that this institution is extensively used to achieve the stated objectives of supply-side disclosures set out in RTIA.
9. Incentives – a scheme of incentives should be put in place to encourage PAs take interest in the design and the content of the websites. The Nodal Officers should be similarly incentivised for exceptional work and dedication.

VII. Conclusion

We have been at pains to point out in our report that while the audit of the websites of the Public Authorities is a necessary step in the direction of ushering in greater transparency in the functioning of the state instrumentalities, the ultimate objective still remains the embrace of transparency by them as central to governance. This task can be performed only by the government who control all supply side of information. It is our hope that the initiative taken by the Central Information Commission to evaluate disclosure standards on websites of public authorities shall usher in the change which the RTI Act enjoins. We repeat that institutional transparency is the final frontier of the Right to information movement.

A FRAMEWORK FOR TRANSPARENCY AUDIT

The RTI Act under section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities.

While Section 4(1) (a) provides a general guideline for record management, so that the information could be easily stored and retained, the sub-sections b, c and d of Section 4 relate to the organizational objects and functions. Sub-sections (b), (c) and (d) of Section 4 of the RTI Act and other related information can be grouped under six categories; namely, 1-organisation and function, 2- Budget and programmes, 3- Publicity and public interface, 4- E. governance, 5- Information as prescribed and 6. Information disclosed on own initiative.

1. Organisation and Function

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
1.1	Particulars of its organisation, functions and duties [Section 4(1)(b)(i)]	(i) Name and address of the Organization	
		(ii) Head of the organization	
		(iii) Vision, Mission and Key objectives	
		(iv) Function and duties	
		(v) Organization Chart	
		(vi) Any other details-the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt	
1.2	Power and duties of its officers and employees [Section 4(1)(b)(ii)]	(i) Powers and duties of officers (administrative, financial and judicial)	
		(ii) Power and duties of other employees	
		(iii) Rules/ orders under which powers and duty are derived and	
		(iv) Exercised	

		(v) Work allocation	
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	(i) Process of decision making Identify key decision making points	
		(ii) Final decision making authority	
		(iii) Related provisions, acts, rules etc.	
		(iv) Time limit for taking a decisions, if any	
		(v) Channel of supervision and accountability	
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	
		(ii) Norms/ standards for functions/ service delivery	
		(iii) Process by which these services can be accessed	
		(iv) Time-limit for achieving the targets	
		(v) Process of redress of grievances	
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	(i) Title and nature of the record/ manual /instruction.	
		(ii) List of Rules, regulations, instructions manuals and records.	
		(iii) Acts/ Rules manuals etc.	
		(iv) Transfer policy and transfer orders	
1.6	Categories of documents held by the authority under its control [Section 4(1)(b)(vi)]	(i) Categories of documents	
		(ii) Custodian of documents/categories	
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	(i) Name of Boards, Council, Committee etc.	
		(ii) Composition	
		(iii) Dates from which constituted	
		(iv) Term/ Tenure	
		(v) Powers and functions	
		(vi) Whether their meetings are open to the public?	
		(vii) Whether the minutes of the meetings are open to the public?	
		(viii) Place where the minutes if open to the public are available?	
1.8	Directory of officers and employees	(i) Name and designation	
		(ii) Telephone , fax and email ID	

	[Section 4(1) (b) (ix)]		
1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1) (b) (x)]	(i) List of employees with Gross monthly remuneration (ii) System of compensation as provided in its regulations	
1.10	Name, designation and other particulars of public information officers [Section 4(1) (b) (xvi)]	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority (ii) Address, telephone numbers and email ID of each designated official.	
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken (Section 4(2))	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings (ii) Finalised for Minor penalty or major penalty proceedings	
1.12	Programmes to advance understanding of RTI (Section 26)	(i) Educational programmes (ii) Efforts to encourage public authority to participate in these programmes (iii) Training of CPIO/APIO (iv) Update & publish guidelines on RTI by the Public Authorities concerned	
1.13	Transfer policy and transfer orders [F No. 1/6/2011- IR dt. 15.4.2013]		

2. Budget and Programme

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section 4(1)(b)(xi)]	(i) Total Budget for the public authority	
		(ii) Budget for each agency and plan & programmes	
		(iii) Proposed expenditures	
		(iv) Revised budget for each agency, if any	
		(v) Report on disbursements made and place where the related reports are available	
2.2	Foreign and domestic tours (F. No. 1/8/2012-IR dt. 11.9.2012)	(i) Budget	
		(ii) Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department. a) Places visited b) The period of visit c) The number of members in the official delegation d) Expenditure on the visit	
		(iii) Information related to procurements a) Notice/tender enquires, and corrigenda if any thereon, b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, c) The works contracts concluded – in any such combination of the above- and d) The rate /rates and the total amount at which such procurement or works contract is to be executed.	
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]	(i) Name of the programme of activity	
		(ii) Objective of the programme	
		(iii) Procedure to avail benefits	
		(iv) Duration of the programme/ scheme	
		(v) Physical and financial targets of the programme	
		(vi) Nature/ scale of subsidy /amount	

		allotted	
		(vii) Eligibility criteria for grant of subsidy	
		(viii) Details of beneficiaries of subsidy programme (number, profile etc)	
2.4	Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013]	(i) Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	
		(ii) Annual accounts of all legal entities who are provided grants by public authorities	
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority [Section 4(1) (b) (xiii)]	(i) Concessions, permits or authorizations granted by public authority	
		(ii) For each concessions, permit or authorization granted a) Eligibility criteria b) Procedure for getting the concession/ grant and/ or permits of authorizations c) Name and address of the recipients given concessions/ permits or authorisations d) Date of award of concessions /permits of authorizations	
2.6	`CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.	

3. Publicity Band Public interface

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
3.1	<p>Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of</p> <p>[Section 4(1)(b)(vii)]</p> <p>[F No 1/6/2011-IR dt. 15.04.2013]</p>	<p>Arrangement for consultations with or representation by the members of the public</p> <p>(i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens</p> <p>(ii) Arrangements for consultation with or representation by</p> <p>a) Members of the public in policy formulation/ policy implementation</p> <p>b) Day & time allotted for visitors</p> <p>c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants</p> <p>Public- private partnerships (PPP)</p> <p>(i) Details of Special Purpose Vehicle (SPV), if any</p> <p>(ii) Detailed project reports (DPRs)</p> <p>(iii) Concession agreements.</p> <p>(iv) Operation and maintenance manuals</p> <p>(v) Other documents generated as part of the implementation of the PPP</p> <p>(vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government</p> <p>(vii) Information relating to outputs and outcomes</p> <p>(viii) The process of the selection of the private sector party (concessionaire etc.)</p> <p>(ix) All payment made under the PPP project</p>	
3.2	<p>Are the details of policies / decisions, which affect public, informed to them</p> <p>[Section 4(1) (c)]</p>	<p>Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive;</p> <p>(i) Policy decisions/ legislations taken in the previous one year</p> <p>(ii) Outline the Public consultation process</p> <p>(iii) Outline the arrangement for consultation before formulation of</p>	

		policy	
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	Use of the most effective means of communication (i) Internet (website)	
3.4	Form of accessibility of information manual/handbook [Section 4(1)(b)]	Information manual/handbook available in (i) Electronic format	
		(ii) Printed format	
3.5	Whether information manual/handbook available free of cost or not [Section 4(1)(b)]	List of materials available (i) Free of cost	
		(ii) At a reasonable cost of the medium	

4. E. Governance

S.No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
4.1	Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]	(i) English	
		(ii) Vernacular/ Local Language	
4.2	When was the information Manual/Handbook last updated? [F No. 1/6/2011-IR dt 15.4.2013]	Last date of Annual updation	
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	
		(ii) Name/ title of the document/record/ other information	
		(iii) Location where available	
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the faculty	
		(ii) Details of information made available	
		(iii) Working hours of the facility	
		(iv) Contact person & contact details (Phone, fax email)	
4.5	Such other information as may be prescribed under section 4(i)(b)(xvii)	(i) Grievance redressal mechanism	
		(ii) Details of applications received under RTI and information provided	
		(iii) List of completed schemes/ projects/ Programmes	
		(iv) List of schemes/ projects/ programme underway	
		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	
		(vi) Annual Report	
		(vii) Frequently Asked Question (FAQs)	

		(viii) Any other information such as	
		a) Citizen's Charter	
		b) Result Framework Document (RFD)	
		c) Six monthly reports on the	
		d) Performance against the benchmarks set in the Citizen's Charter	
4.6	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]	(i) Details of applications received and disposed	
		(ii) Details of appeals received and orders issued	
4.7	Replies to questions asked in the parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	

5. Information as may be prescribed

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
5.1	Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]	<p>(i) Name & details of (a) Current CPIOs & FAAs (b) Earlier CPIO & FAAs from 1.1.2015</p> <p>(ii) Details of third party audit of voluntary disclosure (a) Dates of audit carried out (b) Report of the audit carried out</p> <p>(iii) Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD (a) Date of appointment (b) Name & Designation of the officers</p> <p>(iv) Consultancy committee of key stake holders for advice on suo-motu disclosure (a) Dates from which constituted (b) Name & Designation of the officers</p> <p>(v) Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI (a) Dates from which constituted (b) Name & Designation of the Officers</p>	

6. Information Disclosed on own Initiative

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information		
6.2	Guidelines for Indian Government Websites (GIGW) is followed (released in February 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. Of India)	(i) Whether STQC certification obtained and its validity. (ii) Does the website show the certificate on the Website?	

Mandatory Disclosure Audit of Respondent Public Authorities

S. No.	Name of Public Authority	%	Grade
1	Agricultural Technology Application Research Institute, Zone-II, JODHPUR	100%	A
2	Allahabad Museum	99%	A
3	Assistant High Commission of India(ACHI), KANDY	94%	A
4	Atomic Energy Regulatory Board(AERB)	93%	A
5	Babasaheb Bhimrao Ambedkar University, Lucknow	91%	A
6	Bank of India	93%	A
7	Bhakra Beas Management Board (BBMB), Chandigarh	96%	A
8	Bharat Electronical Ltd	92%	A
9	Broadcast Engineering Constulatannts India Ltd	90%	A
10	Cabinet Secretariat	96%	A
11	CCBF Suratgarh	100%	A
12	CCBF, Andeshnagar	98%	A
13	Central Administrative Tribunal, Ahmedabad Bench	100%	A
14	Central Board of Film Certification	92%	A
15	Central Cattle Breeding Farm	93%	A
16	Central Council for Homoeopathy	91%	A
17	CENTRAL DRUGS TESTING LABORATORY, chennai	95%	A
18	Central Frozen Semen Production & Training Institute (CFSP &TI)Hessarghatta	91%	A
19	Central Industrial Security Force	97%	A

20	Central Information Commission	94%	A
21	Central Institute for Cotton Research	95%	A
22	Central Institute of Brackishwater Aquaculture	93%	A
23	Central Plantation Crops Research Institute (CPCRI)	97%	A
24	Central Soil & Materials Research Station	100%	A
25	Centre for Nano and Soft Matter Sciences	92%	A
26	CGST & Central Excise Delhi Zone	97%	A
27	CHANDIGARH SCHEDULED CASTES, BACKWARD GLASSES & MINORITIES, FINANCIAL & DEVELOPMENT CORPORATION LTD	100%	A
28	CHIEF COMMISSIONER OF CUSTOMS (DZ)	98%	A
29	CHRS, Ongole	100%	A
30	Consulate General of India Edinburgh	90%	A
31	Consulate General of India in Jeddah	100%	A
32	Consulate General of India, Hamburg	100%	A
33	Consulate General of India, Jaffna	100%	A
34	Consulate General of India, sydney	98%	A
35	Consulate General of India, Osaka-Kobe	100%	A
36	Consulate of India,Bandar Abbas,Iran	100%	A
37	DCPW-MHA (Department of Coordination (Police Wireless))	100%	A
38	Deendayal Port Trust	93%	A
39	Delhi Co Operative Housing Finance Corporation Limited (DCHFC Ltd)	93%	A
40	Delhi Metro Rail Corporation	93%	A
41	DIRECTORATE GENERAL OF COMMERCIAL INTELLIGENCE & STATISTICS	96%	A
42	Directorate of Jute Development	90%	A

43	Directorate of Prosecution, Delhi govt.	92%	A
44	DIRECTORATE OF PULSES DEVELOPMENT	97%	A
45	Directorate of Prohibition, GNCTD	99%	A
46	Dr. Hedgewar Arogya Sansthan	99%	A
47	DRT 2 Chandigarh	94%	A
48	DRT I Chandigarh	98%	A
49	Dte. of Economics and Statistics, Govt. of NCT of Delhi	100%	A
50	Economics and statistics UT of Pondicherry	97%	A
51	Embassy of india Havana	96%	A
52	Embassy of India, Algiers	96%	A
53	Embassy of India, Astana	97%	A
54	Embassy of India, Hanoi	97%	A
55	Embassy of India, Lisbon	95%	A
56	Embassy of India, Minsk	95%	A
57	Embassy of India, Moscow	94%	A
58	Embassy of India, Paramaribo	100%	A
59	Embassy of India, Seoul	100%	A
60	Embassy of India, Vientiane	90%	A
61	Embassy of India, Zagreb	95%	A
62	ERNET India	91%	A
63	Fishery Survey of India, Kochi	93%	A
64	Fishery Survey of India, Mormugao	90%	A
65	Food Corporation Of India	94%	A

66	General Insurance Corporation of India	96%	A
67	GOVERNMENT MEDICAL STORE DEPOT, MUMBAI	97%	A
68	Heavy Water Plant (Talcher)	98%	A
69	Heavy Water Plant (Tuticorin)	95%	A
70	Heavy Water Plant(Baroda)	95%	A
71	High Commission of India, Malta	98%	A
72	High Commission of India, Windhoek	98%	A
73	HIGH COURT OF DELHI	98%	A
74	Housing and Urban Development Corporation Ltd. (HUDCO)	95%	A
75	ICAR- Indian Institute of Water Management	93%	A
76	ICAR-Indian Institute of Soil Science, Bhopal	96%	A
77	ICAR-National Bureau of Agriculturally Important Microorganisms (NBAIM)	93%	A
78	ICAR-National Research Centre on Pig, Rani, Guwahati	91%	A
79	IHM MUMBAI	91%	A
80	IHM Shimla	90%	A
81	IIM Shillong	95%	A
82	IIM, Raipur	98%	A
83	IIT Allahabad	96%	A
84	India Infrastructure Finance Company Limited, New Delhi	96%	A
85	India Meteorological Department	91%	A
86	Indian Institute of Farming Systems Research (ICAR)	100%	A
87	Indian Institute of Foreign Trade (IIFT)	100%	A
88	Indian Institute of Management Visakhapatnam	100%	A

89	Indian Institute of Management, Kolkata	99%	A
90	Indian Institute of Science Education and Research (IISER) Bhopal	96%	A
91	Indian Institute of Science Education and Research (IISER), Thiruvananthapuram	93%	A
92	Indian Institute of Tourism and Travel Management (IITTM) Gwalior	100%	A
93	Indian Institute of Tropical Meteorology	94%	A
94	Indian National Science Academy	100%	A
95	Indian Veterinary Research Institute (IVRI)	95%	A
96	Indira Gandhi Institute of Physical Education and Sports Sciences, Govt. of NCT Delhi	91%	A
97	Indira Gandhi Rashtriya Uran Akademi (IGRUA)	91%	A
98	INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT (ISTM)	94%	A
99	Kasturba Institute of Technology	97%	A
100	Life Insurance Corporation of India	97%	A
101	MIDHANI Limited	96%	A
102	Ministry of Civil Aviation	94%	A
103	Ministry of Food Processing Industry	98%	A
104	Ministry of Road Transport and Highways	93%	A
105	Ministry of Youth Affairs	92%	A
106	MSME – Development Institute, Hubli	99%	A
107	MSME Development Institute, Kolkata	99%	A
108	MSME DI Goa	94%	A
109	MSME DI Solan	93%	A
110	MSME DI, Kanpur	90%	A
111	MSME Testing Centre, Kolkata	94%	A

112	MSME-DI Mumbai	97%	A
113	Narmada Control Authority	98%	A
114	National Anti Doping Agency(NADA), M/o Youth Affairs	91%	A
115	National Company Law Tribunal, Kolkata Bench	97%	A
116	National Cooperative Development Corporation (NCDC)	96%	A
117	National Council of Educational Research & Training	100%	A
118	National Institute for Empowerment of Persons with Multiple Disabilities(NIEPMD)	94%	A
119	National Institute for Social Defence	100%	A
120	National Institute of Abiotic Stress Management (ICAR)-NIASM	90%	A
121	National Institute of Animal Nutrition and Physiology (NIANP-ICAR)	98%	A
122	National Institute of Biologicals	93%	A
123	NATIONAL INSTITUTE OF PLANT GENOME RESEARCH, New Delhi	99%	A
124	National Institute of Technology, Surthkal	90%	A
125	National Institute of Unani Medicine (NIUM)	92%	A
126	National Law University, Delhi	98%	A
127	National Research Centre for Integrated Pest Management	95%	A
128	National Research Development Corporation	100%	A
129	National Seeds Corporation Ltd.	99%	A
130	NIAH, Baghpat	92%	A
131	NISTADS, New Delhi	93%	A
132	Office of the Chief Commissioner of Customs, Mumbai zone -I	95%	A
133	Official Liquidator Ranchi, Ministry of Corporate Affairs	100%	A
134	Oil Industry Development Board (OIDB)	93%	A

135	Permanent Mission of India, Geneva	96%	A
136	Pondicherry University	97%	A
137	Port Health Organisation, Cochin	93%	A
138	Power System Operation Corporation Ltd	91%	A
139	Prime Minister's Office	93%	A
140	Pt Madan Mohan Malviya Hospital	93%	A
141	PUNJAB & SIND BANK	100%	A
142	Quality Control Cell Bhubaneswar	93%	A
143	Regional Fodder Station Chennai	99%	A
144	Regional Fodder Station Hyderabad	100%	A
145	Regional Fodder Station, Kalyani	100%	A
146	Regional Office (ECZ), Ranchi, Ministry of Environment & forests	100%	A
147	Registrar of Companies cum Official Liquidator Bilaspur, Chhattisgarh	94%	A
148	REGISTRAR OF COMPANIES, Bangaluru	96%	A
149	Registrar of Companies, Pune (Registrar of Companies does not its own website	94%	A
150	RITES, Ltd.	90%	A
151	Sikkim University	97%	A
152	Specified Undertaking of Unit Trust of India(SUUTI), Mumbai	93%	A
153	Standardization, Testing and Quality Certification (STQC) HQs	100%	A
154	Supreme Court Of India	92%	A
155	SVP National Police Academy	94%	A
156	Tariff Authority for Major Ports (TAMP)	99%	A
157	Tool Room & Training Centre, MSME	92%	A

158	Vijaya Bank	100%	A
159	Agricultural Technology Application Research Institute (ATARI) Zone-III, Umiam	90%	B
160	Agriculture Insurance Company of India Limited	86%	B
161	AIRPORT BORDER QUARANTINE, AMRITSAR	88%	B
162	AIRPORT HEALTH ORGANISATION, MUMBAI	87%	B
163	Allahabad Bank	89%	B
164	Biju Patnaik National Steel Institute, Ministry of steel	82%	B
165	Board of Apprenticeship Training (BOAT) (W R) Mumbai	86%	B
166	Board of Practical Training, Eastern Region, Kolkata	88%	B
167	Building Material and Technology Promotion Council	84%	B
168	CCBF, Hesserghatta	89%	B
169	CECRI, Karaikudi	90%	B
170	Central Administrative Tribunal, Bangalore Bench	81%	B
171	Central Cottage Industries Corporation of India Ltd.	86%	B
172	Central Drug Standard Control Organisation (CDCSO) New Delhi	82%	B
173	Central Drugs Testing Laboratory, Mumbai	87%	B
174	Central Institute of Agricultural Engineering	90%	B
175	Central Institute of Fisheries Technology (CIFT), cochin	87%	B
176	Central Institute of Plastics Engineering and Technology (CIPET)	84%	B
177	Central Potato Research Institute	87%	B
178	Central Soil Salinity Research Institute	87%	B
179	Central University of Rajasthan	85%	B
180	CENTRAL WAREHOUSING CORPORATION	89%	B

181	Central Wool Development Board (CWDB)	84%	B
182	CHRS, Ahmedabad	85%	B
183	CICEF, Bangalore	86%	B
184	CIFNET KOCHI	90%	B
185	Cochin Shipyard Ltd.	80%	B
186	Community Services Department, North DMC	87%	B
187	Consulate General of India Hong Kong	88%	B
188	Consulate General of India, Perth	90%	B
189	Council of Architecture	86%	B
190	Delhi Institute of Heritage Research and Management (DIHRAM)	82%	B
191	Department of Administrative Reforms & PG	89%	B
192	Department of Agricultural Research & Education (DARE)	85%	B
193	Department of Chemicals & Petrochemicals	88%	B
194	Department of Expenditure	86%	B
195	Department of Health Research	85%	B
196	Department Of Higher Education	90%	B
197	Department of Justice,	86%	B
198	Department of Land Resources	83%	B
199	Department of Space-ISRO	85%	B
200	DIPAM (Old name Department of Disinvestment)	82%	B
201	Directorate General of Employment, Ministry of Labour & Employment	81%	B
202	Directorate of Construction, Services & Estate Management(DCSEM)	80%	B
203	Directorate of Floricultural Research-ICAR	87%	B

204	Directorate of Marketing And Inspection, Deptt of Agriculture & cooperation	80%	B
205	Dr. Ambedkar Institute of hotel management, Chandigarh	89%	B
206	EdCIL (India) Limited	84%	B
207	Embassy of India, Beirut	88%	B
208	Embassy of India, Berne	86%	B
209	Embassy of India, Bogota (Colombia)	88%	B
210	Embassy of India, Guatemala City	86%	B
211	Embassy of India, Paris	84%	B
212	Embassy of India, Tel Aviv, Israel	89%	B
213	Embassy of India, Vienna	85%	B
214	Embassy of India, Yangon, Myanmar	90%	B
215	Export Inspection Council of India	86%	B
216	Fishery Survey of India, Mumbai	84%	B
217	Fluid Control Research Institute	82%	B
218	GAIL (India) Limited	88%	B
219	GAIL Gas Limited	80%	B
220	Ganga Flood Control Commission (GFCC)	89%	B
221	Garden Reach Shipbuilders and Engineers Limited	88%	B
222	Goa Shipyard Limited (GSL)	89%	B
223	GST Commissionerate, Chandigarh ,Office of Chief Commissioner of GST, Chandigarh Zone	90%	B
224	GST, Shillong	88%	B
225	Guru Nanak Dev Institute of Technology(GNDIT), GNCT of Delhi	80%	B
226	Heavy Water Board (CO), HWP (Thal) and HWP (Hazira)	87%	B

227	Heavy Water Plant (Kota)	85%	B
228	High Commission of India, Georgetown	86%	B
229	High Commission of India, Ottawa	85%	B
230	Hindustan Petroleum Corporation Limited (HPCL)	87%	B
231	Hindustan Shipyard Limited (HSL)	85%	B
232	I I M Udaipur	85%	B
233	ICAR- Indian Institute of Spices Research, Kozhikode, Kerala	88%	B
234	ICAR-National Research Centre for Grapes, Pune	88%	B
235	IHM Goa	86%	B
236	IIIT_Lucknow	90%	B
237	INDIAN BUREAU OF MINES	82%	B
238	Indian Council of Agricultural Research (ICAR) Headquarters	86%	B
239	Indian Grassland and Fodder Research Institute	81%	B
240	Indian Institute of Agricultural Biotechnology	81%	B
241	Indian Institute of Astro Physics	83%	B
242	Indian Institute of Management (IIM), Ahmedabad	87%	B
243	Indian Institute of Management Bangalore	84%	B
244	Indian Institute of Management Kozhikode (IIMK)	88%	B
245	Indian Institute of Pulses Research (IIPR), Kanpur	85%	B
246	Indian Institute of Science Education & Research (IISER) Tirupati.	83%	B
247	Indian Institute of Science Education and Research, Kolkata	89%	B
248	Indian Institute of Technology , Madras	82%	B
249	Indian Institute of Technology Jodhpur	83%	B

250	Indian Oil Corporation Limited (IOCL)	85%	B
251	Indian Rare Earth Limited	84%	B
252	INDIAN RENEWABLE ENERGY DEVELOPMENT AGENCY	88%	B
253	Industries Department, GNCTD	84%	B
254	Institute of Chartered Accountant of India	81%	B
255	Institute of Life Sciences	86%	B
256	IRCON International Limited	85%	B
257	ITI Ltd.Department of Telecommunications	89%	B
258	LNJP National Institute of Criminology & Forensic Science	80%	B
259	Maharshi Sandeepani Rashtriya Ved Vidya Pratishthan (MSRVVP)	81%	B
260	Ministry Of Housing And Urban Affairs	81%	B
261	Ministry of Information & Broadcasting	83%	B
262	Ministry of Steel	84%	B
263	Ministry of Textiles	82%	B
264	Model Jail Chandigarh, DEPARTMENT OF PRISONS AND CORRECTIONAL ADMINISTRATION, U.T. OF CHANDIGARH	88%	B
265	MSME Development Institute, Bangalore	82%	B
266	MSMEDI, Ahmedabad	84%	B
267	MSMEDI, Cuttack	86%	B
268	MSME-DI, Ranchi	88%	B
269	MSMEDI, Thrissur	81%	B
270	National Bureau of Soil Survey & Land Use Planning	87%	B
271	National Centre for Trade Information(NCTI)	88%	B
272	National Dairy Research Institute (ICAR)	88%	B

273	National Handloom Development Corporation Limited	88%	B
274	National Innovation Foundation India, Department of Science & Technology	86%	B
275	National Institute of Design, Ahmedabad	82%	B
276	National Institute of Plant Health Management	87%	B
277	National Institute of Research on Jute and Allied Fiber Technology	82%	B
278	National Institute of Rock mechanics	86%	B
279	NATIONAL SCHEDULED TRIBES FINANCE AND DEVELOPMENT CORPORATION (NSTFDC)	81%	B
280	National Service Scheme	85%	B
281	National Test House	86%	B
282	National Thermal Power Corporation (NTPC) Ltd.	82%	B
283	National Water Development agency	89%	B
284	Nehru Yuva Kendra Sangathan (NYKS)	80%	B
285	NGRI, Hyderabad	88%	B
286	NIT Goa	89%	B
287	Office of CAG of india, IA&AD	86%	B
288	Office of Development Commissioner (Handlooms)	86%	B
289	Office of the Controller General of Patents, Designs and Trade Marks	88%	B
290	Office of the Pr. Commissioner , CGST & Central Exice, Raipur	85%	B
291	OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX, KARNATAKA & GOA REGION BANGALURU	87%	B
292	Petroleum Conservation Research Association	88%	B
293	PORT HEALTH ORGANISATION, CHENNAI	84%	B
294	PORT HEALTH ORGANISATION, KANDLA	89%	B
295	President Secretariate	89%	B

296	Process and Product Development Centre (PPDC) , Agra	86%	B
297	Protection of Plant Varieties and Farmers Rights Authority	88%	B
298	Publication Division (B & R section)	89%	B
299	Quality Control Cell (QCCBNG) , Bangalore	90%	B
300	Rajasthan Electronics & Instruments Ltd	87%	B
301	Rajya Sainik Board Delhi	88%	B
302	Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant, Visakhapatnam	86%	B
303	Rashtriya Sanskrit Sansthan	82%	B
304	Regional fodder station, Hisar	89%	B
305	Regional Office(SEZ),Chennai, Ministry of Environment , Forest & Climate Change	88%	B
306	Sports Authority of India	88%	B
307	State Council of Educational Research and Training (SCERT), U.T. Chandigarh	81%	B
308	Sugarcane Breeding Institute (ICAR)	87%	B
309	Syndicate bank	80%	B
310	Tezpur University	88%	B
311	university of delhi	88%	B
312	UTI Infrastructure Technology And Services Limited.	84%	B
313	Victoria Memorial Hall	85%	B
314	Vishakhapatnam Special Economic Zone (VSEZ)	88%	B
315	Wildlife Crime Control Bureau.	89%	B
316	Acharya Narendra Dev College	80%	C
317	AIRPORT HEALTH ORGANISATION, DELHI	79%	C
318	Bharatiya Nabhikiya Vidyut Nigam Limited (BHAVINI)	77%	C

319	Board of Apprenticeship Training, Chennai	75%	C
320	Board of Radiation and Isotope Technology	71%	C
321	Brahmaputra Cracker and Polymer Limited	77%	C
322	Bureau of Indian Standards	71%	C
323	CCMB, Hyderabad	72%	C
324	Central Agricultural University, Imphal	74%	C
325	Central bank of India, department of finance services	71%	C
326	CENTRAL DRUG STANDARD CONTROL ORGANISAATION, KOLKATA	73%	C
327	Central Poultry Development Organization (NR)	74%	C
328	Central Silk Board	79%	C
329	Central University of Orissa	80%	C
330	Central Water & Power Research Station (CWPRS), Ministry of Water resource	71%	C
331	Centre for Development of Advanced Computing (CDAC), Pune	70%	C
332	Coffee Board, Bangaluru, Ministry of Commerce & Industry	78%	C
333	Consulate General of India, Frankfurt	78%	C
334	Consulate General of India, St. Petersburg	78%	C
335	Controller General of Accounts (CGA), Department of Expenditure	76%	C
336	Cotton Corporation of India Ltd	77%	C
337	CSIR-CSIO, Chandigarh	75%	C
338	Defence Institute of Advanced Technology	77%	C
339	Delhi Sanskrit Academy	75%	C
340	Delhi Urban Art Commission	79%	C
341	Department of Atomic Energy	79%	C

342	Department of Commerce	74%	C
343	Department of Health & Family Welfare	71%	C
344	Department of Heavy Industries	71%	C
345	Department of Industrial Policy & Promotion	75%	C
346	Department of Pensions & Pensioners Welfare	78%	C
347	Department Of Personnel & Training	72%	C
348	Department of Scientific & Industrial Research (DSIR)	76%	C
349	Directorate General of Foreign Trade	78%	C
350	Directorate General of Hydrocarbon (DGH)	80%	C
351	Directorate of Purchase and Stores	71%	C
352	Directorate of Revenue Intelligence (Headquarters)	72%	C
353	Directorate of Weed Science Research (ICAR)	78%	C
354	Dr. Goswami Giridhari Lal Shastri Prachya Vidya Pratishthanam	75%	C
355	DRT-II Chennai	74%	C
356	Drugs Control Department, Govt.. of NCT of Delhi	80%	C
357	Embassy of India, Bamako	74%	C
358	Embassy of India, Buenos Aires	80%	C
359	Embassy of India, Cairo	77%	C
360	Embassy of India, Tunis	76%	C
361	Embassy of India, Ukraine	73%	C
362	Engineering Projects India Ltd.	76%	C
363	Gandhi Smriti Darshan Samiti	74%	C
364	Govt. Medical College Hospital, Chandigarh	73%	C

365	GST Commissionerate, Ludhiana ,Office of Chief Commissioner of GST, Chandigarh Zone	76%	C
366	High Commission of India, Canberra	77%	C
367	High Commission of India, Dhaka	79%	C
368	High Commission of India, Lilongwe	77%	C
369	Hindustan Copper Ltd.	76%	C
370	Hindustan Prefab Ltd.	76%	C
371	I I M Kashipur	73%	C
372	ICAR - Indian Institute of Vegetable Research, Varanasi.	74%	C
373	IHM , Chennai	75%	C
374	IHM GURDASPUR	75%	C
375	India Trade Promotion Organisation	74%	C
376	Indian Air Force	70%	C
377	Indian Institute of Management Rohtak	74%	C
378	Indian Institute of Science Education & Research (IISER), Pune	72%	C
379	Indian Institute of Technology Goa	78%	C
380	Indian Institute of Technology Kharagpur	77%	C
381	Indian National Academy of Engg. (INAE)	78%	C
382	Indira Gandhi Delhi Technical University for Women(IGDTUW), Govt. of Delhi	72%	C
383	Institute of Actuaries of India(IAI)	79%	C
384	INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY, Kovalam (IHM Thiruvananthapuram)	73%	C
385	Institute of Human Behaviour and Allied Sciences (IHBAS)	71%	C
386	Kendriya Vidyalaya Sangathan (HQ), New Delhi	79%	C
387	Lakshmibai National Institute of Physical Education	80%	C

388	Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya	75%	C
389	Maulana Azad National Urdu University (MANUU)	76%	C
390	Military Engineer Services	75%	C
391	Ministry of Human Resource Development	74%	C
392	Ministry of Parliamentary affairs	75%	C
393	Ministry of Shipping	73%	C
394	Ministry Of Social Justice & Empowerment	71%	C
395	Ministry of Water Resources, RD & GR	74%	C
396	Motilal Nehru National Institute of Technology Allahabad	80%	C
397	MSME-DI Raipur	77%	C
398	National Bureau of Fish Genetic Resources	71%	C
399	National Centre for Antarctic & Ocean Research,Goa	73%	C
400	National Centre for Medium Range Weather Forecasting(NCMRWF), Ministry of Earth Sciences	73%	C
401	NATIONAL Housing Bank(NHB)	70%	C
402	National Informatics Centre	72%	C
403	National Institute of Agricultural Economics and Policy Research	76%	C
404	National Institute of Open Schooling	76%	C
405	National Institute of Secondary Steel Technology	71%	C
406	National Institute of Technology, Silchar	79%	C
407	National Institute of Urban Affairs	75%	C
408	National Internet Exchange Of India	76%	C
409	National Projects Construction Corporation Limited (NPCC LTD.)	72%	C
410	National Research Centre on Equines (ICAR)	75%	C

411	National Trust for the Persons with Cerebral Palsy, Autism, Mental Retardation & Multiple Disability	72%	C
412	New Delhi Municipal Council (NDMC)	75%	C
413	NHPC Ltd.	76%	C
414	NIELIT, Kohima	79%	C
415	Niti Aayog	73%	C
416	North Eastern Council (NEC)	76%	C
417	Office of the Regional Administrator, Yanam	73%	C
418	Oil & Natural Gas Corporation Limited (ONGC)	77%	C
419	Oil Industry Safety Directorate (OISD)	77%	C
420	Organisation & Method Department, North DMC	73%	C
421	PDPM-IIITDM, Jabalpur	72%	C
422	Raman Research Institute	79%	C
423	Regional Centre for Biotechnology, Faridabad Haryana	71%	C
424	Regional Office of Health & Family Welfare, Chennai	77%	C
425	Regional Office, South zone Bangalore, Ministry of Environment & Forests	79%	C
426	Registrar of Companies, Coimbatore	79%	C
427	SAFDARJUNG HOSPITAL	71%	C
428	Sardar Sarovar Construction Advisory Committee	75%	C
429	Science and Engineering Research Board (SERB), Department of Science & Technology	77%	C
430	Tariff Commission	73%	C
431	The North Eastern Development Finance Corporation Ltd (NEDFi), Guwahati	73%	C
432	UPPER YAMUNA RIVER BOARD	71%	C
433	V.V. Giri National Labour Institute	77%	C

434	Agricultural & Processed Food Products Export Development Authority	66%	D
435	Ambedkar Institute of Technology, Delhi	66%	D
436	ATOMIC MINERALS DIRECTORATE FOR EXPLORATION & RESEARCH	62%	D
437	Babu Jagjiwan Ram National Foundation	62%	D
438	Bank of Baroda	68%	D
439	Bank of Maharashtra	62%	D
440	Bengal Chemicals & Pharmaceuticals Ltd., Department of Pharmaceuticals	60%	D
441	Bhabha Atomic Research Centre, Trombay, Mumbai	62%	D
442	Bhai Parmanand Institute of Business Studies (BPIBS)	66%	D
443	Bhaskaracharya College of Applied Science	67%	D
444	CCBF, Dhamrod	62%	D
445	CENTRAL ADMINISTRATIVE TRIBUNAL, JABALPUR BENCH, Jabalpur	65%	D
446	Central Agroforestry Research Institute(ICAR)	66%	D
447	Central Council for Research in Ayurvedic Sciences (CCRAS)	66%	D
448	Central Inland Fisheries Research Institute	62%	D
449	Central Marine Fisheries Research Institute, Kochi	65%	D
450	CENTRAL SHEEP AND WOOL RESEARCH INSTITUTE	65%	D
451	Central University of Tamil Nadu	64%	D
452	CFTI, Chennai	70%	D
453	Chief Commissioner of Custms & Central Excise, Vadodara ZONE	69%	D
454	COIR BOARD	65%	D
455	Consulate General of India Phuenstholing	61%	D
456	Consulate General of India, Toronto	64%	D

457	Consultancy Development Centre	62%	D
458	Container Corporation of India Ltd.	67%	D
459	Dena Bank	68%	D
460	Department of empowerment of person with disablites	67%	D
461	Department of Financial Services	69%	D
462	Department Of Posts	70%	D
463	Director General of Civil Aviation	66%	D
464	Directorate General All India Radio	62%	D
465	Directorate General of Aeronautical Quality Assurance (DGAQA)	67%	D
466	Directorate of Gurdwara Elections, Govt. of N.C.T of Delhi	68%	D
467	Directorate of Millets Development	65%	D
468	Directorate of Oilseeds Development, Hyderabad	67%	D
469	Directorate of Rice Development, Department of Agriculture & Cooperation	64%	D
470	Directorate of Training UTCS	65%	D
471	Dr. B.R. Ambedkar National Institute of Technology, Jalandher	63%	D
472	DRT, Aurangabad	62%	D
473	ECGC LTD	62%	D
474	Embassy of India Ljubljana	65%	D
475	Embassy of India Male	62%	D
476	Embassy of India, Brasilia	68%	D
477	Embassy of India, Sofia	67%	D
478	Embassy of India, Warsaw, Poland	69%	D
479	FFDC, Kannauj	68%	D

480	Forensic Science Laboratory Govt of NCT of delhi	65%	D
481	GST Commissionerate, Jalandher ,Office of Chief Commissioner of GST, Chandigarh Zone	70%	D
482	High Commission of India, Kampala	66%	D
483	ICAR-Central Coastal Agricultural Research Institute(CCARI), GOA	66%	D
484	ICAR-Central Institute for Research on Buffaloes (CIRB)	69%	D
485	ICAR-National Bureau of Plant Genetic Resources	61%	D
486	IFCI Limited (IFCI)	63%	D
487	IHM Hyderabad	67%	D
488	IIT, Ropar	64%	D
489	India Coast Guard	61%	D
490	Indian Army	69%	D
491	Indian Bank	63%	D
492	Indian Institute of Information Technology Dharwad	69%	D
493	Indian Institute of Integrative Medicine (IIIM),Jammu	67%	D
494	Indian Institute of Management Indore	68%	D
495	Indian Institute of Management(I I M) Tiruchirappalli	68%	D
496	Indian Institute of Technology (IIT) Patna	62%	D
497	Indian Institute of Technology (IIT), Bhubaneshwar	62%	D
498	Indian Institute of Technology Gandhinagar	69%	D
499	Indian Institute of Technology Roorkee	65%	D
500	Institute of Hotel Management(IHM), Pusa, New Delhi	69%	D
501	Jawaharlal Nehru Aluminium Research Development and Design Centre(JNARDDC), Nagpur	68%	D
502	Labour Bureau	60%	D

503	Labour Department Delhi	63%	D
504	Mahalanobis National Crop Forecast Centre	66%	D
505	Malavya National Institute of Technology, Jaipur	69%	D
506	MECON Limited	69%	D
507	Ministry of culture	68%	D
508	Ministry of Electronics & Information Technology	64%	D
509	MSTC Limited	68%	D
510	National Centre for Cell Science(NCCS)	65%	D
511	National Centre of Organic Farming	66%	D
512	National Council for Cement and Building Materials	65%	D
513	National Green Tribunal	62%	D
514	National Institute of Miners' Health, Nagpur	70%	D
515	National Institute of Technology, Calicut	61%	D
516	National Skill Development Corporation (NSDC)	67%	D
517	NCHMCT NOIDA	65%	D
518	NIPER, Rae Bareli	61%	D
519	NISCAIR	70%	D
520	NIT Mizoram	68%	D
521	North Eastern Handicrafts and Handloom Development Corporation (NEHHDC)	68%	D
522	North Eastern Regional Institute of Science and Technology	64%	D
523	North Eastern Regional Institute of Water and Land Management (NERIWALM)	66%	D
524	Nuclear Fuel Complex (NFC)	66%	D
525	Office of the Registrar General of India (ORGI)	61%	D

526	Office of the Chief Commissioner of Goods & Service Tax and Customs, Shillong Zone	65%	D
527	Punjab Engineering College	68%	D
528	Rajiv Gandhi Centre for Biotechnology	68%	D
529	Rashtriya Mahila Kosh, Ministry of Women & Child Development	62%	D
530	REGIONAL OFFICE OF HEALTH AND FAMILY WELFARE, BHUBENESWAR	67%	D
531	Rehabilitation Council of India, Ministry of social, Justice & Empowerment	69%	D
532	Reserve Bank Of India	60%	D
533	Rural Electrification Corporation Ltd.	62%	D
534	Sardar Vallabhbhai National Institute of Technology(SVNIT)	68%	D
535	Secretariate of Vice President	69%	D
536	Solar Energy Corporation of India Limited	63%	D
537	SPMCIL Bank Note Press	63%	D
538	SPMCIL Currency Note Press Nashik	63%	D
539	Survey Of India	69%	D
540	Tata Institute of Fundamental Research	67%	D
541	Tata Memorial Centre	68%	D
542	The Institute of Cost Accountants of India, Ministry of Corporate Affairs	70%	D
543	The National Small Industries Corporation Ltd	60%	D
544	Union Bank of India	67%	D
545	United India Insurance Co. Ltd.	67%	D
546	Wadia Institute of Himalayan Geology	65%	D
547	Advanced Materials and Processes Research Institute (AMPRI)	50%	E
548	Aghakar Research Institute (ARI), Pune	23%	E

549	Agricultural Technology Application Research Institute, Zone-V (KOLKATA)	36%	E
550	Airport Health Organisation, Chennai	49%	E
551	Airport Health Organisation, NSCBI Airport, Kolkata	25%	E
552	AIRPORTS AUTHORITY OF INDIA	57%	E
553	All INDIA INSTITUTE OF PHYSICAL MEDICINE AND	38%	E
554	Ambedkar University Delhi	47%	E
555	Andhra Bank	20%	E
556	AQCS, New Delhi	56%	E
557	Armed Forces Films & Photo Division (AFFPD)	10%	E
558	Aryabhat Institute of Technology	26%	E
559	Banaras Hindu University	46%	E
560	Bansagar Control Board	34%	E
561	Bharat Coking Coal Limited	56%	E
562	BHEL	46%	E
563	Bhopal Memorial Hospital & Research Center (BMHRC)	47%	E
564	Board of Apprenticeship Training (BOAT) (NR) Kanpur	43%	E
565	Botanical Survey of India, Kolkatta	51%	E
566	Brahmaputra Board, Ministry of water resources RD and GR	58%	E
567	Braithwaite and Co Ltd	45%	E
568	Braithwaite Burn And Jessop Construction Company Limited (BBJ)	49%	E
569	Bureau of Civil Aviation Security	58%	E
570	CAPART	57%	E
571	CDRI, Lucknow	56%	E

572	CEERI, Pilani	6%	E
573	Central University of Himachal Pradesh	25%	E
574	Center of Innovative and Applied Bioprocessing (CIAB)	41%	E
575	Central Citrus Research Institute (ICAR)	45%	E
576	Central Council for Research in Siddha	51%	E
577	Central Forensic Science Laboratory, (CBI) New Delhi	34%	E
578	Central Government Industrial Tribunal-cum-Labour Court, Kolkata	16%	E
579	Central Ground Water Board	47%	E
580	Central Institute for Research on Goats	43%	E
581	Central Institute of Post- Harvest Engineering and Technology (CIPHET)	42%	E
582	Central Institute of Temperate Horticulture	33%	E
583	Central Mine Planning and Design Institute	46%	E
584	Central Poultry Development Organization (WR), Mumbai	31%	E
585	Central Public Works Department	48%	E
586	Central Reference Library	48%	E
587	CENTRAL RESEARCH INSTITUTE, KASAULI	25%	E
588	Central Sheep Breeding Farm, Hisar	41%	E
589	Central University of Karnataka	58%	E
590	Central University of Kashmir	47%	E
591	Central University of Punjab	45%	E
592	Central Vigilance Commission	55%	E
593	Centre for DNA Fingerprinting and Diagnostics (CDFD)	39%	E
594	Centre for High Technology (CHT)	1%	E

595	Centre for Marine Living Resources and Ecology, Ministry of Earth Science (MoES)	31%	E
596	Centre for Materials for Electronics Technology (CMET)	56%	E
597	CFTI, Agra	60%	E
598	CGI Melbourne	41%	E
599	CGIT cum Labour Court No.1, Mumbai	21%	E
600	Chennai Port Trust	52%	E
601	Chief Commissioner of Customs, Mumbai-II Zone	47%	E
602	CIHT, Jalandhar	18%	E
603	CIMAP, Lucknow	36%	E
604	Collectorate Karaikal	31%	E
605	Consulate General of India, Chicago	42%	E
606	Consulate General of India, Ho Chi Minh City, Vietnam	42%	E
607	Consulate General of India, San Francisco	43%	E
608	Consulate General of India, Istanbul	36%	E
609	Corporation Bank	56%	E
610	CSIR - National Aerospace Laboratories, Bengaluru	38%	E
611	CSIR Central Leather Research Institute, Chennai	34%	E
612	CSIR Fourth Paradigm Institute (CSIR-4PI)	56%	E
613	CSIR Human Resource Development Group	47%	E
614	CSIR Madras Complex, Chennai	48%	E
615	CSIR National Chemical Laboratory	39%	E
616	CSIR-Central Road Research Institute, New Delhi	38%	E
617	CSIR-INDIAN INSTITUTE & PETROLEUM, DEHRADUN	51%	E

618	CSIR-Institute of Minerals & Materials Technology, bhubaneswar	60%	E
619	CSIR-NIO	56%	E
620	CSIR-SERC, Chennai	59%	E
621	Damodar Valley Corp.	45%	E
622	Debts Recovery Tribunal Visakhapatnam	25%	E
623	Delhi Financial Corporation	57%	E
624	Delhi Nursing Council	39%	E
625	Delhi State Legal Services Authority (DSLISA)	57%	E
626	Delhi Technological University (DTU)	53%	E
627	Department of Consumer Affairs	59%	E
628	Department of Defence Production Sectt.	43%	E
629	Department Of Economic Affairs	59%	E
630	Department of Ex-servicemen Welfare	38%	E
631	Department of Fertilisers	45%	E
632	DEPARTMENT OF REVENUE	19%	E
633	DEPARTMENT OF REVENUE	40%	E
634	Department of Revenue and Disaster management (DRDM), Puducherry	42%	E
635	DEPARTMENT OF RURAL DEVELOPMENT	43%	E
636	Department of Science & Technology, UT of Chandigarh	56%	E
637	Director General Armed Forces Medical Service (DGAfMS)	24%	E
638	Directorate General Factory Advice Service & Labour Institutes	52%	E
639	Directorate General of Mines Safety, ministry of labour & employment	50%	E
640	Directorate General of Performance Management (DGPM), New Delhi	54%	E

641	Directorate of Adult Education	1%	E
642	Directorate of Audit, GNCT of Delhi	37%	E
643	Directorate of AYUSH, Homoeopathic Wing, Govt. of NCT of Delhi	45%	E
644	Directorate of Forest Education, Dehradun	35%	E
645	Directorate of Standardisation	22%	E
646	Dr Harisingh Gour Vishwavidyalaya (a Central University)	57%	E
647	Dr. B.R. Sur Homoeopathic Medical College and Hospital	28%	E
648	Dr. N.C.Joshi Memorial Hospital	58%	E
649	DRDM,Puducherry	42%	E
650	Dredging Corporation of India Ltd., Visakhapatnam	38%	E
651	DRT-III, Chennai	46%	E
652	Eastern Coalfields Limited	45%	E
653	Embassy of India, Amman	48%	E
654	Embassy of India, Baghdad	36%	E
655	Embassy of India, Bangkok	52%	E
656	Embassy of India, Budapest	31%	E
657	Embassy of India, Madrid, Spain	55%	E
658	Embassy of India, Panama	48%	E
659	Embassy of India, Thimphu	59%	E
660	Employees State Insurance Corporation	56%	E
661	Engineers India Limited	59%	E
662	Export-Import Bank of India (Exim Bank)	57%	E
663	FCI Aravali Gypsum and Minerals India Limited(FAGMIL)	47%	E

664	Fertilizer and Chemical Travencore Limited (FACT)	33%	E
665	G.B. Pant National Institute of Himalayan Environment & Sustainable Development	43%	E
666	General Services Organisation, Kalpakkam	34%	E
667	Goa Shipyard Limited (GSL)	25%	E
668	High Commission of India, Pretoria, South Africa	19%	E
669	Hindustan Newsprint Ltd	47%	E
670	Hindustan Organic Chemicals Ltd	35%	E
671	ICAR- Central Island Agricultural Research Institute, Port Blair, Andaman and Nicobar Islands)	55%	E
672	ICAR Research Complex for Eastern Region	22%	E
673	ICAR-Central Institute for Women in Agriculture	50%	E
674	ICAR-National Institute of High Security Animal Diseases	44%	E
675	ICAR-National Research Centre on Meat	52%	E
676	ICAR-National Research Centre on Yak	43%	E
677	IDBI Bank Ltd	47%	E
678	IGIB, Delhi	31%	E
679	IHBT, Palampur	51%	E
680	IHM Bangaluru	53%	E
681	IHM Bhubaneswar	23%	E
682	IHM Guwahati	55%	E
683	IHM Gwalior	48%	E
684	IHM Srinagar	45%	E
685	IHM, Hajipur	36%	E
686	IICT Hyderabad	42%	E

687	IICT, Hyderabad	21%	E
688	IIM Sirmaur, Himachal Pradesh	12%	E
689	IIT Hyderabad	46%	E
690	IIT Indore	49%	E
691	IIT Palakkad	23%	E
692	India Government Mint, Kolkata	20%	E
693	India Government Mint, Noida	23%	E
694	India Security Press, Nashik Road	55%	E
695	Indian Association for the Cultivation Of Science (IACS)	45%	E
696	Indian Council of World Affairs(ICWA), MEA	8%	E
697	Indian Drugs & Pharmaceuticals Ltd.	27%	E
698	Indian Institute of Chemical Biology(IICB), Kolkata	41%	E
699	Indian Institute of Information Technology Vadodara	43%	E
700	Indian Institute of Information Technology, Sri City, Chittoor	32%	E
701	Indian Institute of Maize Research (ICAR)	46%	E
702	Indian Institute of Natural Resins and Gums (ICAR)	8%	E
703	Indian Institute of Packaging	51%	E
704	Indian Institute of Technology (BHU), Varanasi	59%	E
705	Indian Institute of Technology Jammu	43%	E
706	Indian Institute of Technology Tirupati	38%	E
707	Indian maritime university, chennai	50%	E
708	Indian National Centre for Ocean Information Services	36%	E
709	Indian Overseas Bank	23%	E

710	Indian Plywood Industries Research & Training Institute	37%	E
711	Indian Institute of Soil and Water Conservation (Formerly CSWCRTI)	26%	E
712	Indira Gandhi Center for Atomic Research	25%	E
713	Indira Gandhi National Open University	40%	E
714	Indo Tibetan Border Police	49%	E
715	Institute of Hotel Management (IHM), Lucknow	28%	E
716	Insurance Regulatory and Development Authority	51%	E
717	International Advanced Research Centre for Powder Metallurgy	50%	E
718	International Institute of Population Sciences	53%	E
719	Jamia Millia Islamia (A Central University)	27%	E
720	Joint Plant Committee	41%	E
721	Kalawati Saran Children's Hospital, New Delhi	15%	E
722	Kandla Special Economic Zone, Gandhidham, Department of Commerce	53%	E
723	KIOCL Limited	56%	E
724	LHMC and SMT. S.K. Hospital, New Delhi	17%	E
725	Mangalore Refinery and Petrochemicals Limited (MRPL)	17%	E
726	MEME DI, Gangtok	38%	E
727	Ministry of AYUSH	48%	E
728	Ministry of Development of North Eastern Region	31%	E
729	Ministry of Mines	53%	E
730	Ministry of New and Renewable Energy	51%	E
731	Ministry of Petroleum and natural Gas	45%	E
732	Ministry of Power	48%	E

733	Ministry of Skill Development & Entrepreneurship	48%	E
734	Ministry of Tourism	54%	E
735	MSME DI JAIPUR	50%	E
736	MSME DI Karnal	32%	E
737	MSME DI Nagpur	25%	E
738	MSME Testing Centre, Chennai	26%	E
739	NABARD	23%	E
740	NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS, DEPARTMENT OF REVENUE	4%	E
741	National Academy of Customs, Indirect Taxes and Narcotics (NACIN), Faridabad	8%	E
742	National Academy of Sciences	55%	E
743	National Agri-Food Biotechnology Institute (NABI), Mohali	42%	E
744	National Bureau of Animal Genetic Resources	36%	E
745	National Centre for Cold Chain Development (NCCD)	43%	E
746	National Centre for Sustainable Coastal Management (NCSCM)	32%	E
747	National Commission for Safai Karamchari	53%	E
748	National Council of Science Museum	54%	E
749	National Crime Record Bureau (NCRB)	46%	E
750	National Defence College	20%	E
751	National Institute for Interdisciplinary Science and Technology (NIIST)	29%	E
752	National Institute for Orthopaedically Handicapped/ National Institute for Locomotor Disabilities	49%	E
753	National Institute for the Mentally Handicapped	26%	E
754	National Institute of Immunology	55%	E
755	National Institute of Mounatareeing and allied sports	53%	E

756	National Institute of Technology, Meghalaya	56%	E
757	National Institute of Technology, Puducherry	45%	E
758	National Institute of Technology, Raipur	35%	E
759	National Institute of Technology, Sikkim	45%	E
760	National Institute of Technology, Tiruchirappalli	59%	E
761	National Institute of Technology, Uttarakhand	55%	E
762	National Institute of Tuberculosis and Respiratory Diseases(NITRD)	45%	E
763	National Institute of Veterinary Epidemiology and Disease Informatics	25%	E
764	National Jute Manufacturing Corporation Ltd.	45%	E
765	National Productivity Council	45%	E
766	National Research Centre for Litchi (ICAR)	51%	E
767	National Research Centre on Camel (ICAR), BIKANER	38%	E
768	National Research Centre on Pomegranate (ICAR)	54%	E
769	National Scheduled Castes Finance and Development Corporation	48%	E
770	National Security Guard	47%	E
771	National Vector Borne Disease Control Programme	54%	E
772	Nehru Homoeopathic Medical College and Hospital	40%	E
773	NEPA Ltd., Napanagar, M.P.	31%	E
774	NIELIT - Agartala	59%	E
775	NIELIT Jammu/ srinagar	60%	E
776	NIELIT, Ranchi	30%	E
777	NIEPA, New Delhi	51%	E
778	NIFPHATT, Kochi	19%	E

779	NLC India Limited	56%	E
780	North East Centre for Technology Application & Reach (NECTAR)	1%	E
781	North East Institute of Science and Technology (NEIST), Jorhat	48%	E
782	North Eastern Electric Power Corporation	43%	E
783	North Eastern Police Academy	59%	E
784	North-Eastern Hill University (NEHU), Shillong	55%	E
785	Northern Region Farm Machinery Training & Testing Institute	32%	E
786	Nuclear Power Corporation of India	31%	E
787	Numaligarh Refinery Limited (NRL)	26%	E
788	O/o Chief Judge, Govt. of Puducherry (Judicial Department Puducherry)	22%	E
789	Office of Principal Chief Commissioner of Income Tax, Mumbai	59%	E
790	Office of Regional Director, Chennai(Ministry of Corporate Affairs)	11%	E
791	Office of the Chief Commissioner for Persons with Disabilities	50%	E
792	Office of the Commissioner of Customs (Exports), Nhava-sheva, Raigad	18%	E
793	Office of The Regional Drugs Testing Laboratory, Guwahati	59%	E
794	Oil India Limited (OIL)	57%	E
795	Oriental Bank of Commerce	49%	E
796	Oriental Insurance Company Ltd.	52%	E
797	PEC Ltd.	33%	E
798	Port Health Organisation, Visakhapatnam, MOHFW	32%	E
799	Pt. Deendayal Upadhyaya National Institute for Persons With Physical Disabilites	24%	E
800	Punjab National Bank	53%	E
801	Rail Tel Corporation of India Ltd.	49%	E

802	Raja Ramanna Centre for Advanced Technology, Indore	18%	E
803	Raja Rammohun Roy Library Foundation(RRRLF)	39%	E
804	Rajiv Gandhi National Institute of Youth Development	41%	E
805	Regional Drugs Testing Laboratory, Chandigarh	8%	E
806	Regional Office For Health & Family Welfare,(Bihar and Jharkhand)	0%	E
807	Regional Office of Health & Family Welfare,Lucknow	29%	E
808	Regional Office of Health & Family Welfare,Thiruvananthapuram	54%	E
809	REGIONAL OFFICE OF HEALTH AND FAMILY Welfare, SHIMLA	0%	E
810	REGIONAL OFFICE OF HEALTH AND FAMILY WELFARE, SRINAGAR	38%	E
811	Rubber Board	39%	E
812	Sardar Swaran Singh National Institute of Bio-Energy,Ministry of New and Renewable Energy	21%	E
813	School of Planning and Architecture (SPA), Bhopal	52%	E
814	Secretariat of the ELECTION COMMISSION OF INDIA	51%	E
815	Services Sports Control Board (SSCB)	43%	E
816	Sethusamudram Corporation Ltd	20%	E
817	Shipping Corp. of India Ltd.	52%	E
818	Shree Chitra Triunal Institute for Medical Sciences and Technology	58%	E
819	SIDBI	37%	E
820	Society for Applied Microwave Electronics Engineering and Research (SAMEER)	52%	E
821	Spices Board	50%	E
822	SPMCIL Corporate Office	44%	E
823	State Bank of India	54%	E
824	Swami Vivekanand National Institute of Rehabilitation Training and Research (SVNIRTR)	30%	E

825	Tea Research Association	38%	E
826	Technology Development Board	30%	E
827	Technology Information, Forecasting and Assessment Council (TIFAC)	16%	E
828	Telecom Consultants of India	56%	E
829	Textile Committee	47%	E
830	The Jute Corporation of India Limited	56%	E
831	The Marine Products Export Development Authority	49%	E
832	Town and Country Planning Organisation (TCPO) ,MoHUA	0%	E
833	Translational Health Science and Technology Institute (THSTI)	56%	E
834	TRIFED	20%	E
835	Tungabhadra Board	51%	E
836	UCO Bank	57%	E
837	Variable Energy Cyclotron Centre	46%	E
838	Vigyan Prasar, Noida	58%	E

**Mandatory Disclosure Audit of Respondent Public Authorities
(Top 30/100 Respondents that receive highest number of RTI Complaints)**

S. No.	Name of Public Authority	%	Grade
1	AIRPORTS AUTHORITY OF INDIA	57%	E
2	Allahabad Bank	89%	B
3	Bank of Baroda	68%	D
4	Bank of India	93%	A
5	Central Information Commission	94%	A
6	Delhi Metro Rail Corporation	93%	A
7	Department Of Economic Affairs	59%	E
8	Department of Financial Services	69%	D
9	Department of Health & Family Welfare	71%	C
10	Department Of Higher Education	90%	B
11	Department Of Personnel & Training	72%	C
12	Department Of Posts	70%	D
13	Employees State Insurance Corporation	56%	E
14	Food Corporation Of India	94%	A
15	Hindustan Petroleum Corporation Limited (HPCL)	87%	B
16	Indian Air Force	70%	C
17	Indian Army	69%	D
18	Indian Bank	63%	D
19	Indian Oil Corporation Limited (IOCL)	85%	B

20	Life Insurance Corporation of India	97%	A
21	Military Engineer Services	75%	C
22	Ministry Of Housing And Urban Affairs	81%	B
23	Ministry Of Social Justice & Empowerment	71%	C
24	President Secretariate	89%	B
25	Prime Minister's Office	93%	A
26	Punjab National Bank	53%	E
27	Reserve Bank Of India	60%	D
28	State Bank of India	54%	E
29	Supreme Court Of India	92%	A
30	Syndicate bank	80%	B