

## RTI REQUEST DETAILS (आरटीआई अनुरोध विवरण)

Registration Number (पंजीकरण संख्या) :	DITEC/R/T/24/00059/1	Date of Receipt (प्राप्ति की तारीख) :	30/01/2024
Transferred From (से स्थानांतरित):	Department of Electronics & Information Technology on 06/02/2024 With Reference Number : DITEC/R/T/24/00059		
Remarks(टिप्पणी) :	RTI is w.r.t multiple Public Authorities and being transferred with a request for providing the relevant information directly to the applicant. In case the requested information does not fall under your jurisdiction, application may kindly be transferred to relevant Public Authority to which the subject matter is more closely connected, directly under intimation to the applicant		
Type of Receipt (रसीद का प्रकार) :	Electronically Transferred from Other Public Authority	Language of Request (अनुरोध की भाषा) :	English
Name (नाम) :	zoher kalabhai	Gender (लिंग) :	Male
Address (पता) :			
State (राज्य) :	Madhya Pradesh	Country (देश) :	India
Phone Number (फोन नंबर) :			
Mobile Number (मोबाईल नंबर) :			
Email-ID (ईमेल-आईडी) :			
Status (स्थिति) (Rural/Urban) :	Urban	Education Status :	Above Graduate
Requester Letter Number (निवेदक पत्र संख्या) :	Details not provided	Letter Date :	Details not provided
Is Requester Below Poverty Line ? (क्या आवेदक गरीबी रेखा से नीचे का है?) :	No	Citizenship Status (नागरिकता)	Indian
Amount Paid (राशि का भुगतान) :	0 (Received by Digital India Corporation) (original recipient)	Mode of Payment (भुगतान का प्रकार)	Payment Gateway
Does it concern the life or Liberty of a Person? (क्या यह किसी व्यक्ति के जीवन अथवा स्वतंत्रता से संबंधित है?) :	No(Normal)	Request Pertains to (अनुरोध निम्नलिखित संबंधित है) :	S. Ghoshal (Digital Governance Div)
Information Sought (जानकारी मांगी):	Transferred u/s 6(3) of RTI Act, 2005 for point no. 1 & 6.		
Original RTI Text (मूल आरटीआई पाठ):	Some digital services of e governance are not of any help. Example attached, kindly provide the following information 1.Is there any mechanism in place to assure the effectiveness of these digital portals/apps/platforms/dropdown options available of e-governance.		

2. How many survey/feedbacks have been taken from users of portals (rtionline, rti.mp, CPGRAMs, rcms revenue case management system, consumerhelpline.gov.in) in last 3 years (2021 to 2023). Out of these what is the grading i.e. how many are poor, average, good, excellent or any other category specified.
3. Is there any public link or portal or google reviews where users/citizens can check ratings of government related online portals or services like RCMS revenue case management system, RTI (central and mp state), CPGRAMs and consumerhelpline.gov.in. If not available then what is the reason of non availability
4. Is there any assessment or audit carried out for the government related online services, digital platforms and portals like RCMS revenue case management system, RTI (central and mp state), CPGRAMs and consumerhelpline.gov.in
5. What yearly budget is utilised for running and maintaining these online portals and digital platforms RCMS revenue case management system, RTI (central and mp state), CPGRAMs and consumerhelpline.gov.in
6. What are the parameters of MeitY and digital india corporation for progressive e-Governance strategies, Accountability, Efficiency, Efficacy and Transparency.
7. What are the activities undertaken by MeitY and DIC for evolving models for empowerment of citizens through Digital initiatives and to promote participatory governance and citizen engagement across the Government through various platforms including social media

Some digital services of e governance are not of any help. Proper audit is must for certain digital portals in totality or for the options available on them. These portals and/or certain options available on them are not serving citizens by any means as the issues or applications submitted on them are either kept pending, closed without any action on it or closed with false details. To list a few and details of my experience with these online services is below

1. Applied online for Seemankan Apast on [rcms.mp.gov.in](https://rcms.mp.gov.in) with Application number 0101763012086151-APP-17109480 dated 10th April 2023, which was kept pending. Despite our struggles and pleas with the authorities, it was abruptly closed on 9th January 2024, citing reason 'aavedak ka Naam avum mool dastavez k abhav me prakaran kharij kiya jaata hai.' This type of closure occurred without any prior information, notifying the missing name and documents (even when the name is clearly mentioned in the online application and documents have already been uploaded online which can be verified by an IT expert). This incident also highlights that, despite the good intentions of the government, bureaucratic machinery can fail, leaving citizens with no option but to burden the already overloaded legal system.
2. Raised grievance on [cmhelpline.mp.gov.in](https://cmhelpline.mp.gov.in) with grievance number 21999244, but it was closed by an L3 level officer without resolution.
3. Filed an online RTI on <https://rti.mp.gov.in/> application reg number MPRTI/2308/345158 with the MP government on 31st August 2023 to inquire about the inordinate delay in Seemankan Apast, but it was closed on 30th September 2023, falsely stating that information had been provided, whereas in reality, no information was provided and there is no option to appeal.
4. Due to unavailability of option to raise appeal on <https://rti.mp.gov.in/> we filed appeal on state information commission portal <https://sic.mp.gov.in/> registration number TA-377/SIC/RATLAM/2023 on dated 7Oct23 that too is kept pending till date.
5. On filing grievance on [pgportal.gov.in](https://pgportal.gov.in) for MP state government for the above issues it is either kept pending indefinitely or transferred to [cmhelpline.mp.gov.in](https://cmhelpline.mp.gov.in) which again does the same i.e. remain pending then after inordinate delay is closed without any effective resolution.

6. Filed RTI on [rtionline.gov.in](http://rtionline.gov.in) with PMO which is diverted to cmhelpline mp and nothing happens, filed RTI with Department of Land Resources (DoLR) which diverts to MP government and then nothing happens.

7. Mailed to Principal revenue commissioner with email id [prirevcom@mp.gov.in](mailto:prirevcom@mp.gov.in) available on <https://prc.mp.gov.in/> but never responds.

In light of the above example, kindly provide the following information

1. Is there any mechanism in place to assure the effectiveness of these digital portals/apps/platforms/dropdown options available of e-governance.
2. How many survey/feedbacks have been taken from users of portals ([rtionline](http://rtionline.gov.in), [rti.mp](http://rti.mp.gov.in), CPGRAMs, rcms revenue case management system, [consumerhelpline.gov.in](http://consumerhelpline.gov.in)) in last 3 years (2021 to 2023). Out of these what is the grading i.e. how many are poor, average, good, excellent or any other category specified.
3. Is there any public link or portal or google reviews where users/citizens can check ratings of government related online portals or services like RCMS revenue case management system, RTI (central and mp state), CPGRAMs and [consumerhelpline.gov.in](http://consumerhelpline.gov.in). If not available then what is the reason of non availability
4. Is there any assessment or audit carried out for the government related online services, digital platforms and portals like RCMS revenue case management system, RTI (central and mp state), CPGRAMs and [consumerhelpline.gov.in](http://consumerhelpline.gov.in)
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## Email

CPIO EGOV

**Online RTI requests Regn. No. DITEC/R/T/24/00059/1, DITEC/R/T/24/00062/1, DITEC/R/T/24/00073/1, DITEC/R/T/24/00071/1, DITEC/R/T/24/00074/1, DITEC/R/T/24/00076/1 and DITEC/R/T/24/00087/1 seeking information under the RTI Act, 2005.**

**From :** CPIO EGOV <cpio-egov@meity.gov.in>

Tue, Feb 20, 2024 11:20 AM

**Subject :** Online RTI requests Regn. No. DITEC/R/T/24/00059/1, DITEC/R/T/24/00062/1, DITEC/R/T/24/00073/1, DITEC/R/T/24/00071/1, DITEC/R/T/24/00074/1, DITEC/R/T/24/00076/1 and DITEC/R/T/24/00087/1 seeking information under the RTI Act, 2005.

**To :**

**Cc :** Srabana Ghoshal <srabana.ghoshal@meity.gov.in>

Sir,

Please refer to your following online RTI requests (w.r.t point no. 01 and 06 of the RTI requests) seeking information under the RTI Act, 2005.

Sr. No.	Regn. No.	Name	Dated
01	DITEC/R/T/24/00059/ 1	Zohar kalabhai	30/01/2024
02	DITEC/R/T/24/00062/ 1	Zohar kalabhai	01/02/2024
03	DITEC/R/T/24/00073/ 1	Zohar kalabhai	06/02/2024
04	DITEC/R/T/24/00071/ 1	Zohar kalabhai	06/02/2024
05	DITEC/R/T/24/00074/ 1	Zohar kalabhai	06/02/2024
06	DITEC/R/T/24/00076/ 1	Zohar kalabhai	06/02/2024
07	DITEC/R/T/24/00087/ 1	zoher kalabhai	09/02/2024

In this regard, as far as the Digital Governance Division is concerned the requisite information/input obtained from the concerned is as under:

" The applicant is advised/requested to visit the following weblinks

<https://guidelines.india.gov.in/>

<https://guidelines.india.gov.in/introduction/> "

2. If you are not satisfied with the information/reply, you can make an appeal to the following Appellate Authority against the information provided.

Shri Chhatrasal Chandra, Scientist- D / Appellate Authority (Digital Governance Division)  
Ministry of Electronics and Information Technology  
Electronics Niketan, 6, CGO Complex, New Delhi – 110003.

3. In view of the above, the RTI requests are disposed off from the portal.

Regards

S. Ghoshal,  
Sci-B/CPIO (Digital Governance Division),  
MeitY.

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