SOPs on RTI

RTI-LHMC-Admin/SOP-RTI-2026-01-Vol-1

Lady Hardinge Medical College & Associated Smt. Sucheta Kriplani And Kalawati Saran Children Hospital New Delhi-110001

(Applicable to LHMC, Smt. Sucheta Kriplani Hospital & Kalawati Saran Children Hospital)

GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
DIRECTORATE GENERAL OF HEALTH SERVICES
LADY HARDINGE MEDICAL COLLEGE & ASSOCIATED HOSPITALS
SHAHEED BHAGAT SINGH MARG, NEW DELHI-110001

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DISCLAIMER

These Standard Operating Procedures (SOPs)/Guidelines have been prepared for internal administrative guidance and facilitation of implementation of the provisions of the Right to Information (RTI) Act, 2005 in Lady Hardinge Medical College & Associated Hospitals (LHMC & Associated Hospitals), New Delhi.

The contents of this document are intended to provide broad procedural guidance to officers and staff handling RTI matters and are to be read in conjunction with the provisions of the RTI Act, 2005, RTI Rules, 2012, Government of India instructions, Office Memoranda, notifications, and orders issued from time to time.

In case of any inconsistency, ambiguity, conflict, or omission between these SOPs and the provisions of the RTI Act, 2005, the RTI Rules, judicial pronouncements, or directions issued by the Central Information Commission (CIC), the statutory provisions and competent authority directions shall prevail.

These SOPs do not create any legal right, entitlement, or obligation beyond those provided under the RTI Act, 2005 and related rules. The institution reserves the right to amend, modify, or update these guidelines at any time in accordance with applicable laws, administrative requirements, and Government instructions.

All officers dealing with RTI matters are expected to exercise due diligence, fairness, transparency, and independent application of mind while processing applications under the RTI Act, 2005.

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RIGHT TO INFORMATION (RTI) ACT, 2005

STANDARD OPERATING PROCEDURES (SOP)

Lady Hardinge Medical College & Associated Hospitals (LHMC & SSKH)
New Delhi

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1. INTRODUCTION

This Standard Operating Procedure (SOP) outlines the implementation framework of the Right to Information (RTI) Act, 2005, at Lady Hardinge Medical College & Associated Hospitals. The RTI Act is a landmark legislation that empowers citizens to access information held by public authorities, thereby promoting transparency and accountability in governance.

This SOP establishes clear roles, responsibilities, and procedures to ensure:

- Timely and accurate processing of RTI applications
- Consistent compliance with statutory timelines
- Proper documentation and record-keeping
- Effective coordination among RTI Cell, Department PIOs, First Appellate Authority, and supporting staff
- Professional handling of appeals and escalations

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2. STATUTORY FRAMEWORK

2.1 Applicable Legislation

- Right to Information (RTI) Act, 2005
- RTI Rules, 2012
- Government of India notifications and Office Memoranda on RTI implementation

2.2 Definition of Information

"Information" as per Section 2(f) of the RTI Act means any material in any form, including:

- Records, documents, memoranda, circulars, orders, reports, logbooks, contracts
- Inspection reports and audit findings
- Information held in electronic form
- Information available with public authorities held by third parties on their behalf

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3. ORGANIZATIONAL STRUCTURE

3.1 Nodal Officer for RTI (Central RTI Cell)

Designation: [Additional Medical Superintendent/Senior Administrator - RTI Nodal Officer]
Primary Responsibilities:

- Receive all RTI applications (offline, online, and transferred from other authorities)
- Register applications in the centralized RTI tracking system
- Assign applications to appropriate Department PIOs
- Monitor compliance with statutory timelines (30 days / 48 hours for life/health cases)
- Coordinate between various PIOs and the RTI Cell
- Prepare communications and official responses on behalf of concerned PIOs
- Maintain centralized RTI records and statistics
- Ensure compliance with RTI amendments and government directives
- Act as the point of contact for applicants and information officers
- Facilitate appeals to the First Appellate Authority

3.2 Public Information Officers (PIOs) - Department Level

Designation: [Designated senior officer]
Responsibilities:

- Receive information requests from the RTI Nodal Officer
- Examine applications for completeness and clarity
- Identify relevant information within their department
- Retrieve and compile information from departmental records
- Assess applicability of exemptions under Sections 8 and 9 of the RTI Act
- Prepare preliminary response or exemption justification
- Maintain departmental RTI records and file numbering
- Communicate findings to the RTI Nodal Officer within prescribed timeline
- Respond to third-party objections if raised
- Support the Nodal Officer in appeal procedures

PIO Portal Access:

- Each PIO shall be provided with login credentials and password

- PIOs are responsible for maintaining confidentiality of credentials
- Password must be changed on first login and every 90 days thereafter
- All portal activities are logged for audit purposes

3.3 First Appellate Authority (FAA)

Designation: [Typically one level senior to the concerned CPIO - e.g., HOD/Additional Medical Superintendent/Principal/Medical Superintendent]
Responsibilities:

- Receive and register appeals from applicants dissatisfied with CPIO decisions
- Examine CPIO's decision independently and impartially
- Review information disclosure and exemption justifications
- Interview concerned CPIO if necessary
- Make independent determination on applicability of exemptions
- Issue reasoned FAA orders within 30 days of appeal receipt
- Maintain FAA records and appeal statistics
- Communicate decisions to appellants clearly with reasons
- Coordinate with RTI Cell for proper documentation and filing
- Support CIC (Central Information Commission) if escalated further

3.4 Supporting Staff

- **RTI Cell Staff:** Coordinate documentation, filing, receipt, and dispatch of applications
- **Department Administrative Staff:** Assist in information retrieval and compilation
- **Technical Staff:** Ensure proper maintenance of electronic records and PIO portal access

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4. RTI APPLICATION PROCESSING PROCEDURE

4.1 Receipt of RTI Applications

Modes of Receipt:

- **Offline:** Direct submission at RTI Cell or by mail/courier
- **Online:** Through official RTI portal (if available)
- **Transferred:** From other public authorities per Section 6(3) of the RTI Act

Upon Receipt:

Step	Action	Responsibility	Timeline
1	Receive application with prescribed fee	RTI Cell Staff	Same day
2	Verify completeness (Form, fee, attachments)	RTI Cell Staff	Same day
3	Acknowledge receipt with reference number	RTI Cell Staff	Same day
4	Register in centralized RTI register with date of receipt	Nodal Officer	Same day
5	Forward to appropriate Department PIO	Nodal Officer	Within 1 day

Acknowledgment Details (in acknowledgment letter/receipt):

- Application reference number (format: RTI/[YYYY]/[Sequential No.])
- Date of receipt
- Nodal Officer's contact details
- Expected disposal date
- Fee details (if applicable)

4.2 Assessment and Information Compilation

CPIO Actions upon receiving RTI application:

1. **Preliminary Assessment:**
    - Examine application for clarity and specificity
    - If application is vague or unclear, seek clarification from applicant (within reasonable interpretation)
    - Note any third-party information that may require separate approval
2. **Information Gathering:**
    - Search relevant departmental records and files
    - Consult with subject-matter experts within department
    - Compile all responsive information
    - Prepare copies/extracts as requested by applicant
3. **Exemption Analysis:**

- Determine if any information falls under Section 8(1) (qualified exemptions) or Section 9 (absolute exemptions)
- Document reasons for claiming exemption with clear legal justification
- Do NOT claim exemptions as a rule; apply strict scrutiny

4.3 Response Preparation

CPIO submits to RTI to the applicant and copy to the Nodal Officer:

- Compiled information (or certified copies/extracts)
- Exemption justification (if any), citing specific sections with detailed reasoning
- Estimated cost for information supply (if applicable)
- Any third-party objections received and CPIO's assessment
- Review the response for sufficiency and legal compliance
- Format response according to RTI Act requirements
- Prepare official response letter on institution letterhead
- Calculate any applicable fee for information supply
- Ensure response includes:
  - Reference number and receipt date
  - Information provided (or itemized list)
  - Reasons for any exemptions claimed with legal citations
  - Details of payment/bank account if fee is due
  - Appeal information (FAA name, contact, timeline)

4.4 Response Delivery

Timeline:

- **Standard Applications:** 30 days from date of receipt
- **Health/Life-related Applications:** 48 hours from date of receipt

Delivery Methods:

- Personal collection by applicant
- Courier/registered mail
- Email (if applicant provides email ID and information is in electronic form)

5. INFORMATION NOT TO BE PROVIDED

5.1 General Principle

RTI is a tool for accessing information held by public authorities, NOT a platform for:

- Obtaining official interpretations or legal opinions
- Requesting actions or interventions by the authority
- Redressing grievances or complaints
- Seeking reasons for administrative decisions not already in written records
- Demanding modification or correction of records

5.2 Specific Scenarios Where Reply NOT to be Provided

Category A: Not "Information" as per Section 2(f)

Scenario A.1 - Information Does Not Exist

- **Example:** Request for "reasons why my application for leave was rejected" when no written reasons are on record
- **Response Format:** "The information sought does not exist in the form of written records in our department. No written reasons were recorded at the time of the decision."
- **Action:** Issue application disposal letter citing this ground

Scenario A.2 - Interpretation/Clarification/Opinion Sought

- **Example:** "Explain the provisions of the Hospital Act as applicable to patient discharge procedures"
- **Response Format:** "The information sought appears to be a request for interpretation of law or legal opinion. The RTI Act does not require the authority to create new information or provide interpretations. You are advised to approach the legal department or refer to official guidelines."

Scenario A.3 - Request for Action Rather Than Information

- **Example:** "Obtain permission from patient for disclosure of medical records"
- **Response Format:** "The request seeks the Authority to take action (obtaining permission) rather than disclose existing information. The RTI Act does not mandate public authorities to perform actions; it only requires disclosure of information already held."

Scenario A.4 - Request for Grievance Redressal

- **Example:** "I was denied admission unfairly; provide records and reasons, and take corrective action"
- **Response Format:** "The application appears to be primarily for redressal of a grievance rather than seeking information. The RTI Act is not the appropriate platform for grievance redressal. For grievance resolution, applicant is advised to approach: [cite appropriate grievance mechanism/forum]. The factual information regarding admission procedures may be provided separately if specifically requested."

Category B: Section 8(1) Exemptions (Qualified - Subject to Public Interest Test)

Section 8(1)(a) - Prejudicial to National Security

- **Scenario:** Request for records of infectious disease surveillance systems
- **Response Format:** "Denied under Section 8(1)(a) of RTI Act. Disclosure of [specific details] could prejudice national security and health emergency response capabilities."
- **Justification Required:** Establish clear nexus between information and national security threat

Section 8(1)(b) - State Security/Sovereignty

- **Scenario:** Request for security protocols of hospital during disease outbreaks
- **Response Format:** "Denied under Section 8(1)(b). Disclosure of internal security arrangements could compromise institutional security."

Section 8(1)(c) - Relations with Foreign State

- **Scenario:** Request for international collaboration agreements marked "confidential"
- **Response Format:** "Denied under Section 8(1)(c). Disclosure could prejudice India's relations with [foreign country]."

Section 8(1)(d) - Contempt of Court/Parliamentary Privilege

- **Scenario:** Request for information on cases currently pending in court with specific court order prohibiting disclosure
- **Response Format:** "Denied under Section 8(1)(d). A specific court order dated [date] prohibits disclosure of this information."
- **Condition:** Only applies if court/tribunal has expressly forbidden disclosure by specific order

Section 8(1)(e) - Obliges Confidence

- **Scenario:** Patient's medical records with express confidentiality (for applicant not the patient)

- **Response Format:** "Denied under Section 8(1)(e). Information has been received by the institution in confidence and disclosure without consent would breach confidentiality obligations."
- **Limit:** Does NOT apply to institutional/organizational confidentiality; only where legal confidentiality obligation exists

Section 8(1)(f) - Commercial Confidence/Trade Secret

- **Scenario:** Request for proprietary medical technology specifications or vendor pricing formulas
- **Response Format:** "Denied under Section 8(1)(f). Disclosure of [specific technical/commercial details] would harm the competitive position of [third party]."
- **Requirement:** Must establish: (i) information is trade secret/commercial confidence, (ii) disclosure would harm competitive position

Section 8(1)(g) - Personal Information

- **Scenario:** Request for detailed personal information (address, phone) of hospital staff
- **Response Format:** "Denied under Section 8(1)(g). Information relates to personal details of [title/position] with no direct nexus to public activity or interest."
- **Limitation:** Cannot be used for institutional information (org chart, email contacts of public officials in official capacity)

Section 8(1)(h) - Information Supplied in Confidence by Third Party

- **Scenario:** Request for confidential reports from accreditation agencies submitted to hospital with confidentiality clause
- **Response Format:** "Denied under Section 8(1)(h). Information was supplied by third party with explicit confidentiality clause."
- **Requirement:** Third party's confidentiality agreement/clause must exist and be valid

Section 8(1)(i) - Information Relating to Competitive Bidding

- **Scenario:** Request for detailed information of competing vendors during ongoing tender evaluation
- **Response Format:** "Denied under Section 8(1)(i). Disclosure during active procurement process would prejudice competitive bidding."
- **Timeline:** This exemption terminates once contract is awarded; information becomes accessible thereafter

Section 8(1)(j) - Unwarranted Privacy Invasion

- **Scenario:** Request for detailed personal information of hospital employees or patients with no public interest connection
- **Response Format:** "Denied under Section 8(1)(j). Disclosure would cause unwarranted invasion of privacy without corresponding public interest."
- **Importance:** Most misused exemption; only applicable to truly personal information (not institutional information of public officials)

Category C: Section 9 Exemptions (Absolute - NOT Subject to Public Interest Test)

Section 9(1)(a) - Information Given by Third Party in Confidence

- **Scenario:** Confidential donor information, student records submitted with confidentiality understanding
- **Response Format:** "Denied under Section 9(1)(a). Information was supplied by third party in clear confidence."
- **Requirement:** Must have genuine confidentiality relationship with third party

Section 9(1)(b) - Information Forbidden by Court Order (Absolutely)

- **Scenario:** Information specifically forbidden by superior court order in criminal/civil case
- **Response Format:** "Denied under Section 9(1)(b). A specific order of [Court name] dated [date] absolutely prohibits disclosure."
- **Strict Requirement:** Only specific, express prohibition orders qualify; not blanket court directives

Section 9(1)(c) - Information Related to Fiduciary Relationships

- **Scenario:** Detailed personal information of financial beneficiaries or vulnerable persons
- **Response Format:** "Denied under Section 9(1)(c). Disclosure would breach fiduciary duty towards [beneficiary]."

Category D: Practical Limitations Under Section 7(9)

Section 7(9) - When Information Cannot Be Separated

- **Scenario:** Applicant requests patient discharge summary; but entire file contains mixed information (some public interest, some confidential medical details)
- **Response Format:** "The requested information is intertwined with confidential medical information relating to [third party patient]. The Authority cannot feasibly separate this information without compromising confidentiality. [Alternative] information can be provided instead."

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5.3 Format for Denial Responses

When Information Cannot Be Provided, Response MUST Include:

1. **Reference Details:**
   - RTI Application Number and date received
2. **Clear Statement of Denial:**
   - "Your RTI application for information regarding [specific details] is REJECTED for the following reasons:"
3. **Specific Exemptions Cited:**
   - Section 8(1)(a) OR Section 9(1)(a), etc.
   - NOT vague references like "sensitive information" or "confidential"
4. **Detailed Justification:**
   - Explain WHY the exemption applies
   - For Section 8 exemptions: explain why disclosure would cause harm
   - Use concrete facts, not assumptions
   - Example: Instead of 'trade secret," write: "Vendor pricing formula contains [specific element] which, if disclosed, would allow competitors of [vendor] to undercut pricing"
5. **Public Interest Consideration (for Section 8 only):**
   - For Section 8 exemptions, acknowledge if substantial public interest exists
   - If public interest test shows larger public interest in disclosure, PROVIDE information despite exemption claim
6. **Appeal Information:**
   - Name and contact of First Appellate Authority
   - Timeline for filing appeal (30 days from receipt)
   - Appeal process details
7. **Official Signature:**
   - Signed by PIO (not delegated to junior staff)
   - Name, designation, date

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6. CRITICAL POINTS FOR RTI PROCESSING

6.1 RTI is NOT a Grievance Redressal Forum

Applicants May NOT Use RTI to:

- Seek correction or modification of records
- Request the authority to take action or reverse decisions
- Lodge complaints about unfair treatment
- Demand reasons for discretionary decisions not in writing
- Challenge administrative actions

What They SHOULD Do Instead:

- Approach appropriate grievance forums (Grievance Redressal Committee, Ombudsman)
- File formal complaints with concerned department
- Use departmental appeal procedures
- Approach civil courts for relief

PIO Responsibility: Politely but clearly inform applicants that RTI is not the proper forum and redirect them to appropriate channels.

6.2 RTI is NOT a Platform for Litigation Support

Applicants sometimes misuse RTI to gather evidence for litigation. While information can be provided if it falls within RTI definition:

- Do NOT provide interpretations of information for litigation purposes
- Do NOT assist in compilation of evidence
- Provide factual information only; let applicant draw own conclusions

6.3 Timelines are Mandatory

Type of Application	Disposal Timeline	Remarks
Standard RTI	30 days from receipt	Calculated from date of receipt; extensions only for voluminous information (rare)
Health/Life-Related	48 hours from receipt	For information affecting life or health of applicant
Appeal to FAA	30 days from receipt of appeal	FAA must decide within this period
Second Appeal to CIC	Variable	Set by Information Commission; typically 90 days

No Exemption for Timelines: Authority cannot exceed these timelines except in very limited circumstances.

6.4 Fees NOT a Discretionary Tool

- RTI cannot be refused on grounds of fee non-payment; fee can be recovered later
- Fees must be statutory amounts only (currently ~Rs. 10 for application + actual copying cost)
- Cannot charge for search, compilation, or postal expenses as fee
- Photocopies: Rs. 2 per page maximum

6.5 Vague Applications

If Application is Vague:

- DO NOT refuse outright
- Seek REASONABLE clarification from applicant (not interpret broadly)
- If applicant doesn't clarify, respond to what can be reasonably understood
- Example: "Furnish all data on patient admission" is vague; seek clarification on date range, department, etc.

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7. ROLES AND RESPONSIBILITIES SUMMARY

7.1 RTI Nodal Officer (RTI Cell)

Activity	Responsibility
Application Receipt	Receive all RTI applications (offline/online/transferred)
Registration	Register in centralized RTI register with unique reference number
Distribution	Assign to appropriate Department CPIO with receipt date clearly marked
Monitoring	Track status of each application; ensure compliance with timelines
Correspondence	Maintain communication with applicants
Response Compilation	Draft final response letter on behalf of concerned CPIO
Portal Management	Manage CPIO portal access, credentials, and technical support

Record-Keeping	Maintain centralized RTI records, statistics, and compliance reports
Escalation	Facilitate FAA appeals and CIC submissions if required
Reporting	Submit quarterly/annual RTI statistics to Government

7.2 Department Central Public Information Officer (CPIO)

Activity	Responsibility
Information Search	Search departmental records for responsive information
Compilation	Compile and prepare information for disclosure
Verification	Verify accuracy of information before submission
Exemption Analysis	Assess applicability of exemptions under Sections 8 and 9
Justification	Provide detailed written justification for any exemptions claimed
Third-Party Coordination	Handle third-party objections and provide response
Timely Submission	Submit compiled information to Nodal Officer within 20-25 days (to allow final processing)
Record-Keeping	Maintain departmental RTI file and records
Support to FAA	Provide all relevant documents and clarifications if appeal is filed
Training	Ensure departmental staff are aware of RTI obligations

PIO's Key Principle:

- **Disclosure is the default; exemption is exception**
- Apply exemptions sparingly and only when clearly justified
- Err on the side of transparency

7.3 First Appellate Authority (FAA)

Activity	Responsibility
Appeal Receipt	Receive appeals from applicants dissatisfied with PIO decisions

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Independent Review	Examine PIO's decision independently without bias
Information Verification	Verify that all information has been provided; review exemption justifications
Interview	Call PIO for clarification if needed; hear applicant's response
Exemption Re-examination	Re-examine each exemption claimed by PIO; do not automatically accept PIO's determination
Reasoning	Provide detailed reasoned order explaining acceptance or rejection of exemptions
Timeline Compliance	Issue FAA decision within 30 days of appeal receipt
Corrective Action	If PIO's response was inadequate, direct disclosure of additional information
Documentation	Maintain FAA files with orders and supporting documents
Escalation Support	Assist applicant in understanding CIC appeal process if required

FAA's Key Principle:

- **FAA is independent verifier; not subordinate to CPIO**
- Re-examine CPIO's logic independently; may disagree with CPIO
- Must provide reasoned decisions, not mere approval of CPIO's actions

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8. COMMON PROCEDURAL ISSUES AND RESOLUTIONS

8.1 Application Transferred from Another Authority

Procedure:

- If application received from another public authority with direction to transfer to LHMC
- Note: Transfer MUST occur within 5 days from when authority identified LHMC as proper recipient
- RTI Nodal Officer receives transfer letter and restarts 30-day timeline
- Applicant informed of transfer with new reference number
- Responsibility: LHMC is now responsible for response, not the transferring authority

8.2 Information Held by Third Party

Scenario: Applicant requests information about [vendor/contractor/external party]

Procedure:

- If information is held by LHMC (in contracts, correspondence files, etc.), it MUST be provided or exempted with proper justification
- If information is NOT held by LHMC, respond: "This information is not held by this institution. You are advised to approach [third party] directly."
- Do NOT transfer responsibility to third party if information exists with LHMC

8.3 Transferred Appeals

If Appeal Received at Wrong Authority:

- Transfer to correct FAA immediately
- Applicant must be informed of transfer with details

8.4 Multiple Applicants with Same Question

Procedure:

- Each applicant is treated separately
- Each receives individual response (cannot combine responses)
- Fees paid separately by each

8.5 Request for Certified Copies

Procedure:

- Applicant may request certified copies of documents (instead of photocopies)
- Charge applicable: Rs. 2 per page + certification fee (typically Rs. 5-10)
- Certified copy is signed by PIO with official seal
- Takes more time than simple photocopy; advise applicant upfront

---

9. SPECIAL CASES

9.1 Medical Records RTI Requests

Important Notes:

- Patient's own medical records: Generally provided
- Medical records of third party (non-patient): Usually denied under Section 8(1)(g) or 8(1)(j)

Anil Kumar Verma Administrative Officer LHMC & Smt. S.K. Hospital New Delhi-110001
डॉ. पंकज कुमार केशरी/Dr. Pankaj Kumar Keshri आचार्य/Professor शरीर क्रिया विज्ञान विभाग/Department of Physiology लेहामेकॉ. एवं श्रीमती सु. कृ. अस्पताल, नई दिल्ली-110001 LHMC & Smt. S.K. Hospital, New Delhi-110001
अतिरिक्त चिकित्सा अधीक्षक Addl. Medical Superintendent ले.हा.म.कॉ. एवं श्रीमती सु.कृ. अस्पताल LHMC & Smt. S.K. Hospital नई दिल्ली-110001
विनय कुमार / Vinay Kumar उप-निदेशक (प्रशासन) / Deputy Director (Admn) लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल Lady Hardinge Medical College & Smt. S.K. Hospital नई दिल्ली-110001

- Exception: If third party gives written consent OR large public interest (disease outbreak reporting, etc.)
- Format: Provide certified copies from Medical Record Department

9.2 Requests from Patients/Relatives

Patient Requesting Own Records:

- Provide without exemption (patient is not "third party")
- May refuse if information could harm patient's mental health (psychiatric records)
- Exception documented with clear medical justification

Relative of Deceased Patient:

- Require legal proof of relationship (death certificate, succession certificate, etc.)
- Generally not obligated to provide unless legal heir proves interest in information

9.3 Requests Related to Ongoing Proceedings

Investigation/Disciplinary Inquiry In Progress:

- May be denied under Section 8(1)(h) if disclosure prejudices inquiry
- Example: "This investigation is ongoing; disclosure now would prejudice inquiry process"
- Once concluded, information generally becomes accessible

Court Case Pending:

- If information is court exhibits or evidence: Usually cannot be disclosed (Section 8(1)(d))
- If information exists independently and court hasn't forbidden disclosure: Can disclose
- Always cite whether specific court order exists prohibiting disclosure

---

10. RECORD-KEEPING AND DOCUMENTATION

10.1 Centralized RTI Register

Should Contain:

- RTI Reference Number and date received
- Applicant name and contact details
- Information sought (brief description)
- Date sent to concerned PIO

- Date response received from PIO
- Date response sent to applicant
- Status (approved/partial/denied)
- Exemptions cited (if any)
- Appeal filed (yes/no); FAA decision (if any)
- Fee collected
- Remarks

10.2 Departmental RTI Files

Each Department PIO Maintains:

- Original RTI application
- Compiled information
- Internal correspondence on information location
- Exemption justification note
- Third-party objections (if any)
- Internal approvals
- Copy of response sent to applicant
- Copy of appeal order (if appeal filed)

10.3 RTI Cell Archives

Retain Permanently:

- Original applications
- Final responses
- Appeal orders
- FAA decisions
- CIC decisions

Retention Period: Per Government of India guidelines (typically 5 years minimum for operational records)

---

11. TRAINING AND AWARENESS

11.1 PIO Training

All newly designated PIOs must receive training on:

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.हा.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital
डॉ. पंकज कुमार केशरी/Dr. Pankaj Kumar Keshri
आचार्य/Professor
शरीर क्रिया विज्ञान विभाग/Department of Physiology
ले.हा.मे.कॉ. एवं श्रीमती सु.कृ.
LHMC & Smt. S.K. Hospital
अतिरिक्त चिकित्सा अधीक्षक
Addl. Medical Superintendent
ले.हा.म.का. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001
विनय कुमार / Vinay Kumar
उप-निदेशक (प्रशासन) / Deputy Director (Admn.)
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ.
Lady Hardinge Medical College & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

- Statutory obligations under RTI Act, 2005
- Exemptions under Sections 8 and 9 with case examples
- Timelines and compliance requirements
- Portal use and documentation
- Ethical principles of transparency

11.2 Staff Awareness

All departmental staff who handle records must be aware:

- Information is presumed disclosable unless exempted
- RTI is not a grievance forum
- Timelines are mandatory
- Cooperation with RTI process is obligatory

---

12. PENALTIES FOR NON-COMPLIANCE

As per RTI Act, 2005:

- **Wilful concealment of information:** Action up to suspension/dismissal
- **Repeated delays:** Monetary penalty up to Rs. 25,000 for first instance, up to Rs. 25,000 per day for subsequent instances (CIC discretion)
- **False certification:** Misconduct charges
- **Frivolous rejection:** CIC may direct disclosure plus penalties

Institutional Level:

- Adverse remarks in departmental/institutional audits
- Possible intervention by Central Information Commission
- Reputational damage

---

13. FINAL IMPORTANT POINTS

13.1 RTI is a RIGHT, Not a Privilege

- Citizens have statutory right to information
- PIO's role is to ENABLE this right, not restrict it
- Burden of proof is on PIO to justify exemption, NOT on applicant to justify request

13.2 Transparency Builds Trust

- Open information sharing strengthens public confidence
- Demonstrates institutional commitment to good governance
- Reduces frivolous grievances by providing factual clarity

13.3 Distinction: Information vs. Action

- RTI provides ACCESS to existing information
- RTI does NOT require authority to:
  - Create new information
  - Conduct investigations
  - Take corrective action
  - Provide interpretations
  - Reverse decisions

13.4 RTI is NOT Optional

- Compliance with RTI Act is mandatory, not discretionary
- Institutional leadership must ensure full adherence
- Regular training and monitoring are essential

---

14. APPENDICES

APPENDIX A

RTI APPLICATION FORM

(Under Section 6(1) of the RTI Act, 2005)

To
The Public Information Officer (PIO)
Lady Hardinge Medical College & Associated Hospitals
New Delhi

1. Name of Applicant: _____
2. Father's/Husband's Name: _____
3. Full Postal Address: _____

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.हा.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल नई दिल्ली-110001
LHMC & Smt. S.K. Hospital New Delhi-110001

डॉ. पंकज कुमार केशरी/Dr. Pankaj Kumar Keshri
आचार्य/Professor
शरीर क्रिया विज्ञान विभाग/Department of Physiology
ले.हा.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital, New Delhi

अतिरिक्त चिकित्सा अधीक्षक / Addl. Medical Superintendent
ले.हा.म.का. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

विनय कुमार / Vinay Kumar
उप-निदेशक (प्रशासन) / Deputy Director (Admn.)
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्प
Lady Hardinge Medical College & Smt. S.K. H
नई दिल्ली-110001 / New Delhi-110001

4. Contact Number: _____

5. Email ID (if any): _____

6. Particulars of Information Required:

a. Subject Matter of Information: _____

b. Period to which Information relates: _____

c. Specific Details of Information Sought:

_____

_____

_____

7. Whether Information Required by:

□ Photocopy
□ Certified Copy
□ Inspection of Records
□ Electronic Copy (CD/Email)

8. Whether Applicant is Below Poverty Line (BPL):

□ Yes (Attach proof)
□ No

9. Details of Application Fee Paid:

Amount: Rs. _____
Mode: Cash/DD/IPO/Online
Receipt No.: _____
Date: _____

10. Place: _____

11. Date: _____

Signature of Applicant

_____

_____

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.हा.म.को. एवं श्रीमती सु.कृ. अस्पताल नई दिल्ली-110001
LHMC & Smt. S.K. Hospital New Delhi-110001

विनय कुमार/Vinay Kumar
उप-निदेशक (प्रशासन) / Deputy Director (Admn.)
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
Lady Hardinge Medical College & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

डॉ. पंकज कुमार केशरी/Dr. Pankaj Kumar Keshri
आचार्य/Professor
शरीर क्रिया विज्ञान विभाग/Department of Physiology
लेहा.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल, नई दिल्ली
LHMC & Smt. S.K. Hospital, New Delhi

अतिरिक्त चिकित्सा अधीक्षक
Addl. Medical Superintendent
ले.हा.म.को. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

APPENDIX B

MODEL RESPONSE LETTER – INFORMATION PROVIDED

Ref. No.: RTI/*20*/___
Date: _____

To,
[Applicant Name]
[Address]

Subject: Disposal of RTI Application dated _____

Sir/Madam,

Please refer to your RTI application dated _____ received in this office on _____ seeking information regarding _____.

The information as available on record is enclosed/provided below:

1. _____
2. _____
3. _____

Details of Additional Fee (if applicable):

Description	**Amount**
Photocopy Charges	Rs. ____
Certified Copy Charges	Rs. ____
Total	Rs. ____

If aggrieved by this reply, you may file a First Appeal under Section 19(1) of the RTI Act within 30 days before:

First Appellate Authority
[Name & Designation]

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.हा.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल/LHMC & Smt. S. K. Hospital

डॉ. पंकज कुमार केशरी/Dr. Pankaj Kumar Keshri
आचार्य/Professor
शरीर क्रिया विज्ञान विभाग/Department of Physiology
लेहा.मेकॉ. एवं श्रीमती सु.कृ. अस्पताल, नई दिल्ली-110001
LHMC & Smt. S.K. Hospital, New Delhi-110001

अतिरिक्त चिकित्सा अधीक्षक
Addl. Medical Superintendent
ले.हा.म.का. एवं श्रीमती सु.कृ. अस्पताल / विनय कुमार / Vinay Kumar
LHMC & Smt. S.K. Hospital / Deputy Director (Admn)
नई दिल्ली-110001 / उप-निदेशक (प्रशासन) / Deputy Director (Admn)
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
Lady Hardinge Medical College & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

Lady Hardinge Medical College & Associated Hospitals
New Delhi

Yours faithfully,

(Signature)
Name: _____
Public Information Officer
LHMC & Associated Hospitals

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.ह.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल नई दिल्ली-110001
LHMC & Smt. S. K. Hospital New Delhi-110001

विनय कुमार / Vinay Kumar
उप-निदेशक (प्रशासन) / Deputy Director (Admn.)
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
Lady Hardinge Medical College & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

डॉ. पंकज कुमार केशरी / Dr. Pankaj Kumar Keshri
आचार्य/Professor
शरीर क्रिया विज्ञान विभाग/Department of Physiology
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital, New Delhi-110001

अतिरिक्त चिकित्सा अधीक्षक
Addl. Medical Superintendent
ले.ह.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital
New Delhi-110001

APPENDIX C

MODEL RESPONSE LETTER – INFORMATION DENIED

Ref. No.: RTI*//20/*___
Date: _____

To,
[Applicant Name]
[Address]

Subject: Disposal of RTI Application dated _____

Sir/Madam,

Please refer to your RTI application dated _____ seeking information regarding _____.

The requested information cannot be provided for the following reasons:

Grounds for Rejection

The information sought is exempted from disclosure under Section _____ of the RTI Act, 2005.

Detailed Justification

_____

_____

_____

Public Interest Consideration (Applicable for Section 8 Exemptions)

After due consideration, it is observed that no larger public interest justifies disclosure of the requested information.

If aggrieved by this decision, you may file a First Appeal under Section 19(1) of the RTI Act within 30 days before:

First Appellate Authority
[Name & Designation]
Lady Hardinge Medical College & Associated Hospitals
New Delhi

Yours faithfully,

(Signature)
Name: _____
Public Information Officer
LHMC & Associated Hospitals

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.रा.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल नई दिल्ली-110001
LHMC & Smt. S. K. Hospital New Delhi-110001

विनय कुमार / Vinay Kumar
उप-निदेशक (प्रशासन) / Deputy Director (Admn.)
डॉ हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
dy Hardinge Medical College & Smt. S.K. Hospitals
नई दिल्ली-110001 / New Delhi-110001

पंकज कुमार केशरी / Dr. Pankaj Kumar Keshri
आचार्य/Professor
शरीर क्रिया विज्ञान विभाग/Department of Physiology
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल, नई दिल्ली-110001
LHMC & Smt. S.K. Hospital, New Delhi-110001

अतिरिक्त चिकित्सा अधीक्षक
Addl. Medical Superintendent
ले.रा.म.का. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

APPENDIX D

FIRST APPEAL FORM

(Under Section 19(1) of the RTI Act, 2005)

1. Name of Appellant: _____
2. Address: _____
3. Contact Number/Email: _____
4. RTI Application Reference Number: _____
5. Date of RTI Application: _____
6. Name of PIO Concerned: _____
7. Grounds for Appeal:

□ No response received within prescribed time
□ Incomplete information supplied
□ Incorrect information supplied
□ Information wrongly denied
□ Excessive fee demanded
□ Other (Specify)

Details:

_____

_____

_____

8. Relief Sought:

_____

_____

9. List of Enclosures:

□ Copy of RTI Application
□ Copy of PIO Reply
□ Supporting Documents

Date: _____

Place: _____

Signature of Appellant

_____

_____

_____

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.रा.म.का. एवं श्रीमती सु.कृ. अस्पताल नई दिल्ली-110001
LHMC & Smt. S.K. Hospital New Delhi-110001

विनय कुमार / Vinay Kumar
उप-निदेशक (प्रशासन) / Deputy Director (Admn.)
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
Lady Hardinge Medical College & Smt. S.K. Hospital
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डॉ. पंकज कुमार केशरी/Dr. Pankaj Kumar Keshri
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लेडी हार्डिंग एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital

अतिरिक्त चिकित्सा अधीक्षक
Addl. Medical Superintendent
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LHMC & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

APPENDIX E

RTI TIMELINE CHECKLIST

Activity	Responsible Officer	Timeline
Receipt of RTI Application	RTI Cell/ R&I	Same Day
Registration & Acknowledgment	RTI Cell/Nodal Officer	Same Day
Transfer to Concerned PIO	Nodal Officer	Within 1 Day
Information Compilation	Department CPIO	Within 20–25 Days
Final Disposal of RTI	CPIO/Nodal Officer	Within 30 Days
Life/Health Related Cases	Concerned CPIO	Within 48 Hours
Transfer under Section 6(3)	Original Authority	Within 5 Days
First Appeal Filing	Applicant	Within 30 Days
Disposal of First Appeal	FAA	Within 30 Days

APPENDIX F

QUICK REFERENCE – EXEMPTIONS UNDER RTI ACT

Section	Nature of Exemption
8(1)(a)	National Security/Sovereignty
8(1)(d)	Commercial Confidence/Trade Secrets
8(1)(e)	Information Held in Fiduciary Capacity
8(1)(g)	Personal Safety/Security
8(1)(h)	Ongoing Investigation
8(1)(j)	Personal Information/Privacy
9(1)(a)	Third Party Confidential Information
9(1)(b)	Court-Prohibited Information
9(1)(c)	Fiduciary Relationship Information

Important Principle

Disclosure is the rule; exemption is the exception.

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.ज.मे.कॉ. एवं श्रीमती सु.कृ. अस्पताल नई दिल्ली-110001
LHMC & Smt. S. K. Hospital New Delhi-110001

विनय कुमार / Vinay Kumar
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लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
Lady Hardinge Medical College & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

डॉ. पंकज कुमार केशरी/Dr. Pankaj Kumar Keshri
आचार्य/Professor
शरीर क्रिया विज्ञान विभाग/Department of Physiology
लेडी हार्डिंग मेडिकल कॉलेज एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital, New Delhi-110001

अतिरिक्त चिकित्सा अधीक्षक
Addl. Medical Superintendent
ले.हा.म.का. एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital
नई दिल्ली-110001 / New Delhi-110001

APPENDIX G

COMMON RTI SCENARIOS AND MODEL RESPONSES

Scenario 1: Information Not Available on Record

Reply:
"The information sought is not available in material form in the records of this institution."

Scenario 2: Clarification/Opinion Requested

Reply:
"The RTI Act permits access only to information available on record and does not require public authorities to provide interpretations, clarifications, or opinions."

Scenario 3: Grievance Redressal Request

Reply:
"The RTI Act is not a grievance redressal mechanism. You may approach the appropriate grievance forum for redressal of your complaint."

Scenario 4: Personal Information of Third Party

Reply:
"The requested information pertains to personal information of a third party and is exempt under Section 8(1)(j) of the RTI Act."

Scenario 5: Ongoing Investigation

Reply:
"The matter is presently under investigation/inquiry and disclosure at this stage may prejudice the investigation process under Section 8(1)(h) of the RTI Act."

Scenario 6: Medical Records of Another Patient

Reply:
"The requested medical records belong to a third party and cannot be disclosed without consent under Sections 8(1)(e) and 8(1)(j) of the RTI Act."

---

15. IMPLEMENTATION AND REVIEW

Effective Date: [Date of approval by Director/Principal]

Policy Review: Annual review by RTI Nodal Officer and Senior Management

Amendments: Any amendments to this SOP must be notified in writing to all PIOs and FAAs

---

Contact Information:

RTI Nodal Officer: [Name, Designation, Phone, Email]
First Appellate Authority: [Name, Designation, Phone, Email]

Approved By:

[Director/Principal Name and Signature]
Date: _____

Document Version: 1.0
Last Updated: [Current Date]

अनिल कुमार वर्मा/Anil Kumar Verma
प्रशासनिक अधिकारी/Administrative Officer
ले.हा.म.का. एवं श्रीमती सु.कृ. अस्पताल नई दिल्ली-110001
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लेडी हार्डिंग मेडि. कॉलेज एवं श्रीमती सु.कृ. अस्पताल
LHMC & Smt. S.K. Hospital

अतिरिक्त चिकित्सा अधीक्षक
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