

FUNCTIONING OF THE INFORMATION FACILITATION COUNTERS (IFCs)

QUESTIONNAIRE

INTRODUCTORY NOTE

This questionnaire is being circulated as part of the Consultancy assignment undertaken by the Indian Institute of Public Administration for the Department of Administrative Reforms and Public Grievances. The assignment is aimed at Effective Functioning of the Information Facilitation Counters. Kindly address the questions below and provide valuable inputs for the study. Thank You. Please Proceed

Kindly provide the following information

Name of the Organisation.....

Name of the building where IFC is located.....

In which year did the IFC come into existence?.....(specify year)

Designation of the contact person:.....

Duration of service in the IFC.....

Designations of the support staff along with duration of service (of each) in the IFC:

1.....

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II. General Information

1. Rough estimate of the number of the visitors who visit your IFC per week/ per day-about..... specify week/days)

2. Does it show?

1. An Increasing Trend

2. Decreasing Trend

3. No distinct trend

3. Generally what kind of information do the visitors seek?.....

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4. Has the IFC been upgraded lately?

- 1. Yes
- 2. No

5. If yes, when was it last upgraded?

- 1. Last Year
- 2. This Year, on -----(specify date)
- 3. More than 2 yrs back
- 4. More than 5 yrs back

6. Does up-gradation constitute?

- 1. Creation of additional Facilities
- 2. Maintenance and Repair work
- 3. Discussions regarding articulation of shortcomings and ways to improve
- 4. Citizen satisfaction survey

5. Any other.....

7. Do senior officers visit the IFC?

- 1. Yes
- 2. No

8. What is the periodicity of visits by senior officers to the IFC?.....

9. On visits do they:

- (i) Check facilities at the IFC
- (ii) Ask for analysis of grievances and complaints received
- (iii) Talk to the visitors present
- (iv) Examine Reports
- (v) Any other.....

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10. Has service staff in the form of peons, etc. been provided to the IFC?

- i) Yes
- ii) No

11. Do you think absence of such a facility hinders effective functioning of the IFC?

- i) Yes, significantly
- ii) Yes, but not significantly
- iii) Not at all

12. Kindly outline the major functions that you perform at the IFC

- 1.....
- 2.....
- 3.....

13. Considering the quality of work that is carried out at the level of the IFC which level of officer do you think is best suited to do justice to the responsibilities at the IFC?

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Give reasons

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14. Are you ever invited to meetings with other senior officers in the ministry and officials of the DAR and PG regarding the IFCs?

- (i) Yes
- (ii) No

Give periodicity of such meetings.....

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15. Kindly give in brief what was discussed in the last such meeting you attended

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16. Have you ever been called upon to share your experiences regarding working at the IFC at any discussion organized for the purpose in the ministry or elsewhere?

- (i) Yes
- (ii) No

17. If yes, kindly share your experience of such meetings with us, including when and where it was held, what was discussed and what was the outcome.

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18. Has any kind of internal review exercise been taken up to analyse the working of the IFC?

- (i) Yes
- (ii) No

19. If yes what is the level of your participation in the exercise?

- (i) Part of the team
- (ii) Outside reference
- (iii) Not consulted at all

20. Kindly provide details regarding the last such internal review exercise that took place in the organisation

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21. Has any external review exercise been undertaken in your organisation?

- (i) Yes
- (ii) No

If yes, which agency conducted the external review, when and what was the outcome?

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22. Do you think external reviews are necessary to affect the desired improvements in the functioning of the IFC?

- (i) Yes
- (ii) No

Please explain the reasons.....

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23. Which agency should conduct the external review? And, which one should not be assigned the job? Kindly give reasons for your answer.....

24 Do you think there is need for better connectivity between the RTI cell and the IFC for the facility of the users

- i) Yes
- ii) No

Please give reasons in support of your answer

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25. Has the information available on the computer been updated lately?

- 1. Yes
- 2. No

26. When was it last updated?.....(kindly specify)

27. Do you think increased connectivity would necessitate more technical training for the staff manning the IFC?

- (i) Yes
- (ii) No

28. When was the last training in this connection organized for the IFC personnel? Who conducted it? What was the content of training?

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29. In what ways was it useful?

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30. Do you think technical training programmes should be organized at regular intervals to upgrade the skills of the personnel working at the IFC?

- (i) Yes
- (ii) No it would not serve any useful purpose

If no, kindly give reasons why training would not contribute much to improve the functioning of the IFC?

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31. When was the last training organized for your IFC personnel? Was it orientation programme or skill upgradation training?

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32. In what ways was it useful? Kindly List

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33. Preliminary surveys carried out by us brought to light the following problems in the functioning of the IFCs. Kindly tick across the ones that are the most potent factors in constraining the functioning of the IFC of your organisation?

- (i) Excessive burden and harassment
- (ii) Difficulty in obtaining information, which is sought
- (iii) Lack of required facilities
- (iv) Lack of authority to act proactively to render desired level of assistance
- (iv) Role ambiguity

Are there any other problems, which you would like to highlight?

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34. Is the suggestion drop box an active facility in your IFC?

- (i) Yes
- (ii) No

35. What is the periodicity of opening the suggestion drop box?

- (i) Weekly
- (ii) Monthly
- (iii) Daily
- (iv) Never, since the facility is not used by visitors

36. Whether telephonic inquiries are entertained and replied to?

- 1. Yes
- 2. No

37. In similar vein does the counter-in-charge have access to all levels within the organization and across affiliate organizations on a continuous basis to gather required information?

- (i) Yes, there is sufficient internal networking
- (ii) No, such networking is required
- (iii) Such networking is in the process of being developed
- (iv)

Kindly offer your comments and suggestions in this regard.....

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38. What are the procedural bottlenecks encountered in the process and how would you like to see them removed?

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IV Manning of IFC

39. Is there an official specifically earmarked for the IFC or do different officials man it in rotation?

- 1. Official specifically earmarked
- 2. Different officials man it in rotation

40. Does the Counter Incharge man the counter all by himself without adequate help in terms of manpower and facilities?

- 1. Yes
- 2. No

41. Are you satisfied with the quality of staff provided to you?

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VI Availability of Information and Functioning of the IFC

42. Is there a system for updating information online for individual queries?

- 1. Yes
- 2. No

43. In case information is not available immediately, is information issued to the visitor indicating names of official/ section concerned and the date by which information will be available?

- 1. Yes
- 2. No

44. Is it possible to ascertain current status in such cases, say a few days before the information becomes due?

- 1. Yes
- 2. No

45. What arrangements exist for monitoring such cases for ensuring that information will be available on the date as mentioned in acknowledgement?

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46. In how many cases generally
1. Information is provided immediately across the counter?.....
 2. Information is provided on the due date as indicated in acknowledgement?
 3. Information is not available on the due date?.....

47. What action is taken in cases where information is not available on due date?

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48. Within the organization, has the formal channel of progress for applications through the hierarchy for applications received from the public been clearly laid down?

1. Yes clearly
2. No it is unclear

49. Have authority lines been clearly drawn and specified?

1. Yes
2. No

50. What do you think accounts for the shortfall?

1. Lack of specifications in this regard
2. Lack of attention
3. Less manpower and resources
4. Any Other.....

If like to comment:

51. Is a suggestion/ complaint/ visitor's book maintained? (Please tick whichever is available)

VII Publicity

52. Has the Department given any publicity through the media regarding the IFC's functioning?

1. Yes
2. No

53. If Yes kindly specify the means adopted.....

54. Whether information relating to IFC is published in the Annual Report of the Organisation?

- 1. Yes
- 2. No

55. Are the details of IFC available in the Citizen's Charters?

- 1. Yes
- 2. No

56. Has a copy of Citizens' Charter been made available to you?

- 1. Yes
- 2. No

57. Is it displayed somewhere in the IFC?

- 1. Yes
- 2. No

58. Do citizens ever ask for it?

- 1. Yes
- 2. No

59. Have you got a copy of the RTI Act?

- 1. Yes
- 2. No

60. Do people ever ask about it?

- 1. Yes
- 2. No

61. Are the details of IFC available on the Departmental website?

- 1. Yes
- 2. No

62. Drawing upon your rich experience in public service, kindly highlight the constraints in brief, and make suggestions for improving the working of the IFC.

Constraints:.....
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Suggestions:.....

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