

RTI SERVICES WITH CITIZEN CHARTER

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‘By  
SIMRAN MACWAN AND MESHWA PATEL  
IU1682820017 IU1682820020

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AN

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## ABSTRACT

- Right to Information means the freedom of people to have access to government information.
- Its proper implementation will ensure good governance and eliminate corruption and thereby move up the ranking of the country in the index of honesty in the governmental and institutional operations.
- It implies that the citizens and non-governmental organizations should enjoy a reasonable free access to all files and documents pertaining to the governmental operations, decisions, and performance.
- In other words, it means openness and transparency in the functioning of government.
- It is a significant tool to ensure transparency in most of the operations of the Government.
- Thus, it is antithetical to secrecy in public administration.
- The transformation from mere governance to good governance is possible only if the citizens of country have right and access to information of and participation in the governance.
- RTI, not only brings transparency, accountability in governance but also act as the deterrent against the arbitrary actions, policies, and decisions of public authorities.
- Therefore, RTI, undoubtedly strengthen the governance.
- This system transforms the manual process of RTI application to completely online process.
- Also, an added feature in this system is “Citizen Charter” which is a voluntary document created by any organization which has all the details of working of organization.
- Here the citizen rather than going manually to the departments & searching the information can easily access information from this website sitting from any corner of the world.

- The key feature of this system is rather than manually writing the application & sending it through post office, citizen can file up the application online 24/7.
- Also, from the purview of the Public Information Officer, rather than operating the applications manually, all applications can be operated online which saves time as well as manual storage.
- Moreover, the citizen from a single website can access all the required information as well as file up a RTI application which will make the citizens aware about Citizen Charter as well as decrease the number of cases in State Information Commission & Central Information Commission.
- If a citizen isn't satisfied with the response of the PIO, the citizen can file up First Appeal from the website to the specific authority.

## INTRODUCTION

- The Act covers the whole of India except Jammu and Kashmir, where J&K right to Information Act is in force.
- It covers all the constitutional authorities, including executive, legislature, and judiciary; any institution or body established or constituted by an act of Parliament or a state legislature.
- It is also defined in the Act that bodies or authorities established or constituted by order or notification of appropriate government including bodies owned, controlled, or substantially financed by government, or non-Government organizations substantially financed, directly or indirectly by funds.
- Accountability, transparency, freedom of speech and expressions etc; are inalienable feature of any democratic system.
- And the importance of these becomes more when it comes to such a diverse country like India.
- Right to Information Act, 2005 is a step ahead in achievement of these ideals.

## **PROBLEM DEFINATION (EXISTING SYSTEM)**

- Constitution of India guarantees us the Fundamental Right to Freedom of Speech and Expression and as judicially recognized by the Hon'ble Supreme Court this also implies a full Right to Information.
- It is the responsibility and duty of every citizen to use RTI frequently and effectively to make government more responsive, participatory, progressive and meaningful.
- Public participation enhances the quality of governance and promotes transparency and accountability in government functioning thereby reducing corrupt practices.
- RTI is a tool that can change the role of the citizens from being mere spectators to that of being active participants in the process of governance.
- But in Indian context RTI has not achieved its purpose due to lack of manual infrastructure.
- The manual procedure of filling up an RTI is more complex as well as haphazard that it provides many loopholes to escape for the organization as well as hampers the trust of citizens due to the following reasons:
  1. Due to manual appliance for RTI application the form is sent through post & many times gets misplaced due to postal negligence.
  2. In spite of the provisions specified in the Act the PIO due to corruptible reasons escapes these provisions blaming the postal negligence.
  3. A feature of Citizen Charter which serves as a major tool in accountability is not used.
  4. As the application is filled manually the response by PIO is also manual by post which increases loopholes in system.
  5. The ratio of cases in State Information Commission & Central Information Commission are more due to loopholes in the process.

## **NEED FOR THE NEW SYSTEM**

- This system is different than the other manual one as, it saves time.
  - This online system is far easier and time saving as compared to manual one.
  - The citizen who are using RTI they will easily get the information from any corner of the world.
  - This ONLINE system can lead citizen to accurate and serving all info at one platform only .
  - Thus, it is most convenient system.
1. Due to manual appliance for RTI application the form is sent through post & many times gets misplaced due to postal negligence.
  2. Despite the provisions specified in the Act the PIO due to corruptible reasons escapes these provisions blaming the postal negligence.
  3. A feature of Citizen Charter which serves as a major tool in accountability is not used.
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  5. The ratio of cases in State Information Commission & Central Information Commission are more due to loopholes in the process.

## **PROPOSED SYSTEM**

- **Objectives to be fulfilled:**

- a. Time saving:

- In this process, the manual time-consuming system of filing an RTI serves a hurdle for the citizens to convey their grievance or have accountability towards the organization.
- Therefore, this online RTI system serves as a time saving concept for filing an RTI in following ways:
- ***For Citizen:***
  - Rather than the manual process the citizens can directly fill up the online RTI application form with their grievances & submit it to the PIO.
  - Also, if the citizen is not satisfied with the response of the PIO, then rather than going through the manual process of first appeal the citizen can directly file up the first appeal from the website to the authority.
  - Also, rather than manually going to various departments & searching for Citizen Charters and manually filling the application through post office, eliminating this whole haphazard process, all the citizen charters as well as application form are available at the website to save time as well ease the process.
  - As the process is online so the application response is achieved faster as it eliminates complex manual process.
- ***For PIO:***
  - For the Public Information Officer rather than accessing each application manually & passing it to various departments, the PIO here at the website can access all applications without passing it to further departments which saves the time of PIO on each request.

b. Availability:

- Non-availability of user manuals regarding filing an RTI are a major drawback in manual system of RTI & therefore a predefined manual is available at the website for the citizens to understand the purview of citizen charter as well as RTI application.
- Also, deteriorating the haphazard manual process of filling RTI through post office, RTI can be filed through this website directly from any location.

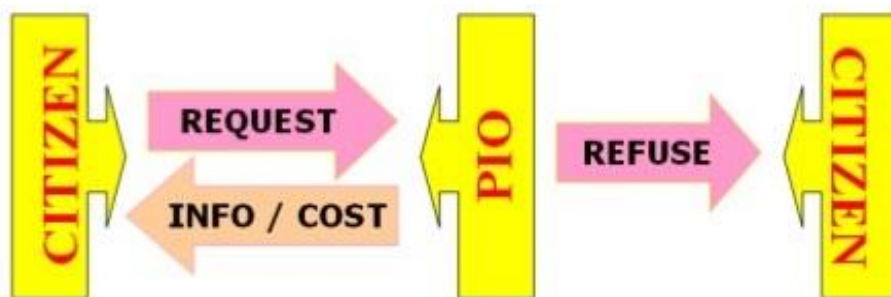
c. Flexibility & Dynamic System:

- Citizen Charters as well as RTI application form both are available at a single platform so user can easily fetch the information as well as address their grievance.
- Rather than for the PIO answering the response manually through post here the response is sent directly through mail to the citizen.
- In manual process many different forms are available at various places which make the process more complex & so here in this website a single standard RTI forms is available to eliminate this issue.
- Moreover, a user manual or guideline is also available for the citizens to access the features of website.
- Any citizen from any corner of the world can access information as well as file up an RTI application.
- This process of quick access to information also decreases the ratio of applications filed in State Information Commission & Central Information Commission.



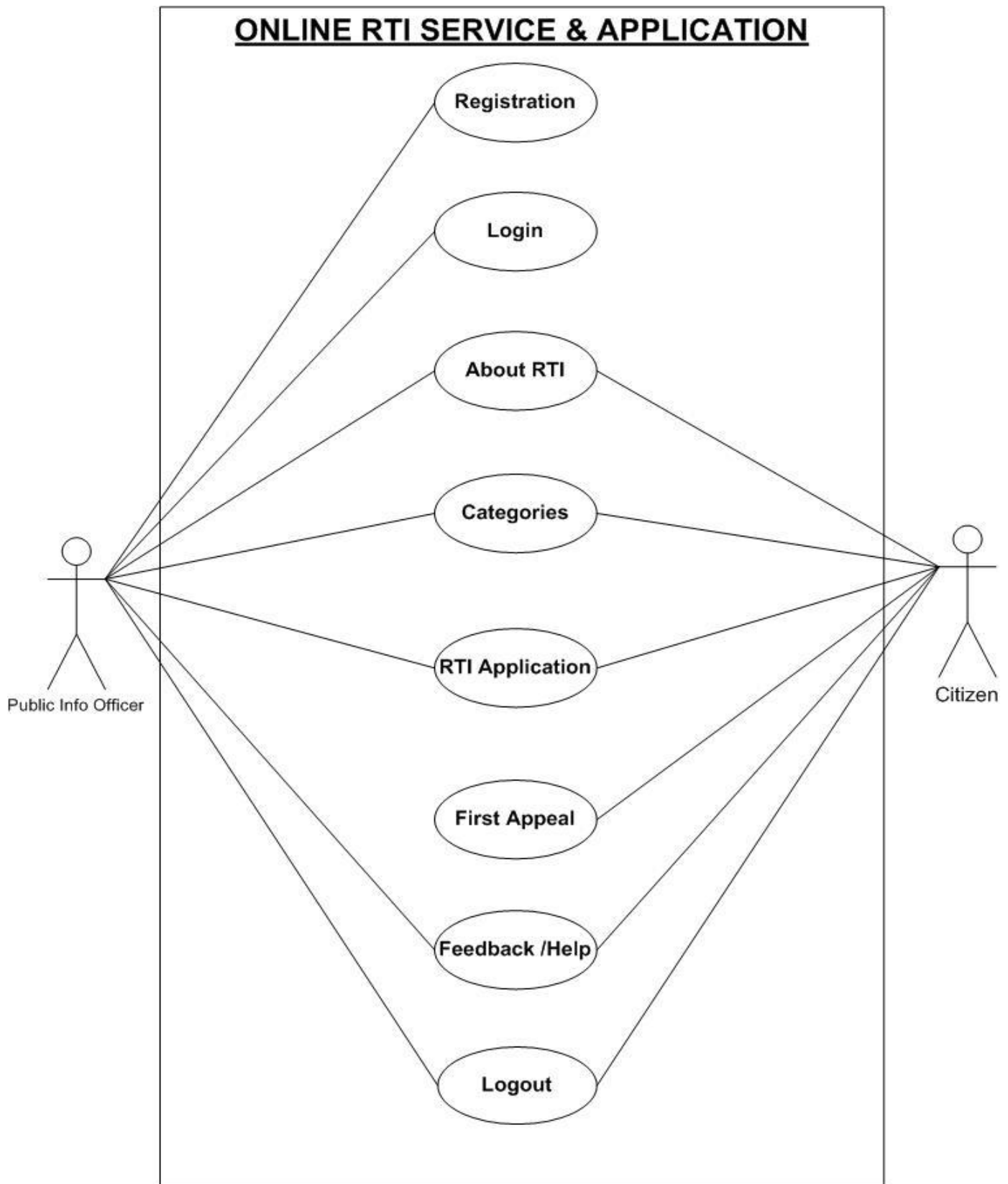
## SYSTEM FEATURES

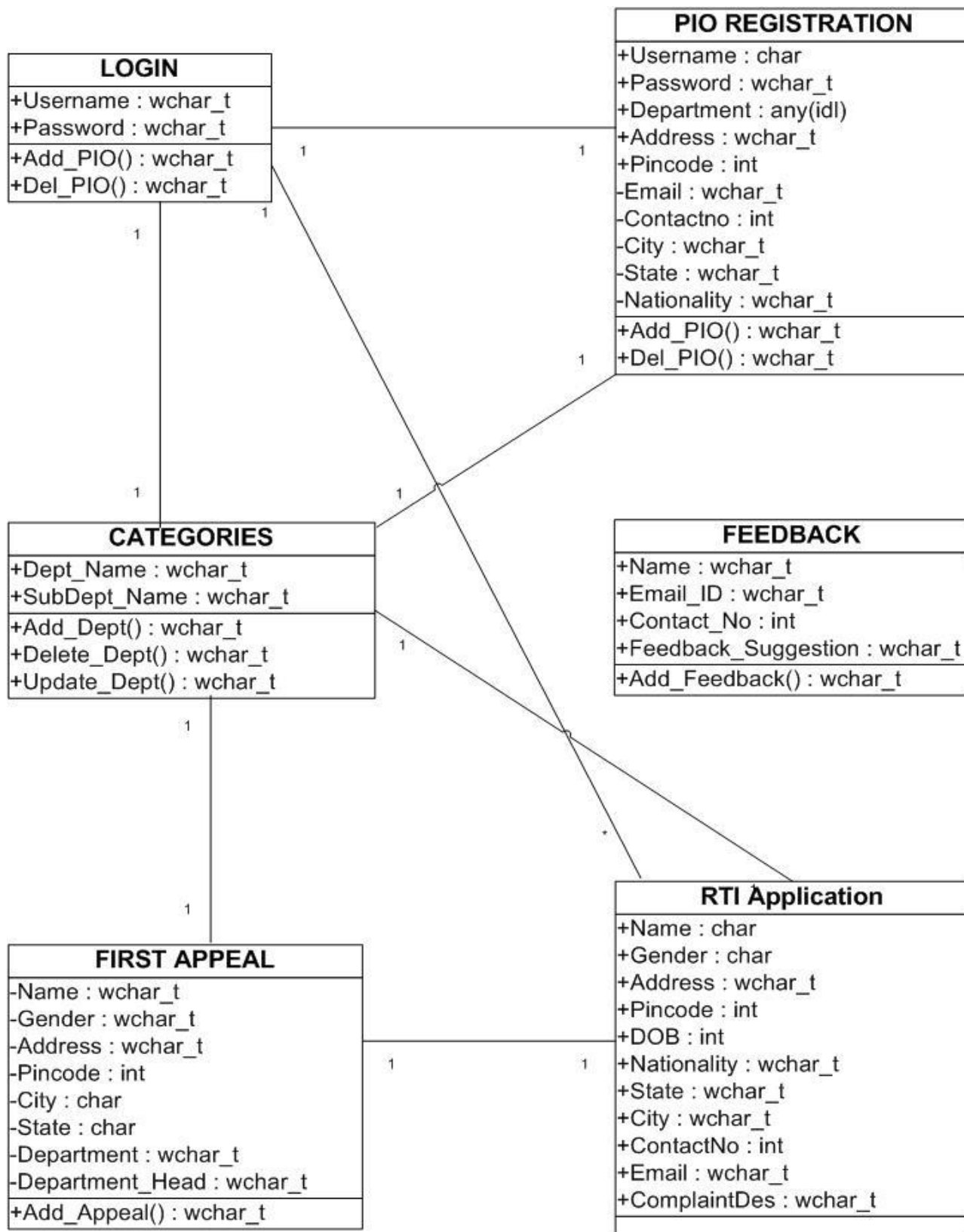
### a. System Flow Chart:



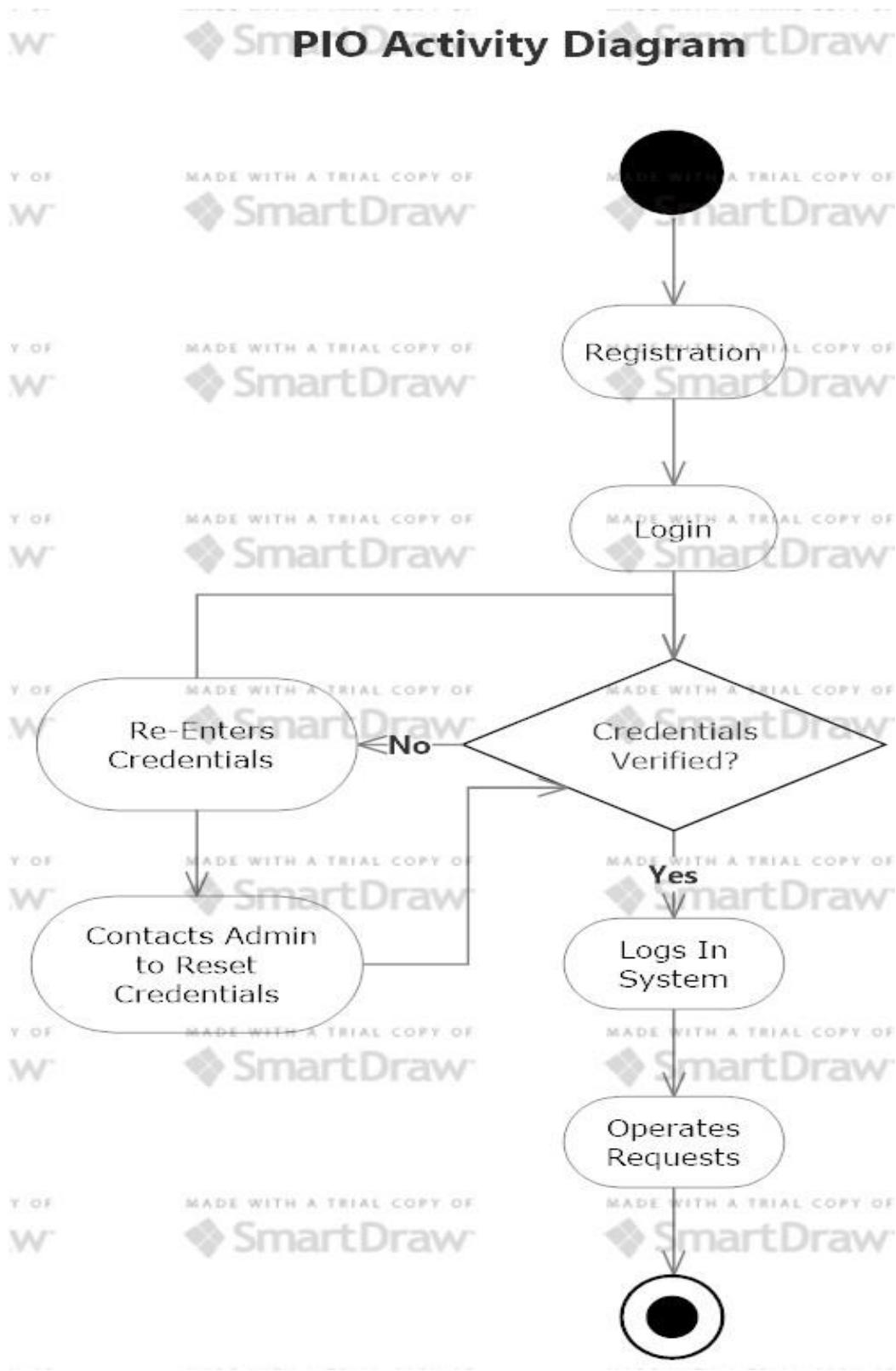
**FLOWCHART SHOWING INFORMATION SHARING MECHANISM.  
INFORMATION SHALL BE PROVIDED WITHIN 30 CALENDAR DAYS**

**b. UML Diagrams:**

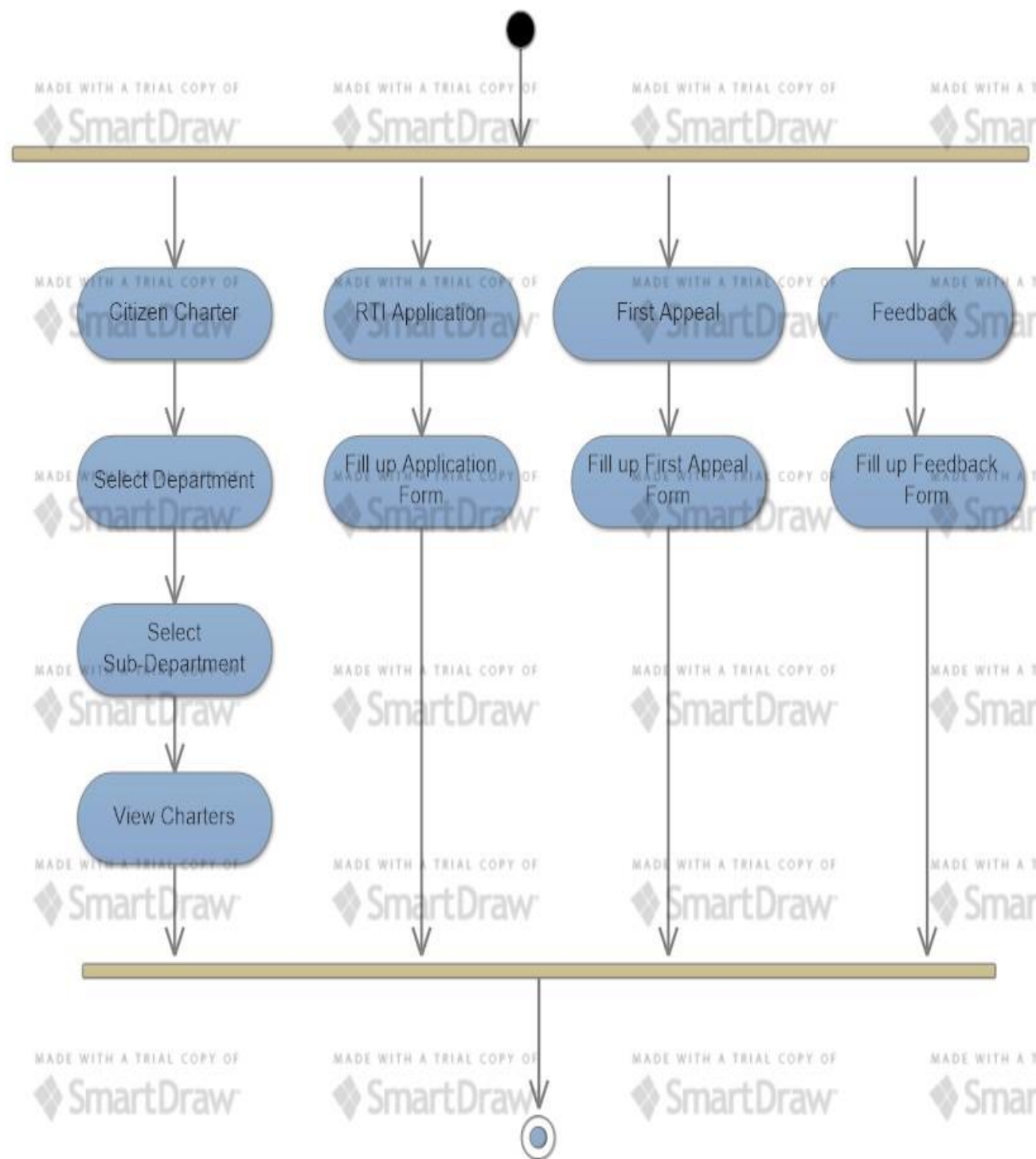


**c. Class Diagram:**

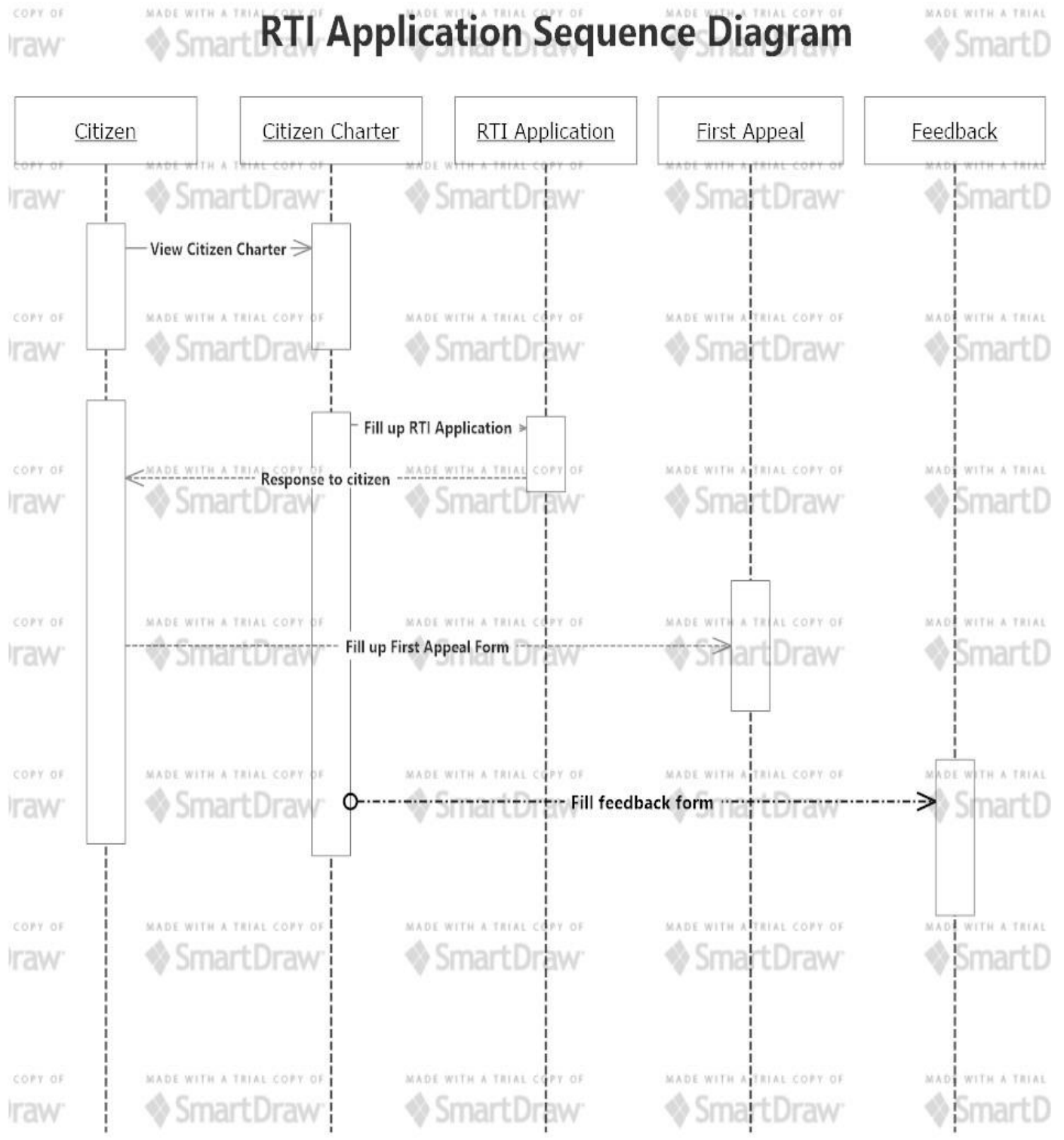
**d. Activity Diagrams:**



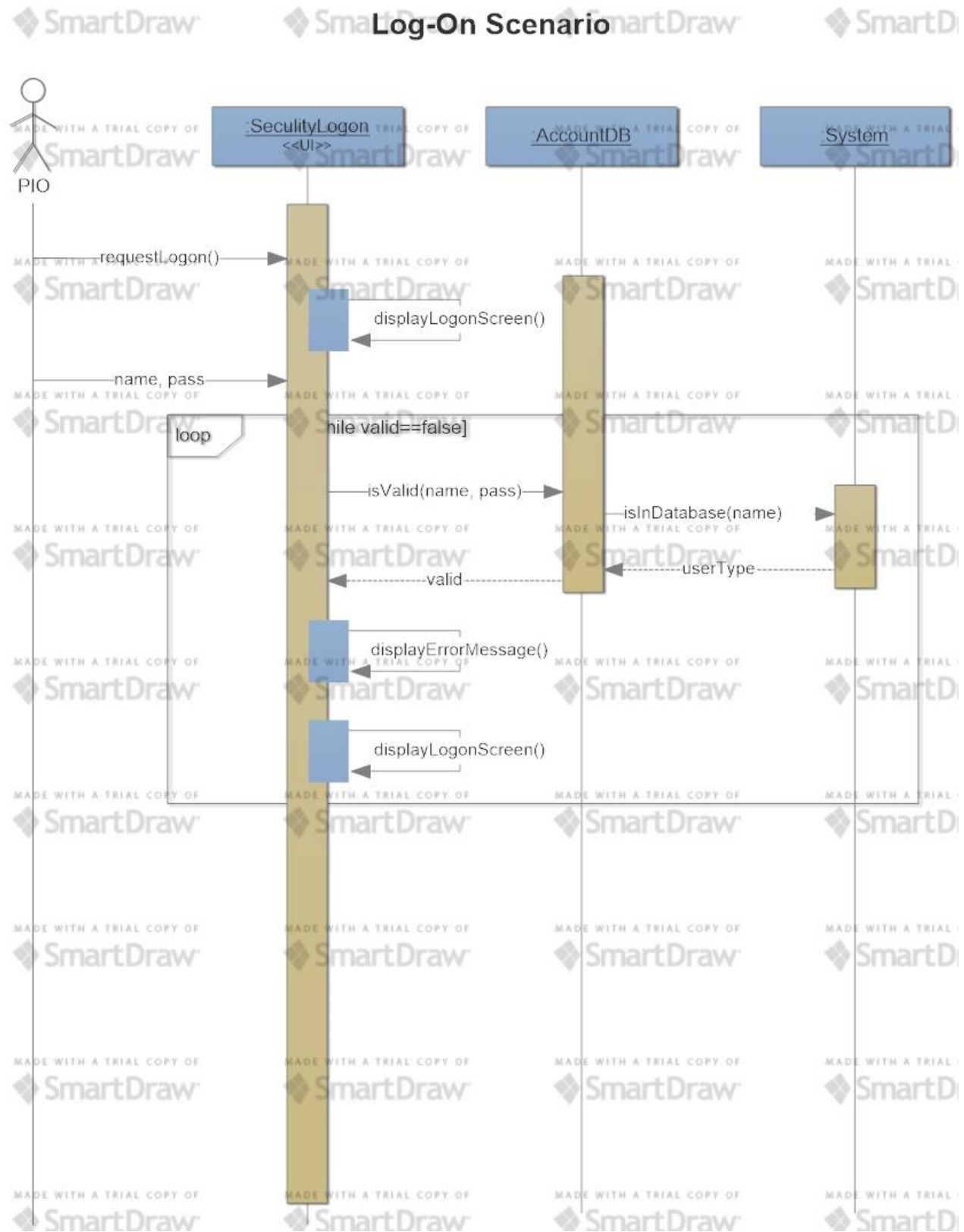
## UML Activity Diagram: Citizen (RTI Website)



e. Sequence Diagrams:







## MODULES

- ✓ Registration
- ✓ Login
- ✓ Categories
- ✓ RTI application
- ✓ Status
- ✓ First appeal
- ✓ Feedback
- ✓ Logout



**DATA DICTIONARY**

PIO REGIST.	DATA TYPE	KEYS	NOT NULL
USERNAME	CHAR	PK	-
PASSWORD	WCHAR_T	--	-
DEPARTMENT	ANY	--	-
ADDRESS	WCHAR_T	--	-
PINCODE	INT	--	-
EMAIL	WCHAR_T	--	-
CONTACT NO	INT	--	-
CITY	WCHAR_T	--	-
STATE	WCHAR_T	--	-
NATION	WCHAR_T	--	-

First appeal	KEY	NOT NULL	D-ata type
name	PK	-	Wchar t
gender	-	-	Wchar t
Address	-	-	Wchar t
pincode	-	-	int
city	-	-	char
state	-	-	char
department	-	-	Wchar t
Department head	-	-	Wchar t

categories	KEY	NOT NULL	Data type
Dept name	PK	-	Wchar t
Subdept name	-	-	Wchar t

**TRANSACTION TABLE:**

feedback	KEY	NOT NULL	Data type
name	PK	-	Wchar t
Email id	-	-	Wchar t
Contact no	-	-	Int
Feedback suggestion	-	-	Wchar t

login	KEY	NOT NULL	Data types
username	PK	-	Wchar t
password	-	-	Wchar t

## DATA ENTRY SCREENS

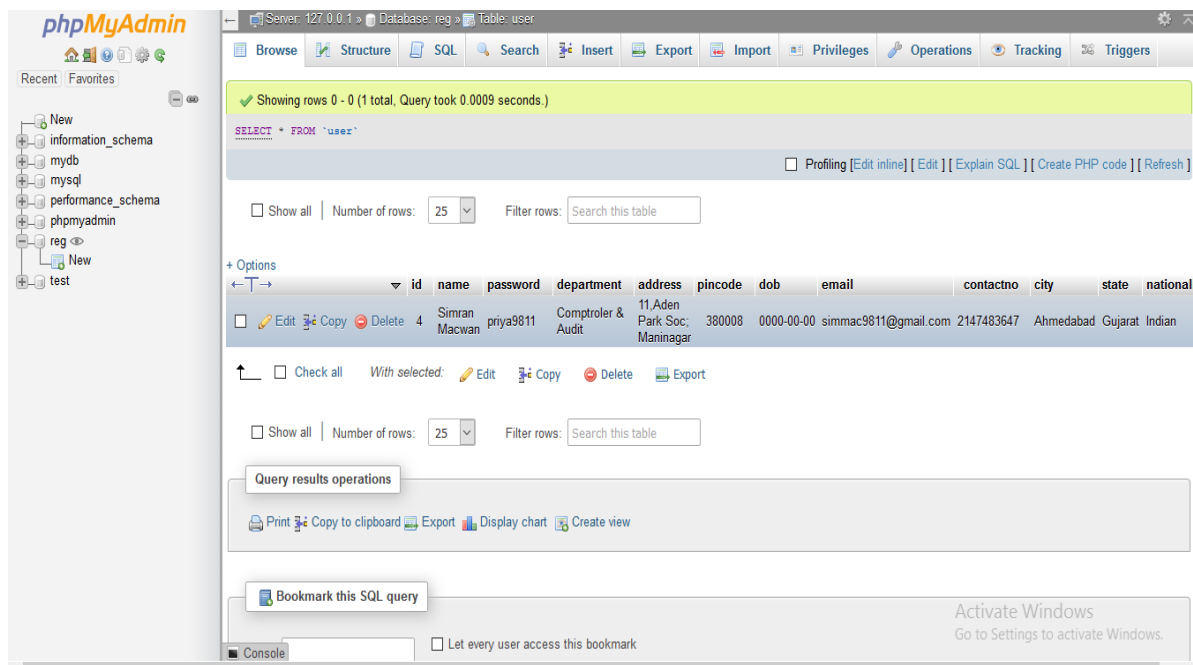
### 1. For PIO:



The form is titled "Data Entry Screens" and is for the "PIO" (Public Information Officer) registration. It contains the following fields:

- ContactNo:** A text input field containing "simmac9811@gmail.com".
- City:** A text input field containing "7990125493".
- State:** A dropdown menu with "Ahmedabad" selected.
- Nationality:** A dropdown menu with "Indian" selected.

At the bottom of the form, there are two green buttons: "signup" and "reset".




The screenshot shows the phpMyAdmin interface. The left sidebar displays the database structure, including "information\_schema", "mydb", "mysql", "performance\_schema", "phpmyadmin", "reg", and "test". The main area shows the "user" table in the "reg" database. The table contains one row of data for a user named "Simran Macwan".

id	name	password	department	address	pincode	dob	email	contactno	city	state	nationali
4	Simran Macwan	priva9811	Comptroler & Audit	11 Aden Park Soc, Maninagar	380008	0000-00-00	simmac9811@gmail.com	2147483647	Ahmedabad	Gujarat	Indian

The interface also includes a "Query results operations" section with options like "Print", "Copy to clipboard", "Export", "Display chart", and "Create view".

## 2. For Citizen:



**State:**

Gujarat

**Nationality:**

Indian

☐

Below Poverty Line

**RTI Application:**

insatisfaction during services

**Supporting Document:**

Browse...

No file selected.

submit

reset

Activate Windows  
Go to Settings to activate Windows.

phpMyAdmin

Server: 127.0.0.1 » Database: reg » Table: rti

Browse Structure SQL Search Insert Export Import Privileges Operations Tracking Triggers

Showing rows 0 - 0 (1 total, Query took 0.0014 seconds.)

SELECT \* FROM `rti`

☐ Profiling [Edit inline] [Edit] [Explain SQL] [Create PHP code] [Refresh]

☐ Show all | Number of rows: 25 | Filter rows: Search this table

+ Options

	id	ministry	pauthority	name	gender	address	pincode	email	contactno	city	state	nationality
<input type="checkbox"/> Edit Copy Delete	1			Simran Macwan	Female	11,Aden Park Soc, Maninagar	380008	simmac9811@gmail.com	2147483647	Ahmedabad	Gujarat	Indian

☐ Check all | With selected: Edit Copy Delete Export

☐ Show all | Number of rows: 25 | Filter rows: Search this table

Query results operations

Print Copy to clipboard Export Display chart Create view

Bookmark this SQL query

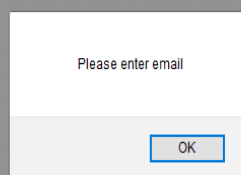
Console ☐ Let every user access this bookmark

Activate Windows  
Go to Settings to activate Windows.

## TEST PLAN CASES

### 1. Not NULL Test:

```
11 if(isset($_POST['submit']))
12 {
13     $email = $_POST['email'];
14     $password = $_POST['password'];
15
16     if($email=='')
17     {
18         echo"<script>alert('Please enter email')</script>";
19         exit();
20     }
21     if($password=='')
22     {
23         echo"<script>alert('Please enter password')</script>";
24         exit();
25     }
26 else
27 {
28     $sql = "SELECT `id` FROM `user` WHERE `email` = '$email' AND `password` = '$password'";
29     $result = mysqli_query($conn,$sql);
30     if(mysqli_num_rows($result) == 1)
31     {
32         echo "<script>window.open('about.php','_self')</script>";
33     }
34     else
35     {
36         echo "<script>alert('Login failed')</script>";
```

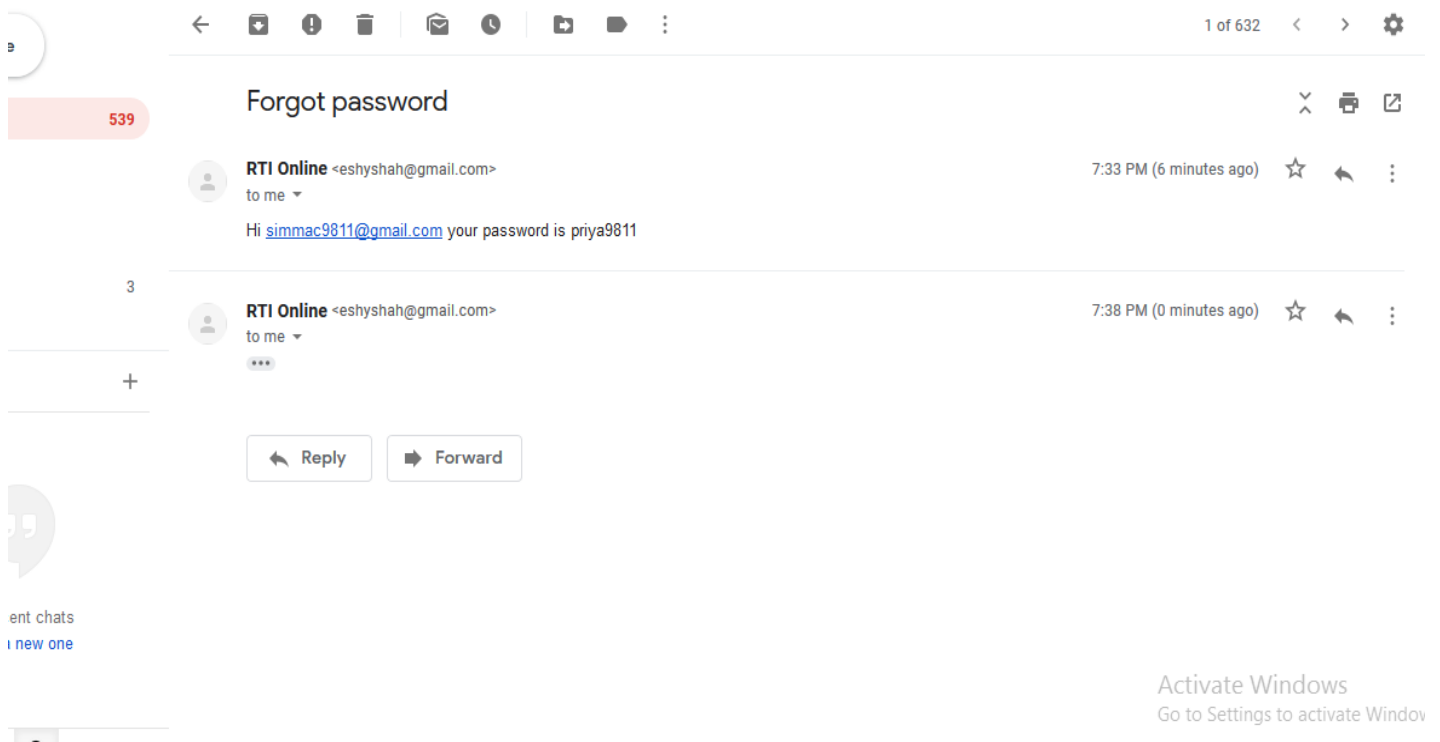


## 2. Forget Password Testcase:

```

69 $mail->SMTPSecure = 'tls';           // Enable TLS encryption, `ssl`
70 $mail->Port = 587;                   // TCP port to connect to
71
72 //Recipients
73 $mail->setFrom('eshyshah@gmail.com', 'RTI Online');
74 $mail->addAddress($email, $email);    // Add a recipient
75
76 //Content
77 $mail->isHTML(true);                 // Set email format to HTML
78 $mail->Subject = 'Forgot password';
79 $mail->Body = "Hi $email your password is {$row['password']}";
80 $mail->AltBody = "Hi $email your password is {$row['password']}";
81
82 $mail->send();
83 echo 'Your password has been sent on your email ID';
84 }
85 catch (Exception $e)
86 {
87     echo 'Email could not be sent. Mailer Error: ', $mail->ErrorInfo;
88 }
89 }
90 else
91 {
92     echo "<script><alert>('Email not found')</script>";
93 }
94

```

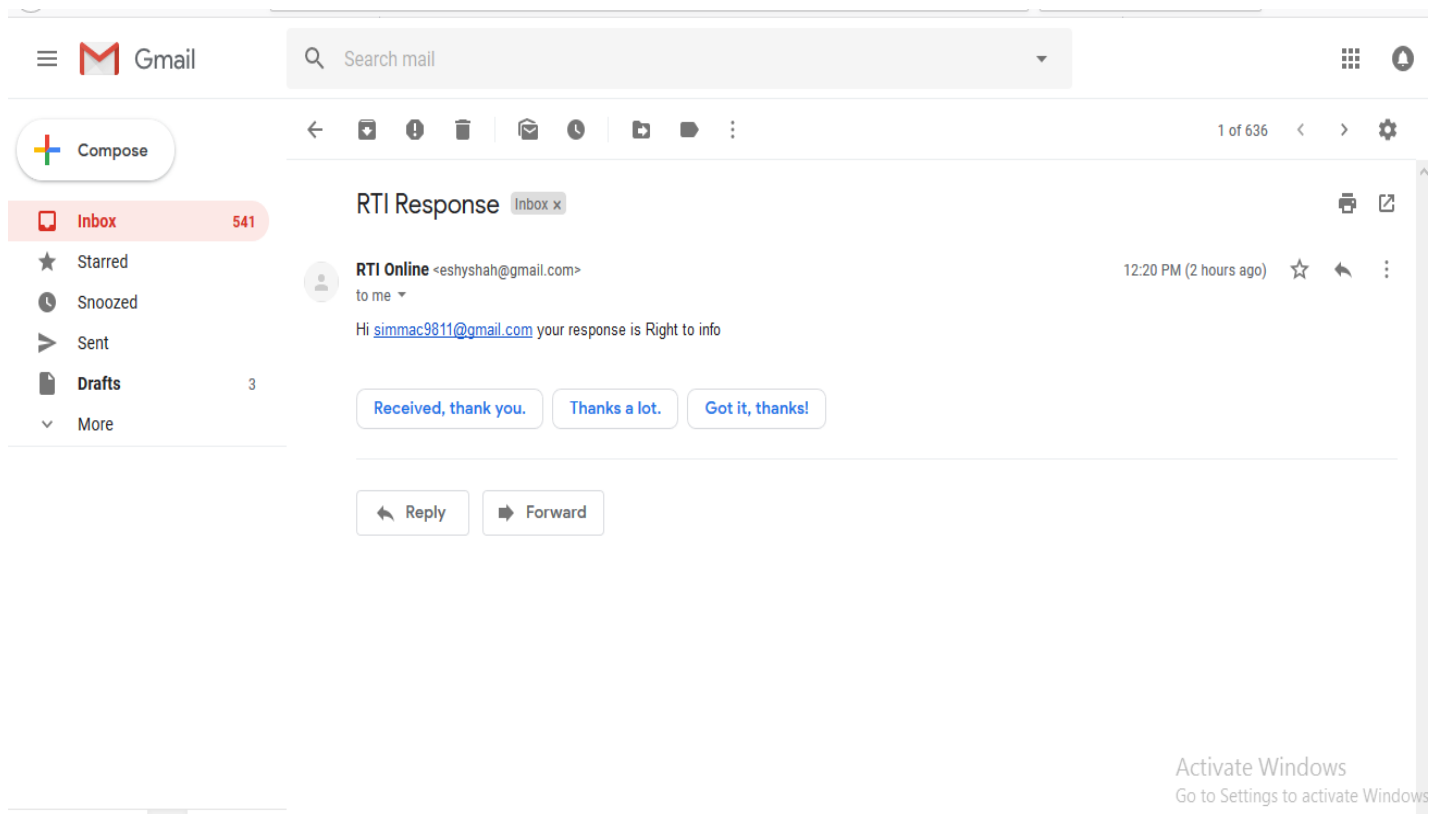


### 3. Sending RTI Response to Citizen:

```

40 if(isset($_POST['sendemail']))
41 {
42     $name = $_POST['name'];
43     $email = $_POST['email'];
44     $response = $_POST['response'];
45
46     $data = "SELECT `name`, `email`, `response` FROM `pio` WHERE `email` = '$email'";
47     $res = mysqli_query($conn,$data);
48     $count = mysqli_num_rows($res);
49     $row = mysqli_fetch_array($res);
50
51     if($count == 1)
52     {
53
54         // Import PHPMailer classes into the global namespace
55         // These must be at the top of your script, not inside a function
56
57
58         //Load Composer's autoloader
59
60
61         $mail = new PHPMailer(true); // Passing `true` enables exceptions
62         try {
63             //Server settings
64             $mail->SMTPDebug = 0; // Enable verbose debug output
65             $mail->isSMTP(); // Set mailer to use SMTP

```



## OPERATING ENVIRONMENT

- Tools Used:
  - CSS
  - PHP
  - HTML5
  - MY SQL
  - SMART DRAW

## FUTURE SCOPE

- This same project itself is a future independent system.
- Still, if needed it can be created more efficient by adding more features and facility to this constant system.
- Further it's been explained by diagram...
- Also, we can add:
  - Payment gateways for payment.
  - First-appeal interaction.
  - Appointments for cases in State & Central information commission.



## CONCLUSION

- Thus, by implementing this system the country can achieve good governance .
- Also, the citizens can get accountability & transparency.
- Haphazard manual process would be eliminated.
- Citizen Charter would come into the eye of the citizens.