

GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
DIRECTORATE GENERAL OF HEALTH SERVICES

CENTRAL DRUGS STANDARD CONTROL ORGANISATION
(CDSCO)

GUIDANCE DOCUMENT

FOR HANDLING OF RTI MATTERS ACROSS CDSCO OFFICES

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Custodian	RTI Cell, CDSCO Headquarters

	Name / Designation	Office/Cell
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REFERENCES

- a) Right to Information Act, 2005.
- b) DoPT Guidelines and Instructions issued from time to time.
- c) RTI-MIS Portal implementation instructions issued by CDSCO Headquarters (RTI-11011(12)/4/2024-7170 dated 05/04/2024).
- d) Central Information Commission (CIC) orders and Instructions issued from time to time.

1. OBJECTIVE

This guidance document is issued for ensuring uniform, transparent and timely disposal of applications, appeals and related matters under the Right to Information Act, 2005 across all CDSCO offices including:

- Headquarter Divisions
- Zonal Offices
- Sub-Zonal Offices
- Port Offices
- Laboratories
- Administration Office, HQ

The document aims to ensure compliance with statutory timelines prescribed under the RTI Act, 2005, effective utilization of RTI-MIS Portal and proper coordination among all concerned officers.

Note: Implementation & effective use of RTI-MIS Portal (e-Portal) for disposal of all RTI including Physical-RTI, through RTI-MIS, across all the CDSCO offices as per DoPT Order dated 12th August 2013 under RTI Act, 2005 – As per office order vide no. RTI-11011(12)/4/2024-7170 dated 05/04/2024.

2. LEGAL FRAMEWORK

- a) Right to Information Act, 2005.
- b) DoPT Guidelines and Instructions issued from time to time.
- c) RTI-MIS Portal implementation instructions issued by CDSCO Headquarters.
- d) Orders issued by Central Information Commission (CIC)/High courts/Supreme Courts.

3. RTI ADMINISTRATIVE STRUCTURE

3.1 Central RTI Cell

The RTI Cell at CDSCO Headquarters shall function as the Central RTI Monitoring Authority for all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories.

The RTI Cell shall be responsible for:

- Management of the RTI-MIS Portal across CDSCO.
- Monitoring pendency of RTI applications, First Appeals, CIC cases and compliance matters and issue direction to concerned CPIOs/DPIOs if any.
- Compilation, consolidation and submission of Quarterly Returns and Annual Returns under Section 25 of the RTI Act, 2005.
- Coordination with CIC for RTI-related reporting requirements.
- Coordination through CDSCO HQ, Admin with the agency/third party designated by the CIC or any competent authority for Transparency Audit, Self-Appraisal Checklist, Section 4 Compliance Assessment and related activities.

- Monitoring compliance through CDSCO HQ, Admin of proactive disclosure obligations under Section 4 of the RTI Act, 2005 across all CDSCO offices.
- Coordination and monitoring of First Appeals, Second Appeals, Complaints and CIC hearing matters of CDSCO HQ.
- Collection and compilation of records, comments and compliance reports relating to CIC cases of CDSCO HQ.
- Issuance of instructions, advisories, reminders and standard operating procedures relating to RTI implementation.
- Capacity building, training and handholding support for CPIOs, DPIOs, FAAs, Nodal Officers and other RTI-MIS users.
- Maintenance of centralized RTI records, statistics, reports and dashboards for monitoring and review by the competent authority.
- Any other function assigned by the Competent Authority in connection with implementation of the RTI Act, 2005.
- All Postal Orders received towards RTI application fees along with physical RTI applications shall be deposited with the CDSCO Headquarters Administration Division at the earliest. The concerned office shall maintain proper records of receipt and deposit of such RTI fees.

3.2 Public Information Authorities

The RTI structure shall consist of:

- Central Public Information Officers (CPIOs)
- Designated Public Information Officers (DPIOs)
- First Appellate Authorities (FAAs)
- Nodal Officers/RTI Coordinators
- RTI Cell, CDSCO Headquarters and Transparency Officer

RTI Organogram and list of DPIOs/CPIOs/FAAs across CDSCO is available on the CDSCO website at: <https://cdsco.gov.in/opencms/opencms/en/RTI/>

Further, at the end of this guidance document given a Standard Organogram also.

3.3 RTI-MIS Portal Management and User Responsibilities

- Every officer designated under the RTI Act, 2005, including CPIOs, DPIOs, FAAs, Nodal Officers and other authorized officers, shall be provided with a unique User ID and Password for accessing the RTI-MIS Portal.
- Each officer shall be responsible for maintaining the confidentiality and security of the User ID and Password allotted to him/her and shall not share the login credentials with any unauthorized person.
- Every officer having RTI-MIS Portal access shall regularly monitor the portal for RTI applications, appeals, CIC notices, reminders, pending actions and other RTI-related communications assigned to him/her.
- All officers designated under the RTI Act, 2005 shall log in to the RTI-MIS Portal at least once every working day to ensure that no RTI application, appeal, CIC matter or other communication remains unattended or pending.
- The concerned officer shall promptly take necessary action on all matters assigned through the RTI-MIS Portal and adhere to the timelines prescribed under the RTI Act, 2005 and CDSCO instructions.
- No officer shall plead non-receipt of communication if the same has been assigned or made available through the RTI-MIS Portal.
- In case of transfer, retirement, leave, deputation or change of assignment, the concerned officer shall immediately inform the RTI Cell/Portal Administrator for updating user access and assignment details.
- Heads of Offices, Heads of Divisions, CPIOs and Nodal Officers shall periodically review portal pendency and ensure timely disposal of all RTI matters.
- Any pendency observed in the RTI-MIS Portal shall be reviewed immediately by the concerned officer and corrective action shall be taken without delay to avoid violation of statutory timelines under the RTI Act, 2005.

- Failure to regularly monitor the RTI-MIS Portal resulting in delay, non-disposal or non-compliance of RTI matters may be viewed seriously and responsibility shall rest upon the concerned officer to whom the matter was assigned.
- The User Manual of the RTI MIS Portal for handling and disposal of RTI applications and appeals is available under the “Utility” section of the portal login provided to the concerned DPIOs, CPIOs, and FAAs. All concerned officers shall refer to and follow the User Manual while processing RTI applications and appeals on the RTI MIS Portal.
- In case a user forgets the username or password of the RTI MIS Portal, the concerned user shall send a request through official email to the RTI Cell, CDSCO Headquarters. Upon verification of the user’s credentials, the RTI Cell shall provide the username details and facilitate password reset/recovery, as applicable.

3.4 Nomination of DPIOs/CPIOs/FAAs for RTI MIS Portal

Nomination of DPIOs/CPIOs/FAAs for RTI MIS Portal shall be carried out by the concerned Office/Division Head.

In case of any change in the role of DPIOs/CPIOs/FAAs due to transfer, retirement, promotion, or any other administrative reason, the concerned officer shall submit a request through email to the RTI Cell, CDSCO Headquarters, with a copy marked to the concerned Head of Division (HOD) of the Zone/Sub-Zone/Laboratory or CDSCO HQ Division, as applicable.

Upon receipt of such request, the concerned HOD of the Zone/Sub-Zone/Laboratory or CDSCO HQ Division shall be responsible for nominating and appointing the new DPIO/CPIO/FAA for the concerned office. Thereafter, the HOD shall forward a formal request to the RTI Cell, CDSCO Headquarters, for updating the details and role assignments of the concerned officers in the RTI-MIS Online Portal.

Upon receipt and review of the request from the concerned HOD, the RTI Cell, CDSCO Headquarters, shall carry out the necessary changes in the RTI-MIS Online Portal and communicate the same to the newly assigned officer(s) and concerned HOD.

In case of non-compliance with the above instructions, resulting in any delay, misrouting, non-disposal, or adverse impact on the processing and disposal of RTI matters, the concerned DPIO/CPIO/FAA as well as the concerned Head of Division (HOD) of the respective Zone/Sub-Zone/Laboratory or CDSCO HQ Divisions shall be held responsible for such lapses and the consequential impact on RTI-related work, including any penalty imposed by the Central Information Commission under the provisions of the RTI Act, 2005.

Default Assignment in Absence of Nomination in RTI MIS Portal

In case no nomination/proposal for appointment of DPIO/CPIO/FAA is received by the RTI Cell, CDSCO Headquarters, within 15 days from the date of vacancy arising, the following officers shall be deemed to be designated by default for the purpose of disposal of RTI matters until a regular nomination is received and updated in the RTI-MIS Online Portal:

Office Type	Default CPIO	Default FAA
Zonal Offices	ADC(I) of the concerned Zonal Office	DDC(I) of the concerned Zonal Office
Sub-Zonal Offices	ADC(I) of the concerned Sub-Zonal Office	DDC(I) of the concerned Zonal Office (under whose jurisdiction)
Port Offices	ADC(I) of the concerned Port Office	DDC(I) of the concerned Zonal Office (under whose jurisdiction)
CDSCO Headquarters Divisions	DDC(I) of RTI cell	As per applicable order issue by Admin after approval of competent authority or JDC(I)
Admin CDSCO HQ	Dy. Director	Director
Laboratories	Deputy Director/Senior Scientific Assistant/officer as per availability	HoD /director or Lab In charge
Note-Default DPIO of ADC(I) shall be of the concerned CDSCO Headquarters Divisions		

The above default designation shall remain in force until the concerned Head of Division (HOD) forwards a formal nomination and the same is updated in the RTI-MIS Online Portal by the RTI Cell, CDSCO Headquarters.

The RTI Cell, CDSCO Headquarters, shall communicate the default assignment of the DPIO/ CPIO and FAA to the concerned office through email for information and necessary action, until a regular nomination is received and updated in the RTI-MIS Online Portal. In case more than one officer of the same rank is available, the RTI Cell may nominate any one officer until a formal nomination is received from the concerned office, with due intimation to the concerned office.

Eligibility Criteria for Nomination of DPIOs/CPIOs/FAAs

In Zonal Offices, Sub-Zonal Offices, Laboratories and Port Offices, the CPIO shall ordinarily be an officer of the rank of ADC(I) and the FAA shall ordinarily be an officer of the rank of DDC(I). A minimum rank difference of one level shall be maintained between the CPIO and FAA.

In CDSCO Headquarters, the DPIO shall ordinarily be an officer of the rank of ADC(I), the CPIO shall ordinarily be an officer of the rank of DDC(I), and the FAA shall ordinarily be an officer of the rank of JDC(I). A minimum rank difference of one level shall be maintained between the DPIO, CPIO and FAA.

In cases where officers of the prescribed rank are not available in any Zonal Office, Sub-Zonal Office, Laboratory, Port Office, or CDSCO Headquarters Divisions, the concerned administrative authority or competent authority may nominate officers of an appropriate rank to discharge the functions of DPIO/CPIO/FAA. Such nomination shall be made only with the prior approval of the competent administrative authority CDSCO HQ, and the reasons for deviation from the prescribed rank criteria shall be duly recorded.

3.5 Role of IT Division, CDSCO Headquarters

The IT Division, CDSCO Headquarters, shall function as the nodal technical unit for management, maintenance, and support of information technology infrastructure, applications, and digital services of CDSCO. The role of the IT Division shall include, inter alia, the following:

- To upload and maintain information relating to proactive disclosure under Section 4 of the RTI Act, 2005 on the CDSCO website/portal, as provided by Administration Division, CDSCO Headquarters, DPIOs of various Divisions of CDSCO Headquarters, and CPIOs of Zonal Offices, Sub-Zonal Offices, Port Offices, and Laboratories.
- To provide technical support for publication, modification, and removal of RTI-related information on the CDSCO website/portal as approved and furnished by the concerned record-owning office/division.
- To facilitate timely uploading of information, documents, manuals, disclosures, reports, and other RTI-related content received from the concerned offices/divisions.
- To ensure periodic review and updating of RTI-related information hosted on the CDSCO website on a quarterly basis by obtaining updated content from the concerned Administration Division, DPIOs, and CPIOs.
- To provide technical assistance for maintaining accessibility, availability, and proper functioning of RTI-related webpages and online disclosure mechanisms.
- The IT Division shall not be responsible for creation, verification, accuracy, completeness, approval, or content of information provided for uploading. Responsibility for the correctness and timely submission of information shall remain with the concerned Administration Division, DPIO, or CPIOs furnishing such information.
- To coordinate with the National Informatics Centre (NIC), Standardisation Testing and Quality Certification (STQC) Directorate, and other competent authorities for obtaining and maintaining STQC certification/audit compliance of the official CDSCO website, as required under applicable Government guidelines, digital governance standards, or directions of the Central Information Commission (CIC).
- To ensure necessary coordination for compliance of observations, recommendations, and corrective actions arising from STQC assessment, website quality audits, accessibility audits, security audits, or related inspections concerning RTI transparency and proactive disclosure requirements under the RTI Act, 2005.

4. RECEIPT OF RTI APPLICATIONS

RTI applications may be received through:

- RTI-MIS Online Portal.

- Physical applications received by post/by hand.
- Transfer from other Public Authorities under Section 6(3).

RTI applications received through the RTI Online Portal and automatically reflected in the RTI-MIS Portal shall be acknowledged and examined by the concerned CPIO immediately upon receipt.

Registration of RTI Physical Applications/Appeals in RTI-MIS Portal

- All RTI applications received through physical mode shall be uploaded on the RTI MIS Portal through the CPIO login within 05 working days from the date of receipt of the appeal. The RTI application shall thereafter be processed and disposed of through the RTI MIS Portal in accordance with the prescribed procedure and timeline.
- Every RTI application/appeal received in physical mode (by post, speed post, courier, hand delivery or through any other authorized means) shall be uploaded in the RTI-MIS Portal within five (05) working days from the date of receipt in the concerned office.
- The concerned CPIO shall ensure that complete details of the RTI application, including applicant particulars, subject matter, date of receipt and scanned copy of the application, are uploaded within the prescribed time.
- In cases where an RTI application/appeal is received in physical mode, the final reply shall ordinarily be issued in the same mode through a signed letter generated from the RTI-MIS Portal and dispatched to the applicant through appropriate postal means.
- A copy of the reply issued in physical mode shall also be maintained in the physical file for record purpose of the CPIO.
- All physical (hard copy) RTI appeals received by the FAA shall also be uploaded on the RTI MIS Portal through the FAA login within 05 working days from the date of receipt of the appeal. The appeal shall thereafter be processed and disposed of through the RTI MIS Portal in accordance with the prescribed procedure.
- The User Manual of the RTI MIS Portal for upload of RTI applications and appeals is available under the “Utility” section of the portal login provided to the concerned CPIOs, and FAAs. All concerned officers shall refer to and follow the User Manual while uploading RTI applications and appeals on the RTI MIS Portal.

5. ROLE AND RESPONSIBILITIES OF NODAL OFFICER

The Nodal Officer shall:

- Receive and scrutinize RTI applications.
- Issue instructions for upload of physical RTIs in RTI-MIS Portal.
- Mark applications to concerned CPIOs/FAAs.
- Monitor timelines.
- Coordinate with RTI Cell, CDSCO Headquarters.
- Ensure pendency reports are reviewed periodically.
- Facilitate quarterly and annual return submissions.

6. ROLE AND RESPONSIBILITIES OF DPIO

The DPIO shall act as the custodian and coordinating officer for RTI matters relating to records held by his/her Division and shall assist the CPIO in the discharge of duties under the Right to Information Act, 2005. Where assistance is sought by the CPIO under Section 5(4) of the Act, the concerned DPIO shall render all necessary assistance and shall be accountable in accordance with Section 5(5) of the Right to Information Act, 2005. The DPIO shall:

- The CPIO seeks assistance under Section 5(4), the concerned officer DPIO becomes accountable under Section 5(5) for any delay, incorrect information, suppression of records, or non-submission of inputs and delay reply.

- Examine RTI applications, First Appeals, CIC matters and other RTI-related communications pertaining to his/her Division.
- Regularly monitor the RTI-MIS Portal and ensure timely action on all RTI matters assigned to the Division.
- Identify the concerned sections, record holders and custodians of information within the Division.
- Collect, verify and compile information from the concerned sections/officials under his/her administrative control.
- Ensure that information furnished is complete, accurate, legible and based on available official records.
- Examine the applicability of relevant provisions of the RTI Act, 2005, including Sections 8, 9, 10 and 11, wherever exemption, severability or third-party consultation is involved, and provide recommendations to the CPIO.
- Prepare a clear, point-wise and self-contained reply against each item of information sought by the applicant.
- Submit comments, records, replies and supporting documents with counter-signed to the concerned CPIO within the prescribed internal timelines through the RTI-MIS Online Portal.
- Upload all relevant documents, comments and correspondence in the RTI-MIS Portal through CPIO and maintain proper electronic and physical records.
- Immediately bring to the notice of the CPIO any matter involving third-party information, confidential records, court cases, vigilance matters or issues having legal implications.
- Assist the CPIO in preparation of replies, First Appeal submissions, written submissions before the Central Information Commission (CIC) and compliance reports.
- Attend CIC hearings, FAA hearings and other RTI-related proceedings whenever required by the CPIO, FAA, RTI Cell or competent authority.
- Keep all relevant records, files and supporting documents readily available for RTI proceedings, appeals and CIC hearings.
- Ensure compliance with directions issued by the FAA, CIC, CPIO, RTI Cell or competent authority relating to matters under his/her Division.
- Maintain updated records relating to Section 4 proactive disclosures and provide periodic updates for publication on the CDSCO website.
- Be responsible for the correctness, completeness and timely submission of information relating to records under his/her custody.
- Any delay, suppression of facts, incomplete information, misleading information or failure to provide records within prescribed timelines shall be viewed seriously and responsibility shall rest with the concerned DPIO/Division.
- In case any discussion, clarification, hearing, or meeting is required in relation to an RTI application, First Appeal, or any RTI matter, the concerned DPIO shall personally participate in and discuss the matter with the concerned CPIO. The DPIO shall not depute or authorize any other official to attend or participate in such discussion or CIC hearing on his/her behalf, except with the prior approval of the competent authority under exceptional circumstances.
- The DPIO having access to the RTI-MIS Portal shall monitor the portal on a daily basis for RTI applications, appeals, file markings, and other RTI-related communications assigned to him/her. Since the RTI-MIS Portal does not display the date on which a file or communication is marked to the DPIO, regular daily login and monitoring of the portal is mandatory to ensure timely action and compliance with the prescribed timelines under the RTI Act, 2005. • In case of any emergency or urgent requirement, the concerned DPIO may request the CPIO to provide the tracking history of a specific RTI application, appeal, or RTI-related matter. The DPIO shall clearly indicate the reasons and justification for seeking such tracking history. Access to the tracking history shall be provided only to the extent necessary for disposal of the concerned matter and shall be strictly limited to the specific case for which the request has been made and final decision shall be CPIO such matter.
- If an officer (such as a DPIO or Division Head) fails to provide information, delays the matter, suppresses records, or provides incorrect information after being asked by the CPIO, that officer can also be held responsible. For the purpose of penalties and accountability under the RTI Act, such an officer is deemed to be a CPIO for that specific matter.

Note: If the RTI reply or required inputs are not submitted by the concerned DPIO within the prescribed internal timeline, the CPIO may issue a reminder through the RTI MIS Portal. Since an RTI application may involve information from multiple Divisions, any reminder generated through the RTI MIS Portal may, by default, be sent to all concerned DPIOs associated with the case. Accordingly, where a DPIO has already submitted the requisite reply or inputs in respect of the matter, such DPIO may disregard/ignore the reminder and no adverse inference shall be drawn solely on account of receipt of such system-generated reminder. However, DPIOs who have not submitted the required inputs shall ensure compliance within the stipulated timeline and remain responsible for any delay in furnishing information relating to records under their custody.

7. ROLE AND RESPONSIBILITIES OF CPIO

7.1 CPIO – Zonal/Sub-Zonal/Port/Labs/Admin HQ

The CPIO shall:

- Process RTI applications received through RTI Online Portal, RTI-MIS Portal, physical mode or any other authorized source.
- Examine the RTI application and identify the concerned Division(s)/Office(s) for collection of information.
- Regularly monitor the RTI-MIS Portal and ensure that no RTI application, appeal, CIC matter or compliance issue remains unattended or pending.
- Examine replies, comments and documents and verify their completeness, accuracy and relevance.
- Apply provisions of the RTI Act, 2005 including Sections 6, 7, 8, 9, 10, 11, 19 and other applicable provisions while processing RTI matters.
- Approve, sign and issue the final reply to the applicant under the RTI Act, 2005.
- Ensure that all RTI applications are disposed of within the statutory timelines prescribed under the RTI Act, 2005.
- Handle transfer of RTI applications under Section 6(3) of the RTI Act, wherever applicable.
- Initiate and conduct third-party consultation under Section 11 of the RTI Act, wherever required.
- Inform concerned third parties regarding CIC hearings in matters involving third-party information, wherever necessary or directed by the Commission.
- Ensure that replies, orders, documents and correspondence are properly uploaded and maintained in the RTI-MIS Portal.
- Coordinate with Nodal Officers, RTI Cell and Heads of Offices for effective disposal of RTI matters.
- Prepare and submit comments, written submissions and records relating to First Appeals, CIC complaints, CIC appeals and other RTI proceedings.
- Represent and defend the position of CDSCO before the Central Information Commission (CIC), First Appellate Authority or any other competent authority.
- Attend CIC hearings and ensure availability of all relevant records, files and supporting documents during such proceedings.
- Ensure timely compliance of directions issued by the FAA, CIC, Courts or other competent authorities.
- Submit compliance reports and action taken reports relating to CIC decisions within the prescribed timelines.
- Assist in preparation of quarterly returns, annual returns, transparency audit reports and other RTI-related reports required under the RTI Act, 2005.
- proactive disclosure under Section 4 of the RTI Act and ensure periodic review and updation of RTI-related information on quarterly basis.
- Maintain proper RTI records and facilitate inspection, audit and monitoring of RTI matters.

Accountability

The CPIO shall be responsible for issuance of the final RTI reply and overall compliance with the RTI Act, 2005 within his/her jurisdiction. However, responsibility for the correctness, completeness and timely submission of information relating to records under the custody of a Division/Office shall remain with the concerned CPIO or record-holding authority.

7.2 CPIO – CDSCO Headquarters

The CPIO, CDSCO HQ shall:

- Examine the subject matter of the RTI application and identify the concerned Division(s)/DPIO(s).
- Forward RTI applications to the concerned DPIO(s) through RTI-MIS Portal and prescribe internal timelines for submission of comments and information under section 5(4) of RTI act 2005.
- Coordinate with multiple DPIOs where information pertains to more than one Division.
- Scrutinize the replies and documents received from DPIOs to ensure: completeness, accuracy, consistency.
- compliance with provisions of the RTI Act, 2005.
- Examine applicability of Sections 8, 9, 10 and 11 of the RTI Act wherever exemption, severability or third-party consultation is involved.
- Seek clarification, additional information or revised comments from DPIOs wherever the information furnished is incomplete, ambiguous or inconsistent.
- Consolidate inputs received from various Divisions and prepare a comprehensive point-wise reply.
- Issue the final reply to the applicant under the RTI Act, 2005.
- Ensure that statutory timelines prescribed under the RTI Act are adhered to.
- Process transfer of RTI applications under Section 6(3), wherever applicable.
- Represent CDSCO Headquarters along with DPIO of concerned division before the First Appellate Authority, Central Information Commission and other competent authorities in RTI matters.
- Coordinate preparation of written submissions, records and documents for CIC hearings.
- Monitor pendency of RTI applications and appeals at Headquarters level.
- Ensure proper maintenance of RTI records in RTI-MIS Portal and Facilitate submission of quarterly and annual RTI returns and other reports as required by DoPT and CIC.

Accountability

The CPIO shall be responsible for processing RTI applications and issuance of the final reply under the Right to Information Act, 2005. However, the concerned DPIO/Division Head shall remain responsible for the custody, correctness, completeness, and timely submission of information and records pertaining to their Division.

The DPIO shall act as the custodian and coordinating officer for RTI matters relating to records held by his/her Division and shall assist the CPIO in the discharge of duties under the Right to Information Act, 2005.

Where assistance is sought by the CPIO under Section 5(4) of the Act, the concerned DPIO shall render all necessary assistance. In accordance with Section 5(5) of the Act, such officer shall, for the purposes of any contravention of the Act, be treated as a CPIO in respect of the information sought from him/her.

Any delay, non-submission of inputs, suppression of records, or furnishing of incorrect, incomplete, or misleading information by the concerned DPIO/Division shall be duly recorded, and responsibility for such lapse shall rest with the concerned DPIO/Division in accordance with Sections 5(4) and 5(5) of the Right to Information Act, 2005.

8. ROLE AND RESPONSIBILITIES OF FIRST APPELLATE AUTHORITY (FAA)

The First Appellate Authority (FAA) shall act as an independent appellate authority under Section 19(1) of the Right to Information Act, 2005 and shall ensure fair, objective and lawful disposal of First Appeals.

The FAA shall:

- Dispose of First Appeals within the timelines prescribed under the RTI Act, 2005.
- Examine the RTI application, reply of the CPIO, grounds of appeal and all relevant records independently and objectively.
- Provide reasoned and speaking orders dealing with each ground raised in the appeal.

- Afford an opportunity of hearing to the appellant, CPIO, DPIO or any other concerned person, wherever considered necessary.
- Call for records, comments, explanations or additional information from the concerned CPIO, DPIO, Nodal Officer or Head of Office for proper adjudication of the appeal.
- Determine whether the information has been correctly provided, denied, transferred or withheld in accordance with the provisions of the RTI Act, 2005.
- Issue appropriate directions to the concerned CPIO for disclosure of information, re-examination of records, transfer of application, correction of deficiencies or any other necessary action.
- Monitor implementation and compliance of directions issued in FAA orders.
- Ensure that FAA orders are uploaded and maintained in the RTI-MIS Portal and relevant records are preserved.
- Identify recurring issues, procedural deficiencies and systemic gaps observed during appellate proceedings and recommend corrective measures for improving RTI administration.
- Promote transparency, accountability and uniformity in RTI implementation within the jurisdiction of the concerned office.
- Coordinate with the RTI Cell, where necessary, regarding significant RTI matters, appellate trends and compliance issues.
- If the FAA requires inputs from the concerned CPIO, the same may be sought through the RTI MIS Portal or e-Office system.
- Ensure that directions issued in FAA orders are complied with by the concerned CPIO/DPIO within the stipulated period and that compliance records are properly maintained.
- Perform any other function assigned under the RTI Act, 2005, Rules, Government instructions or orders issued by the competent authority.
- The FAA shall issue the appeal disposal order on official letterhead, duly signed and countersigned, and upload the same on the RTI MIS Portal through the FAA login for disposal of the appeal.
- In cases where an appeal is received in physical (hard copy) form, the FAA shall first upload the appeal on the RTI MIS Portal through the FAA login. After disposal of the appeal, the reply/order shall be sent to the appellant through physical mode and the appeal shall be disposed of on the RTI MIS Portal accordingly.
- In respect of First Appeals pertaining to CDSCO Headquarters, the RTI Cell shall process the appeal through the e-Office system and obtain necessary comments from all concerned Divisions that had furnished inputs or replies in the original RTI application. Where considered necessary for proper disposal of the appeal, or additional comments may also be sought from any other concerned Division if need. All concerned DPIOs, Division Heads, and officers from whom comments or records are sought shall furnish the requisite comments, clarifications, and relevant records within the stipulated timeline. No concerned DPIO, Division Head, or officer shall decline or refuse to provide such comments or records required for disposal of the First Appeal under the RTI Act, 2005.

9. INTERNAL & FINAL TIMELINES FOR RTI DISPOSAL

(As per Office Order No. RTI-11011(12)/2/2025-26932 dated 22.09.2025)

The following internal timelines shall be adhered to by all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories to ensure timely compliance with the RTI Act, 2005:

A. RTI Applications

Sl. No.	Activity	Responsible Officer	Timeline
1	Upload of physical RTI application in RTI-MIS Portal	Concerned Nodal Officer/CPIO	Within 5 working days of receipt

Sl. No.	Activity	Responsible Officer	Timeline
2	Marking of RTI application to concerned DPIO/Section	CPIO/Nodal Officer	Within 2 working days
3	RTI not pertaining to Division/Office	Concerned DPIO	Within 2 working days
4	Partial information relating to Division	Concerned DPIO	Within 7 working days
5	Complete information relating to Division	Concerned DPIO	Within 15 working days
6	Examination and issue of final reply	CPIO	Within statutory period under RTI Act
7	Transfer under Section 6(3), wherever applicable	CPIO	Within 5 days of receipt

B. First Appeals

Sl. No.	Activity	Responsible Officer	Timeline
1	Submission of comments in multi-division appeal cases	Concerned DPIO	Within 2 working days
2	Submission of comments in single division appeal cases	Concerned DPIO	Within 7 working days
3	Submission of additional comments/documents sought by FAA	Concerned DPIO/CPIO	Within 2 working days
4	Disposal of First Appeal	FAA	As per RTI Act, 2005

For more details, please refer to office order dated 22/09/2025.

C. CIC Matters

For CDSCO Headquarters

- Upon receipt of CIC hearing notice, the concerned DPIO shall provide comments, records and relevant documents to the RTI Cell within **2 working days** or within the timeline prescribed by the RTI Cell.
- The concerned DPIO shall maintain all relevant records in physical and electronic form and coordinate with the CPIO for preparation of written submissions.
- The concerned DPIO shall remain available during the CIC hearing and attend the hearing along with the CPIO whenever required.
- The CPIO shall represent CDSCO Headquarters before the Central Information Commission and coordinate preparation of the case.
- Compliance reports and action taken reports shall be submitted immediately after the hearing.
- The concerned DPIO shall furnish all information and documents required by the RTI Cell for timely compliance of CIC Orders.
- In cases involving third-party information, the concerned CPIO may inform the concerned third party regarding the scheduled CIC hearing, wherever necessary or directed by the Commission.

For Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories

- The concerned CPIO shall prepare and submit written submissions, comments and supporting documents within the timeline specified in the CIC notice.
- The concerned CPIO shall represent the office before the Central Information Commission and attend the hearing as scheduled.
- Compliance reports shall be submitted immediately after the hearing.
- In matters involving third-party information, the concerned CPIO may inform the concerned third party regarding the CIC hearing, wherever necessary or directed by the Commission.

D. Statutory Timeline – Clarification on Single Public Authority

- Every CPIO, DPIO, FAA and Nodal Officer having RTI-MIS Portal access shall log into the portal regularly and monitor pending RTI matters.
- No RTI application, appeal, CIC matter or compliance issue shall remain unattended due to non-monitoring of the RTI-MIS Portal.
- Heads of Offices/Divisions shall periodically review pendency and ensure adherence to the above timelines.
- Any delay in furnishing information, comments or compliance reports may be viewed seriously and responsibility shall rest upon the concerned officer.

It is clarified that CDSCO, including all Zonal Offices, Sub-Zonal Offices, Port Offices, Laboratories, CDSCO Headquarters, and all Divisions/Sections including Administration, constitutes one Public Authority under the Right to Information Act, 2005. Accordingly, the statutory time limit for disposal of an RTI application within CDSCO shall remain 30 days from the date of receipt of the RTI application by the Public Authority. Where an RTI application is transferred internally among CDSCO CPIOs of Zonal/Sub-Zonal/Ports/Labs, such internal transfer shall not result in a fresh computation of the time limit.

Therefore, whenever any RTI application pertains wholly or partly to another CDSCO Office/Division/Section, the concerned CPIO shall transfer the matter internally without delay, so that the concerned CPIO is provided sufficient time to examine the matter and furnish the reply within the statutory timeline (within 01 day such cases should be transferred).

Further, where comments or inputs from a Deemed Public Information Officer (DPIO) indicate that the subject matter pertains to another CDSCO Office/Division (Zonal/sub Zonal/Ports/labs), the DPIO shall immediately furnish such comments and inform the concerned CPIO, CDSCO Headquarters, for taking necessary action regarding internal transfer of the RTI application.

All concerned officers shall ensure strict adherence to the statutory timelines under the RTI Act, 2005 and avoid delays arising out of internal movement of RTI applications within CDSCO.

10. THIRD PARTY INFORMATION (SECTION 11 OF RTI ACT, 2005)

Where the information sought by an applicant relates to, has been supplied by, or concerns a third party and is treated as confidential by such third party, the procedure prescribed under Section 11 of the RTI Act, 2005 shall be followed.

The CPIO shall:

- Examine whether the information requested involves a third party as defined under the RTI Act, 2005.
- Issue a written notice to the concerned third party within the time prescribed under Section 11 of the RTI Act, 2005, inviting objections or submissions regarding disclosure of the information.
- Provide the third party a reasonable opportunity to make a written or oral representation regarding disclosure of the requested information.
- Obtain and place on record the written representation, objections or comments received from the third party.
- Examine the applicability of Sections 8, 9, 10 and 11 of the RTI Act, 2005 and any other relevant legal provisions.
- Consider whether larger public interest justifies disclosure of the information notwithstanding objections raised by the third party.
- Record a reasoned and speaking order indicating the facts of the case, submissions of the third party, applicable legal provisions and the reasons for the decision.
- Communicate the decision to the applicant as well as the concerned third party in accordance with the provisions of the RTI Act, 2005.
- Inform the third party of its right to appeal against the decision, wherever applicable under the RTI Act, 2005.
- Maintain complete records of notices issued, representations received, orders passed and communications made in the RTI-MIS Portal and the concerned RTI file.

- In cases involving First Appeal, CIC proceedings or Court matters, ensure that copies of all Section 11 proceedings are available for submission before the appellate authority or other competent forum.

Guiding Principles

- Mere objection by a third party shall not automatically result in denial of information.
- Disclosure or denial of information shall be based on the provisions of the RTI Act, 2005, facts of the case and the test of larger public interest.
- Every decision under Section 11 shall be supported by a reasoned and speaking order capable of withstanding appellate scrutiny.

11. EXEMPTION CLAUSES

Before denying, withholding, partially disclosing or restricting access to any information sought under the RTI Act, 2005, the concerned DPIO and CPIO shall carefully examine the applicability of the relevant provisions of the Act, including:

- Section 8(1) – Exemptions from disclosure of information.
- Section 9 – Rejection of request where disclosure would involve infringement of copyright.
- Section 10 – Severability, where exempt information can be separated and the remaining information can be disclosed.
- Section 11 – Third Party Information and consultation procedure.
- Any other relevant provision of the RTI Act, 2005, Rules, Government instructions or judicial/CIC decisions.

Principles to be Followed

- Information shall not be denied merely because it is inconvenient, voluminous or sensitive in nature.
- The exemption provisions shall be applied strictly and only where disclosure is specifically prohibited under the RTI Act, 2005.
- Wherever only a portion of the record is exempt, the remaining disclosable portion shall be provided after applying the principle of severability under Section 10.
- In cases involving third-party information, the consultation procedure prescribed under Section 11 shall be followed before taking a final decision.
- The test of larger public interest shall be considered wherever the RTI Act permits disclosure despite the applicability of an exemption.

Requirements for Denial of Information

Every denial, partial denial or rejection of information shall clearly mention:

- The specific provision(s) of the RTI Act, 2005 relied upon for denial (e.g., Section 8(1)(d), Section 8(1)(e), Section 8(1)(j), Section 9, etc.).
- Brief reasons for denial, explaining how the exemption applies to the information sought.
- Details of any third-party consultation undertaken under Section 11, where applicable.
- Information regarding the applicant's right to file a First Appeal under Section 19(1) of the RTI Act, 2005.
- Name, designation and address of the First Appellate Authority (FAA).
- Time limit prescribed for filing the appeal.

12. SECOND APPEALS / CIC CASES – HANDLING OF NOTICES, HEARINGS AND COMPLIANCE

12.1 CDSCO Headquarters

Responsibilities of DPIO:

Custodian: RTI Cell, CDSCO Headquarters

- Upon receipt of a CIC hearing notice from RTI Cell/CPIO, the concerned DPIO shall examine the matter and provide complete comments, records and relevant documents to the RTI Cell within two (02) working days or within the timeline prescribed by the RTI Cell.
- The concerned DPIO shall ensure that all relevant records, correspondence, file notings, approvals, RTI replies, appeal records and supporting documents are properly compiled and kept in physical and electronic form for the scheduled hearing.
- The concerned DPIO shall coordinate with the CPIO and RTI Cell for preparation of written submissions, factual reports and hearing briefs.
- The concerned DPIO shall remain available during the hearing and shall attend the hearing along with the CPIO whenever required with all relevant records and documents pertaining to the matter.
- Immediately after the hearing, the concerned DPIO shall provide all information, documents and action taken details required for submission of compliance reports before the CIC.
- Where the CIC issues any directions, the concerned DPIO shall furnish the required information and compliance inputs to the RTI Cell and CPIO within the prescribed timeline for timely compliance of the CIC Order.
- Reply of DPIO should be countersigned with DPIO and HOD with concerned office before submission via RTI MIS Portal.

Responsibilities of CPIO:

- The CPIO shall be responsible for submission of written submissions, hearing briefs and representation before the Central Information Commission on behalf of CDSCO Headquarters.
- The CPIO shall coordinate with concerned DPIO(s), RTI Cell and other stakeholders for compilation of records and preparation of the case.
- The CPIO shall ensure timely submission of compliance reports and implementation of CIC directions.
- In cases involving third-party information under Section 11 of the RTI Act, 2005, the CPIO may inform the concerned third party regarding the scheduled CIC hearing and advise them to participate before the Commission, if considered necessary or directed by the Commission.

12.2 Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories

- The concerned CPIO shall examine the CIC hearing notice immediately upon receipt and prepare a detailed factual report, written submission and supporting documents within the timeline specified by the Commission.
- The concerned CPIO shall coordinate with the Head of Office and concerned officers for collection of records and preparation of the case.
- The concerned CPIO shall represent the office before the Central Information Commission and attend the hearing as scheduled.
- The concerned CPIO shall maintain complete records relating to the RTI application, appeal proceedings and CIC hearing.
- Immediately after the hearing, the concerned CPIO shall submit compliance reports and ensure implementation of directions issued by the Commission within the stipulated period.
- Where the matter involves third-party information under Section 11 of the RTI Act, 2005, the concerned CPIO may inform the concerned third party regarding the CIC hearing and advise them to participate before the Commission, wherever necessary or directed by the Commission.
- A copy of all CIC orders and compliance reports shall be preserved in the RTI file and uploaded in RTI-MIS Portal for future reference and monitoring.

13. RECORD MANAGEMENT AND PRESERVATION OF RTI RECORDS

All CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories shall maintain proper records relating to RTI matters in both electronic and physical form to ensure transparency, accountability and effective retrieval of information.

Each office shall:

- Maintain RTI files electronically through the RTI-MIS Portal and other approved electronic record management systems.
- Maintain a physical RTI file wherever required, containing the RTI application, correspondence, notes, supporting documents and final reply.
- Maintain records of RTI applications received through online and physical modes.
- Maintain records of transfers made under Section 6(3) of the RTI Act, 2005.
- Maintain complete records of First Appeals, including appeal petitions, comments, FAA orders and compliance reports.
- Maintain complete records of CIC complaints, appeals, hearing notices, written submissions, CIC orders and compliance reports.
- Maintain records relating to third-party consultations conducted under Section 11 of the RTI Act, 2005.
- Maintain RTI disposal registers indicating date of receipt, date of disposal, subject matter, concerned Division and status of disposal.
- Preserve RTI records in accordance with applicable Record Retention Schedules, Government instructions and e-Office guidelines.
- Ensure that records are readily available for inspection by the FAA, CIC, Audit Authorities, RTI Cell or any competent authority whenever required.

Responsibility

- The concerned DPIO shall be responsible for maintenance and preservation of records relating to matters handled by his/her Division.
- The concerned CPIO shall monitor proper maintenance of RTI records within his/her jurisdiction.
- The Head of Office/Head of Division shall ensure availability, safety and preservation of RTI records and related documents.
- The RTI Cell, CDSCO Headquarters may periodically review record management practices and issue necessary instructions for improvement.

14. SUO MOTU DISCLOSURE UNDER SECTION 4 OF RTI ACT, 2005

All CDSCO Headquarters Divisions and Admin, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories shall ensure proactive disclosure of information as mandated under Section 4(1)(b) and other applicable provisions of the RTI Act, 2005.

Information to be Proactively Disclosed

The information placed in the public domain by all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories shall include, inter alia:

- Particulars of the organization, functions and duties.
- Powers and duties of officers and employees.
- Procedure followed in the decision-making process, including channels of supervision and accountability.
- Norms, standards and timelines prescribed for discharge of functions.
- Rules, regulations, instructions, manuals, guidelines and records used by employees for discharging official functions.
- Categories of documents held or controlled by the office.
- Directory of officers and employees, including contact details, wherever applicable.
- Monthly remuneration and compensation system of officers and employees.

- Budget allocation, expenditure details and utilization of funds.
- Details of subsidy programmes, concessions, permits, authorizations and beneficiaries, wherever applicable.
- Information available in electronic form and details of facilities available for obtaining information.
- Citizen Charter and service delivery standards.
- Details of Central Public Information Officers (CPIOs), Designated Public Information Officers (DPIOs), Central Assistant Public Information Officers (CAPIOs), Nodal Officers and First Appellate Authorities (FAAs).
- RTI-related information, including RTI manuals, disclosure obligations, annual reports and contact details.
- Frequently sought information and information that may reduce the need for filing RTI applications.
- Information required to be disclosed under Section 4(1)(b), Section 4(2), Section 4(3) and Section 4(4) of the RTI Act, 2005.
- Information required under DoPT guidelines, CIC Transparency Audit parameters, CIC Self-Appraisal Checklist and instructions issued by the Government of India from time to time.
- Any other information considered necessary in the interest of transparency, accountability and public access to information.

All such information shall be accurate, updated, easily accessible, searchable and hosted on the CDSCO website or other designated public platforms.

Responsibility

- The concerned DPIO/Section Head shall review the contents relating to their respective Division/Office and identify information requiring updation.
- The concerned CPIO shall monitor compliance of proactive disclosure requirements and coordinate updation of information on the CDSCO website.
- The Head of Office/Head of Division shall ensure correctness, completeness and timely updation of information pertaining to their office.
- In CDSCO Headquarters, every Division shall nominate an officer responsible for furnishing updated Section 4 information to the concerned CPIO/DPIO.

Quarterly Review

- All CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories shall undertake a review of Section 4 disclosures at least once every quarter.
- The review shall be conducted jointly by the concerned CPIO, DPIO and Head of Office/Head of Division.
- A quarterly certificate regarding review and updation of Section 4 disclosures shall be maintained and furnished to the RTI Cell, CDSCO Headquarters, whenever called for.
- Deficiencies observed during review shall be rectified within fifteen (15) days of such review.

14.1 Administration Division (CDSCO HQ) – Responsibilities for Suo Motu Disclosure and CIC Self-Appraisal Checklist

The Administration Division, CDSCO Headquarters shall function as the nodal division for monitoring, compilation and reporting of compliance relating to proactive disclosure under Section 4 of the RTI Act, 2005 and submission of the CIC Self-Appraisal Checklist.

The Administration Division shall:

- Coordinate with all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories regarding compliance with Section 4 of the RTI Act, 2005.
- Issue periodic instructions, reminders and review communications for updation of Suo Motu Disclosure information.
- Monitor quarterly review and updation of Section 4 disclosures by all offices.

- Maintain a consolidated status of compliance received from CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories.
- Review deficiencies observed during assessment and communicate the same to the concerned office for corrective action.
- Coordinate preparation and submission of the CIC Self-Appraisal Checklist and related reports on behalf of CDSCO via RTI Cell however administration part/information of CIC Self-Appraisal Checklist should be filled by Admin.
- Maintain records of compliance certificates, review reports and supporting documents received from various offices.
- Facilitate publication and updation of RTI-related information on the CDSCO website in coordination with concerned IT Cell.
- Place the consolidated compliance status before the competent authority for review and approval.
- Ensure that information required under Section 4(1)(b), Section 4(2), CIC Guidelines and DoPT Instructions is periodically reviewed and updated.

Quarterly Compliance Mechanism

All CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories shall furnish a quarterly compliance report on Suo Motu Disclosure to the Administration Division/RTI Cell, CDSCO Headquarters.

The Administration Division shall compile the information and prepare a consolidated compliance report for monitoring and submission in the CIC Self-Appraisal Checklist through RTI cell, wherever required.

The RTI Cell HQ along with CDSCO Administration, HQ may periodically review the status of proactive disclosures across all CDSCO offices and issue necessary instructions for ensuring compliance with Section 4 of the RTI Act, 2005 and DoPT guidelines through Admin division.

14.2 Consultancy Committee for Advice on Suo Motu Disclosure

Functions of the Committee

The Committee may:

- Provide suggestions for improving proactive disclosure practices.
- Identify categories of information that may be disclosed proactively in the public interest.
- Advise on accessibility, usability and completeness of information hosted on the CDSCO website.
- Suggest measures for reducing the need for filing RTI applications.
- Review stakeholder feedback relating to transparency and information dissemination.
- Recommend improvements in Section 4 compliance and transparency audit performance.

Meetings

- The Committee may meet periodically, as considered necessary by the competent authority.
- Minutes and recommendations of the Committee may be recorded and acted upon, wherever feasible and appropriate.

Disclosure

Information regarding the constitution, composition, functions and meetings of such Committee shall be disclosed in accordance with Section 4(1)(b)(viii) of the RTI Act, 2005, wherever applicable.

14.3 CIC Third-Party Transparency Audit Procedure

Upon receipt of directions or circular from the Central Information Commission (CIC) regarding Third-Party Transparency Audit of proactive disclosures under Section 4 of the RTI Act, 2005, the following procedure shall be followed:

1. Receipt of CIC Directions – The RTI Cell, CDSCO Headquarters shall initiate necessary action for compliance upon receipt of directions/circular from CIC.
2. Engagement of Third-Party Auditor – The RTI Cell shall coordinate with the designated audit institution/agency, such as NIHFV or any other agency recognized by the CIC, for obtaining an audit proposal.
3. Approval of Audit Proposal – The RTI Cell shall process the proposal and submit a note for approval to HOD Admin Division covering approval for conducting the audit, approval of audit fees and mapping of the auditor on the CIC Transparency Audit Portal.
4. Review and Updation of Suo Motu Disclosure – The RTI Cell shall request the Administration Division to issue necessary instructions to all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories for review and updation of proactive disclosures under Section 4 of the RTI Act, 2005. The concerned offices shall coordinate with the CDSCO IT Team for updating the required information on the CDSCO website and update information if any change/ required.
5. Preparation of Self-Appraisal Checklist – After completion of updation of proactive disclosures on the CDSCO website, the Administration Division shall inform the RTI Cell accordingly and Admin division release fees in favour of auditor. The RTI Cell shall prepare the Self-Appraisal Checklist based on information available on the CDSCO website. The administration part/information of the Self-Appraisal Checklist shall be filled by the Admin Division, HQ.
6. Approval of Self-Appraisal Checklist – The checklist shall be submitted to the Head of Administration Division and the Competent Authority (DCGI/JDCI of RTI cell) for approval before submission to the audit agency and CIC Portal because links under Self-Appraisal Checklist covered administration as well as CDSCO technical matter or relevant information.
7. Submission on CIC Portal – After obtaining approval, the RTI Cell shall map the designated auditor on the CIC Transparency Audit Portal and upload and submit the approved Self-Appraisal Checklist.
8. Coordination During Audit – The RTI Cell shall coordinate with the auditor, provide relevant documents, records and website links, and process payment of approved audit fees.
9. Conduct of Transparency Audit – The designated third-party auditor shall carry out the audit in accordance with CIC guidelines. The auditor shall submit the Transparency Audit Report to the CIC and concerned authorities.
10. Review of Audit Report and Compliance – Upon receipt of the audit report and recommendations from the Central Information Commission, the RTI Cell shall examine the observations and prepare a detailed note for the Administration Division. The Administration Division shall issue necessary directions to all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories for compliance of audit observations and updation of information on the CDSCO website through the IT Team.
11. Monitoring of Compliance – The RTI Cell shall monitor compliance of CIC recommendations and maintain records relating to:
 - Self-Appraisal Checklists.
 - Transparency Audit Reports.
 - CIC observations and recommendations.
 - Compliance reports.
 - Correspondence with audit agencies.
 - Supporting documents and approvals.

The compliance status shall be reviewed periodically until all observations are fully complied with and closed.

15. MONITORING AND REVIEW MECHANISM

Monthly Review

The Head of Office/Head of Division, in consultation with the concerned CPIO, DPIO and Nodal Officer, shall conduct a monthly review covering:

- Pending RTI applications and reasons for pendency.
- RTI applications approaching statutory timelines.
- Pending First Appeals and compliance status of FAA orders.
- Pending CIC complaints, appeals, hearing notices and compliance matters.
- Status of physical RTI applications uploaded in RTI-MIS Portal.
- RTI-MIS Portal pendency and unresolved assignments.
- Status of CIC directions and compliance reports.
- Status of website updates and proactive disclosures.

Quarterly Review

A comprehensive quarterly review shall include:

- RTI statistics, including number of applications received, disposed and pending.
- First Appeal statistics and disposal status.
- CIC complaint/appeal statistics and compliance status.
- Status of quarterly and annual RTI returns.
- Status of proactive disclosures under Section 4 of the RTI Act, 2005.
- RTI-MIS Portal usage, pendency and data quality.
- Capacity building and training requirements of CPIOs, DPIOs, FAAs, Nodal Officers and RTI-MIS users.

Review by RTI Cell, CDSCO Headquarters

The RTI Cell, CDSCO Headquarters may periodically review RTI performance across all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices and Laboratories based on:

- RTI pendency.
- Appeal and CIC case status.
- Section 4 compliance.
- RTI-MIS Portal utilization.
- Quarterly and Annual Returns.
- Transparency Audit observations.
- Training and capacity-building requirements.

The RTI Cell may issue advisories, reminders and corrective directions for ensuring uniform implementation of the RTI Act, 2005 across CDSCO.

16. ACCOUNTABILITY AND RESPONSIBILITIES

All officers designated under the RTI Act, 2005, including CPIOs, DPIOs, FAAs, Nodal Officers and other officials handling RTI matters, shall be responsible for ensuring timely and lawful disposal of RTI applications, appeals, CIC matters and compliance proceedings.

Any delay, omission, negligence or failure resulting in the following shall be viewed seriously:

- Penalty proceedings under Section 20 of the RTI Act, 2005.
- Adverse observations, warnings, recommendations or directions issued by the CIC.
- Non-compliance with the provisions of the RTI Act, 2005, RTI Rules, Government instructions or orders of competent authorities.
- Delay in disposal of RTI applications, First Appeals, CIC matters or compliance reports.
- Failure to upload, monitor or act upon matters available in the RTI-MIS Portal.
- Submission of incomplete, inaccurate, misleading or incorrect information.
- Failure to comply with directions issued by the CPIO, FAA, CIC, RTI Cell or competent authority.
- Failure to maintain records, preserve documents or implement Section 4 proactive disclosure obligations.

Responsibility and accountability for such delay, lapse or non-compliance shall rest upon the concerned officer(s), Division(s) or Office(s) responsible for the matter, based on the facts and circumstances of each case.

Nothing contained in this SOP/guidance documents shall dilute or override the statutory responsibilities and liabilities prescribed under the RTI Act, 2005.

17. CAPACITY BUILDING AND TRAINING

To ensure effective implementation of the RTI Act, 2005 and uniform handling of RTI matters across CDSCO, all officers entrusted with RTI-related responsibilities shall undergo periodic training and capacity-building programmes.

Coverage of Training

All CPIOs, DPIOs, FAAs, Nodal Officers and other officers dealing with RTI matters shall undergo periodic training on:

- Provisions of the Right to Information Act, 2005 and RTI Rules.
- Latest judgments of Courts and decisions of the Central Information Commission (CIC).
- Handling of RTI applications, First Appeals, CIC complaints and appeals.
- Exemption provisions under Sections 8, 9, 10 and 11 of the RTI Act, 2005.
- Effective use and operation of the RTI-MIS Portal.
- Proactive disclosure obligations under Section 4 of the RTI Act, 2005.
- Transparency Audit, CIC Self-Appraisal Checklist and Section 4 compliance requirements.
- Preparation of quarterly and annual RTI returns under Section 25 of the RTI Act, 2005.
- Best practices, case studies and common deficiencies observed in RTI administration.

Responsibility of Officers

- Every officer assigned a role under the RTI Act, 2005 shall participate in training programmes organized by CDSCO, DoPT, CIC or any other competent authority.
- Newly designated CPIOs, DPIOs, FAAs and Nodal Officers shall undergo orientation training at the earliest opportunity after assuming RTI responsibilities.
- Heads of Offices and Heads of Divisions shall ensure participation of concerned officers in RTI training programmes.

18. EFFECTIVE DATE AND APPLICABILITY

This Guidance Document/Standard Operating Procedure (SOP) shall come into force with immediate effect and shall be applicable to all CDSCO Headquarters Divisions, Zonal Offices, Sub-Zonal Offices, Port Offices, Airport Offices and Laboratories & Administration Department, CDSCO HQ.

All officers designated under the RTI Act, 2005, including CPIOs, DPIOs, FAAs, Nodal Officers and other officials entrusted with RTI-related responsibilities, shall ensure strict compliance with the provisions contained herein.

In case of any inconsistency between this guidance document and the provisions of the Right to Information Act, 2005, the RTI Rules, Government of India instructions, DoPT guidelines, or directions issued by the Central Information Commission (CIC), the provisions of the RTI Act, 2005 and the instructions issued by the competent authority shall prevail.

The RTI Cell, CDSCO Headquarters may issue clarifications, guidelines, formats, advisories and supplementary instructions from time to time for effective implementation of this guidance document. This documents shall effective from date of approval until farther any order.

Issued with the approval of the Competent Authority

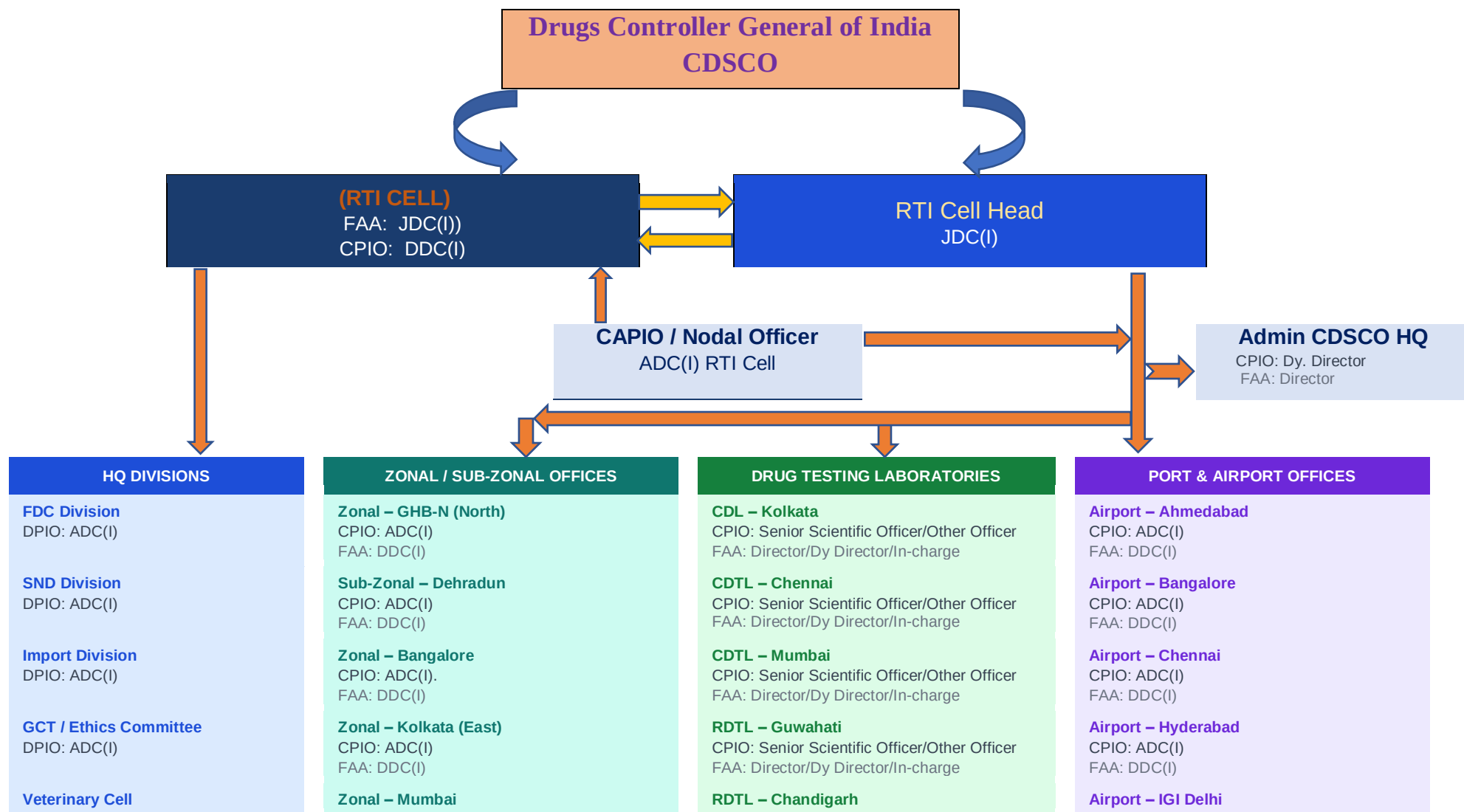
RTI Cell

Central Drugs Standard Control Organisation (CDSCO)
Directorate General of Health Services
Ministry of Health & Family Welfare, Government of India
FDA Bhawan, Kotla Road, New Delhi – 110002

GOVERNMENT OF INDIA | CENTRAL DRUGS STANDARD CONTROL ORGANISATION

RTI ORGANOGRAM

Right to Information Act · Organisational Chart with CPIO & FAA Details · 21st May 2026



DPIO: ADC(I)	CPIO: ADC(I) FAA: DDC(I)	CPIO: Senior Scientific Officer/Other Officer FAA: Director/Dy Director/In-charge	CPIO: ADC(I) FAA: DDC(I)
QA Division DPIO: ADC(I)	Sub-Zonal – Goa CPIO: ADC(I) FAA: DDC(I)	CDL – Kasauli CPIO: Senior Scientific Officer/Other Officer FAA: Director/Dy Director/In-charge	Airport – Mumbai CPIO: ADC(I) FAA: DDC(I)
SAE Division DPIO: ADC(I)	Zonal – Chennai (South) CPIO: ADC(I) FAA: DDC(I)	CDTL – Hyderabad CPIO: Senior Scientific Officer/Other Officer FAA: Director/Dy Director/In-charge	Sea Port – Chennai CPIO: ADC(I) FAA: DDC(I)
IVD Division DPIO: ADC(I)	Sub-Zonal – Vizag CPIO: ADC(I) FAA: DDC(I)	CDTL – Indore CPIO: Senior Scientific Officer/Other Officer FAA: Director/Dy Director/In-charge	Sea Port – Cochin CPIO: ADC(I) FAA: DDC(I)
Cosmetics Division DPIO: ADC(I)	Zonal – Ahmedabad CPIO: ADC(I) FAA: DDC(I)		Sea Port – Mumbai CPIO: ADC(I) FAA: DDC(I)
PSUR Division DPIO: ADC(I)	Zonal – Hyderabad CPIO: ADC(I) FAA: DDC(I)		Sea Port – Goa CPIO: ADC(I) FAA: DDC(I)
Blood Centre & Products DPIO: ADC(I)	Zonal – Baddi CPIO: ADC(I) FAA: DDC(I)		Sea Port – Hazira CPIO: ADC(I) FAA: DDC(I)
SEC Division DPIO: ADC(I)	Sub-Zonal – J&K CPIO: ADC(I) FAA: DDC(I)		Air & Sea – Kolkata CPIO: ADC(I) FAA: DDC(I)
BA-BE (Export) DPIO: ADC(I)	Sub-Zonal – Varanasi CPIO: ADC(I) FAA: DDC(I)		Port – Visakhapatnam CPIO: ADC(I) FAA: DDC(I)
CRU-PRO DPIO: ADC(I)	Sub-Zonal – Indore CPIO: ADC(I) FAA: DDC(I)		Port – Indore CPIO: ADC(I) FAA: DDC(I)
International Cell DPIO: ADC(I)	Sub-Zonal – Guwahati CPIO: ADC(I) FAA: DDC(I)		
IND, CGPT DPIO: ADC(I)			
Legal Cell DPIO: ADC(I)			
Ayush Division DPIO: ADC(I)			

Medical Devices
DPIO: ADC(I)

New Drug Division
DPIO: ADC(I)

Enforcement Division
DPIO: ADC(I)

DCC-DTAB / IT Cell
DPIO: ADC(I)

* FAA shall be the DDC(I) of the concerned Zonal Office under whose jurisdiction the respective Sub-Zonal Office or Port Office falls

CPIO = Central Public Information Officer FAA = First Appellate Authority

JDC(I), DDC(I) / Apex	CAPIO / Nodal	HQ Divisions	Zonal / Sub-Zonal	Laboratories	Port / Airport
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