

HANDBOOK ON

RTI



Assam Administrative Staff College

Jawaharnagar, Khanapara, Guwahati-781022, Assam Phone: 0361-2363325, **Website: www.aasc.gov.in**

ARTPPG Department, GoA

ড° হিমন্ত বিশ্ব শর্মা Dr. Himanta Biswa Sarma



মুখ্যমন্ত্রী, অসম Chief Minister, Assam



FOREWORD

The work environment across the globe is undergoing rapid changes, and the utilization of human resources is evolving accordingly, with Assam being no exception. To keep pace with these changes, it is imperative that the Assam government focuses on empowering its human resources with a global outlook while remaining grounded in Indian values.

To achieve this vision, our government is implementing effective changes in work culture and striving to instill new ideas and a broader perspective in the minds of the officials. In line with this effort, the ARTPPG Department of the Government of Assam is introducing a set of training manuals and handbooks. Our Government is ensuring the smooth functioning of the daily administration with the help of these Training Manuals/ Handbooks for the Grade-3 officials. To effectively cater to the requirements of Grade-3 officials, experts have meticulously drafted the training manuals and handbooks, aiming to cover a wide range of relevant topics. Moreover, focused attempts have been made to embed the books with relevant case studies, examples and FAQs on different topics to enable the users to adapt to the procedural yet divergent needs of today's dynamic administration.

True to the objective of our Government in creating a spirited workforce, introduction of multifaceted learning and training programme have been thought of to enable our officials realize their true potential. This would help them to reorient themselves to the day-to-day administrative developments while performing their duties with honesty and transparency.

I believe the Training Manuals / Handbooks will hold immense value as a guiding light on diverse professional trajectories. They will also serve as a roadmap to steer capacity building of the Grade-III officials in a systematic and coherent manner.

(Dr. Himanta Biswa Sarma)



ড° ৰবি কোটা, ভাঃ প্ৰঃ সেঃ মুখ্য সচিব অসম চৰকাৰ



Preparation of a Training policy of a State and aligning it with the needs of the variegated workforce which has to constantly prove its relevance in this era of transition towards technology forms the very backbone of the administration in the form of a challenging task. In this due course of action, capacity building of Grade-Ill officials not only requires them to remain efficient in their daily official duties but also must be able to motivate them to work, learn and evolve in a comprehensive manner.

The present District training manuals for Grade-III officials have been prepared under the aegis of the Administrative Reforms Training Pension and Public Grievances Department (ARTPPG) and the Assam Administrative Staff College (AASC), who were aided by renowned experts and stakeholders from all the concerned fields. The manuals are a product of much detailed and multiple deliberations on the requisite subjects and it also includes valuable inputs from The Institute of Secretariat Training and Management (ISTM), Delhi in certain applicable topics. The Training Needs Assessment (TNA) was diligently conducted by AASC to chalk out an inclusive need based approach suited for a bottom up perspective for the Grade-III officials and also to ensure that no vital subject has been overlooked.

I believe that the Training manuals will help the Trainers and the trainees as well in a holistic manner and I earnestly request all concerned to send us feedback which would be of great help when we take up further revisionary exercises.

(Dr. Ravi Kota) Chief Secretary, Assam Shantanu Gotmare, IAS Commissioner & Secretary to the Govt. of Assam ART, PPG etc. Department Dispur, Guwahati-6





MESSAGE

The Department of Administrative Reforms, Training, Pension and Public Grievances (ARTPPG) plays a vital role in the formulation of the State Training Policy and training it's civil servants to build capacity for improving 'Ease of Living' for people of Assam.

The content of the district training manuals aims to bolster capacity of the Grade-3 employees in an elaborate and lucid manner. We have worked meticulously to prepare content of the manuals by collaborating with experts and have actively collated through appropriate stakeholders, which objectively present a comprehensive picture for the officials, covering a broad spectrum of their daily official duties.

I express my sincere thanks to the Committee for vetting the full content. ARTPPG acknowledges the contributions of Committee Members in the preparation of the training manuals. Special mention must be made to the Assam Administrative Staff College, Khanapara and my team in ARTPPG Department for relentless work to get the training manuals.

I sincerely hope that that these manuals will be extremely useful to the trainers, trainees and as well as the officials.

(Shantanu Gotmare)



Foreword

The District Training Manuals for Grade-III officials of the Government of Assam have been designed by the Assam Administrative Staff College (AASC) with the help of renowned guest faculty and experts under the able guidance of the Administrative Reforms, Training, Pension and Public Grievances (ARTPPG) Department and inputs from the Institute of Secretariat Training and Management (ISTM), New Delhi.

I hope these manuals will be used extensively by the trainers and trainees and will help the officials become more knowledgeable, competent and productive at their work places.

I would like to convey my gratitude to all the renowned guest faculty and to all the individuals associated with the successful publication of the manuals for their inputs and support throughout the process of designing and printing these manuals.

Riju Gogoi
Director of Training
Assam Administrative Staff College

SUMMARY INFORMATION ON FILING RTI APPLICATIONS, COMPLAINTS AND APPEALS

Filing of RTI application

- 1. Any person can file an RTI application seeking informations before the Public Information Officer of any public authority. There is no prescribed format for filing RTI application. It may be handwritten, typed or computer printed, in plain paper, in English or in the official language of the local area. The application should be accompanied by prescribed fee.
- 2. Information means any material in any form like documents, records, letters, file note sheets etc. as detailed in section 2(f) of the RTI Act, 2005. Any information which is yet to be generated does not come under the purview of the RTI.
- 3. The information seeker **should be specific** about the information, i.e. documents, records, etc. that he is seeking. The application should be specific and brief as far as possible and free from all vagueness and avoidable details. Questions like "why", "how", "when", etc., may be avoided as far as possible. Even in case of such questions, the RTI applicant should indicate the material like document, circular, file note sheet, letter, etc. which will contain answers to such questions. RTI applications asking multiple questions involving voluminous informations, that is likely to **disproportionately divert** the resources of the public authority, may be avoided as far as possible.
- 4. RTI applications seeking informations from Central Government offices or bodies and institutions set up by, owned, controlled or substantially financed by the Central Government should be addressed to the Central Public Information Officer of such public authorities and subsequent second appeal petition and the complaint petition should be addressed to the Central Information Commission, August Kranti Bhawan, Second Floor, Bhikaji Cama Place, New Delhi- 110 066
- 5. RTI applications seeking informations about State Government offices or bodies and institutions set up by, owned, controlled or substantially financed by the State Government should be addressed to the State Public Information Officer of those public authorities and subsequent second appeal petition and the complaint petition should be addressed to the State Information Commission, Jonakee Complex, Shilpgram Road Panjabari, Guwahati-781 037

- 6. Informations about any private bodies like private schools, colleges, hospitals, hotels, airlines, companies, co-operative societies, telephone companies, etc., can also be sought for by submitting RTI application before the PIOs of the concerned Central or State public authorities as the case may be, if such public authority is empowered to access and obtain such information under any other law like Indian Companies Act, Societies Act, Co-operative Societies Act, Assam Non-Government Educational Institutions (Regulation and Management) Act, 2006, etc. (Refer to section 2(f).
- 7. The public authorities are required to either furnish the sought for information or reject the request for information for any of the reasons specified under section 8 or 9 of the Act within maximum 30 days from the date of receipt of request for information. If such request concerns life or liberty of a person, then information has to be furnished within 48 hours.

First Appeal

8. If an information seeker does not get satisfactory replies from the concerned PIO within the prescribed time, then he or she can file an appeal petition within 30 days from the expiry of the stipulated time limit within which the information had to be furnished to the first appellate authority, i.e. an officer who is senior in rank to the PIO of the public authority

Second Appeal

9. A second appeal petition can be filed before the State or Central Information Commission, as the case may be, within 90 days from the date on which the decision of the first appellate authority should have been made or was actually received, with the Central or State Information Commission, as the case may be.

Complaint

10. There is no time limit to submit a complaint petition before the Central or State Information Commission under section 18 of the RTI Act, 2005. However, as per orders of Hon'ble Supreme Court of India in Civil Appeal Nos. 10787-10788 of 2011 between State Chief Information Commissioner of Manipur Vs the State of Manipur, Information Commissions can inquire into such complaints and take or recommend necessary penal actions, but cannot pass orders directing the concerned PIO to furnish sought for informations. On the other hand, in case of second appeal petition, Information Commissions can pass orders to furnish the sought for informations besides taking or recommending penal actions, if necessary.

Binding nature of the RTI and Court's jurisdiction

- 11. The decisions of the Central or State Information Commission are binding.
- 12. Other than Writ petitions, no suit, application or other proceedings can be entertained by any court in respect of any order made under the RTI Act, 2005, and no such order shall be questioned except by way of an appeal under section 19 of the Act.

Exemptions and exceptions to exemptions

- 13. Section 8(1) of the RTI Act has given a list of informations which are exempted from disclosure. But these exemptions are not valid if public interest in disclosure outweighs the harm to the protected interests.
- 14. Section 24(4) of the RTI Act, 2005 has authorized the State Governments to notify in their official gazette list of Intelligence and Security organizations like CID, BIEO, Special Branch, Vigilance, etc., exempting such organizations from the purview of the RTI Act, 2005. Similar exemptions have been granted to the Security and Intelligence organizations listed in the Second Schedule of the RTI Act read with sec. 24(1) of the Act.
- 15. Such exemptions will, however not apply in case of informations pertaining to allegations of corruption and human rights violations subject to the condition that in case of human rights violations, the sought for informations can be provided with prior approval of the Central or State Information Commission, as the case may be.

Note:

- 1. The expressions "Act" or "RTI Act" appearing in the above paragraphs mean the RTI Act, 2005.
- 2. For complete details, it is advisable to refer to the main text of the RTI Act, 2005 and the rules frames thereunder.

Instructions regarding Second Appeal/ Complaint before The Assam Information Commission

Before appeal/complaint please check the following documents/information which are required to be furnished as per provisions of the Assam State Information Commission (Appeal Procedure) Rules, 2005 and also of The Assam Information Commission (Management & Regulation) order, 2007.

- i. Please mention whether the application is a complaint petition u/s 18(1) or 2nd appeal u/s 19(3) of the RTI Act, 2005.
- ii. Name and postal address of the Public Information Officer;
- iii. Authenticated copy of the RTI application with proof of despatch/ receipt of application;
- iv. Authenticated copy of the 1st appeal petition;
- v. Brief facts leading to the appeal or complaint;
- vi. Relief sought for;
- vii. Copies of relevant documents referred to in the appeal;
- viii. Verification;

VERIFICATION

1	do nereby verify that the documents
enclosed along with my appeal/ co	omplaint petition dated
submitted before the Commission	are true and correct to the best of my
knowledge and belief and the matte	r under appeal/ complaint have not been
previously filed or are pending witl	n any court or tribunal or with any other
authority.	
Date:	Signature of the Appellant/Complainant

ASSAM INFORMATION COMMISSION



BASIC POINTS FOR SPIOS AND FIRST APPELLATE AUTHORITIES

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POINTS NEEDING IMMEDIATE ATTENTION OF THE PUBLIC AUTHORITIES

- 1. Has the SPIO and ASPIO been designated -Sec. 5(1) and (2)
- Prominent display of names, designations, phone nos., e-mail address etc. of the SPIO(s) and the First Appellate Authority in the Office campus-Sec. 4(1)(b)(xvi).
- Proper arrangements for receipt of Application fee as well as cost of the documents/samples to be furnished.
- Names of the SPIO and the First Appellate Authority must be written below their signatures in all their correspondences

ASSAM INFORMATION COMMISSION BASIC POINTS TO BE TAKEN CARE OF BY THE SPIOS

- 1. Post of SPIO legal/statutory, discharging of responsibility independent.
- 2. Receipt of RTI Application, enter first in Register (Annexure I).
- Examine- whether information available within your Office or with some other Offices.
 - If not available in your Office, but available with another Office transfer the application instantly (maximum 5 days) u/s 6(3) to that Office(Annexure II).
- If Information not available in your Office, but scattered with more than one other Offices - advise Applicant to submit applications separately to each of those Offices (Annexure III). (GOI OM- Annexure X)
- 6. If a portion of the information available within your Office and the rest with another Office - furnish information relating to your portion and transfer the application to the other Public Authority for furnishing the information relating to that remaining portion (Annexure IV).

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- 7. If some information available in your Office and some scattered with more than one Offices-furnish information relating to your portion and advise the applicant to submit separate applications to each of the other Offices for the remaining portion (Annexure V).
- If the information available within your Public Authority, ask the concerning Officer(s)
 /Assistant(s) possessing or dealing with the information to provide the same to you
 u/s 5(4) (Annexure VI). Then they become Deemed SPIOs.
- Maintain separate files for each of the applications for which information is furnished, even if in part. Applications transferred to other Public Authorities may be kept together in a separate file.
- 10. While asking for information u/s 5(4), provide time limit such a way that after receipt of the information from him/her, you get sufficient time to furnish the same to the Applicant within the stipulated time.
- 11. While asking the Applicant for payment of cost u/s 7(3) for providing the information, the intimation must contain cost analysis and must be issued within the stipulated period of 30 days. (Annexure VII). (intimation without cost analysis or sent after stipulated period of 30 days meaningless)

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- 12. If required information is related to third party write to third party (Sec 11) (Annexure VIII) within 5 days asking to furnish his/her views within 10 days.
- Furnishing information within 30 days is personal responsibility of SPIOs, failing which Sec. 20 is attracted, penalty under which is mandatory, not optional and to SPIO, unless absolved on the basis of the reply to show cause notice (Annexure IX) supported by documents.
 - 14. Paying penalty does not absolve the SPIO from the responsibility of furnishing the information. Rather persistent failure to furnish information will invite disciplinary action **u/s 20(2)**.

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ANNEXURE - I

Suggested format for Registration of RTI applications

Date of Receipt	SI. No.			Whether rejected/ If reject		ted	
			the applicant	transferred/returne d /accepted	Reasons of rejection	No. and date of intimation	
1	2	3	4	5	6	7	
,							

If transferre	If returned to applicant	
Name of the P.A. to whom transferred	No. & date of transfer	No. & Date of return
8	9	10

Register for Applications admitted for furnishing the information as sought for

SI.			Assistance sought	Date of			
No.	t Serial No.	No.	u/s 5(4) from (Deemed PIO)	Referring u/s 5(4)	Receipt from deemed PIO	Asking the Applicant for payment of costs	Payment of cost by the Applicant
1	2	3	4	5	6	7	8

Date of							
Referrin g to 3 rd party, if any	Receipt from 3 rd party	Furnishing the information	Submissio n of 1 st Appeal	Disposal of 1 st Appeal	Submissio n of 2 nd Appeal	Disposal of 2 nd Appeal	Furnishing the information in full
9	10	11	12	13	14	15	16

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Annexure II

	Suggested format for Transfer of RTI App	lications u/s 6(3)
	OFFICE OF THE	
From	rom: Sri	
rioiii	State Public Information Officer	
	Office of the	
To:		
10.	Office of the	
	Office of the	
Sub.	ub: Transfer of RTI application u/s 6(3) of the RTI Act, 2005.	
Sir,	\$2000 HB3100 HB3 B3000 H300 HB300 H300 H300 H30 H30 H30 H30 H30 H30 H3	
Oil,	I am transferring the enclosed RTI application u/s 6(3) of the R	light to Information Act 2005 for furnishing
the in	e information to the applicant directly from your end as the inform	
	our Office. The application fee of Rs. 10.00 deposited by the App	
	so enclosed herewith.	mount in odom/DD/III O/Dd/IIIo/ O offoque io
4,50	It may be mentioned that failure to furnish the information with	nin 30 days from the date of receipt of the
annlic	oplication as provided u/s 7(1) of the RTI Act may invite the penalty	
аррис	spiroduon do provided dio 1(1) of the 1(1) for the first may miste the penalty	presented and 20 of the riot.
Fncl:	ncl: RTI application, dt, submitted by	
	Yours faithfully,	
	(Name)	
	SPIO & Designation	
	office of the	0380
Copy	opy for information and necessary action to: Sri	
	II: PO: Dist:	
		SPIO &
Desid	esignation Office of the	
	7/A	

Suggested format for advising applicant to submit separate applications Annexure III

	OFFICE OF THE
Fron	State Public Information Officer. Office of the
Sub: Ref: Sir, appli follow infor Auth	Sri

	ASSAM INFORMATION COMMISSION
	Annexure IV
	Suggested format for part furnishing of information and part transfer of application OFFICE OF THE
From	: Sri
	State Public Information Officer.
1925	Office of the
To:	The SPIO,
Cubi	Europhine of information in Part qualishin with another Bublic Authority
	Furnishing of information in Part available with another Public Authority. RTI application, dtsubmitted by
Sir,	KT application, dt, submitted by
Public furnis It ma	It is to inform you that the information relating to the item nos
Encl:	The RTI application stated above.
	Yours faithfully,
	(Name)
	SPIO & Designation
-	Office of the
Сору	for information and necessary action to: Sri, vill:,
PO: .	, Dist:, Assam, PIN: SPIO & Designation
	Office of the

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Annexure V

Suggested format for part furnishing and advising applicant for the rest OFFICE OF THE State Public Information Officer. Office of the To: Sri Sub: Part of required information available with other Public Authorities, Ref: Your RTI application, dt., submitted to It is to inform you that the information relating to the item nos. of your above-mentioned application is available with this Public Authority, while the remaining items should/may be available with the following Public Authority(ies). As such, for the information available in this office you are requested to deposit Rs. towards the cost of furnishing the information, the break up of which is given below and for the remaining information you are requested to submit separate application(s) to each of the said Public Authorities for obtaining the required information. Break up: i) Photocopying cost pages @ Rs./page = Rs. Public Authorities with whom the remaining information should/may be available: 1. 2. Yours faithfully, Name) SPIO & Designation Office of the

Annexure VI
Suggested format for seeking assistance u/s 5(4) of the Act OFFICE OF THE
From: Sri
State Public Information Officer.
Office of the
To: Sri, Vill:, PO:, Dist:
Sub: Assistance sought u/s 5(4) of the RTI Act, 2005.
Ref: RTI Application, dt submitted by
Sir,
In enclosing herewith a copy of the above-mentioned RTI application, I am seeking your assistance u/s 5(4) of the
RTI Act, 2005 for furnishing the information relating to the item nos of the application. For this purpose you are
requested to intimate me within the details of the amount required to be paid by the applicant as given
below for providing the information :
1. Cost of creating or copying
pages of page = Rs/page = Rs
pages of size @ Rs /page = Rs
2. Cost of Floppy/CD/Pen Drive = Rs
3. Cost for printed publication = Rs
4. Actual cost for sample/model = Rs
Total = Rs
Photocopying of the information will be done only after payment of the cost by the applicant.
It may be mentioned that furnishing of the information within the stipulated time is your legal responsibility as per
provisions contained u/s 5(5) of the RTI Act, 2005, failing which penalty as per provisions of Sec. 20 of the RTI Act,
2005 may be imposed on you as a deemed SPIO.
Yours faithfully,
(Name)
SPIO & Designation
Office of the
Received the copy of the above-mentioned RTI Application,
Name & designation of the Officer/Assistant

ASSAM INFORMATION COMMIS Annexure VII

Suggested format for asking applicant to deposit costs

	OFFICE	JF THE		
From:	Sri			
	State Public Information Officer.			
	Office of the			
To:		/ill:	, PO:, Dist:, PI	N
Sub:	Intimation u/s 7(3) of the RTI Act, 200	5 for payment of co	st for providing information.	
Ref:	Your RTI Application, dt si			
Sir,			***************************************	
STERNIE S	With reference to your above-mention	ned RTI application	you are requested to deposit an amount of R	e
(Pune) to this office towards the cost for furnish	
	eak up of which is given below:) to this office towards the cost for furnish	ing the information,
	blication fee = F	· ·		
	st of photocopying	S		
2) 00:	pages of size @ Rs /page	- D-		
	pages of size @ Rs /page	= RS		
	pages of size @ Rs /page st of Floppy/CD/Pen Drive	= RS		
3) Cos	st of Floppy/CD/Pen Drive	= Ks		
4) Cos	st for printed publication ual cost for sample/model	= Rs		
5) Act				
	Total = Rs			
	As required under the provisions of S	ection 7 (3)(b) of the	RTI Act, 2005, it is to inform you that you ha	ave the right to prefer
an ap	peal before the under-mentioned App	ellate Authority to re	eview the decision relating to the amount of	fees charged or the
form o	f access provided within 30 days from	the date of receipt of	of this intimation.	
Name	& designation of the Appellate Author	ity:		
Name	7			
Desig	nation :			
	none No. :			
90/28/94/9		Yours faithfully		
		(Name	1	PIO &
Desig	nation	★ 12420012	6	1.00000
	Mark (100)	Office of the		
		Ciliod of the		

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Annexure VIII

Suggested format for seeking third party's views OFFICE OF THE

From: Sri
State Public Information Officer.
Office of the
To: Sri

Sub: Information sought for under RTI Act relating to third party.
Ref: RTI application, dt. , submitted by
Sir,

In enclosing herewith a copy of the RTI Application cited above, I would like to inform you that the information sought for against item no. of the said application relates to you. I would, therefore, request you to please intimate whether the required information as sought for by the applicant can be furnished or not. If not, kindly intimate the reason citing the provisions of the relevant Act under which the furnishing of the said information is exempted.

You are requested to provide your views within 10 days from the date of receipt of this intimation, failing which it will be presumed that you do not have any objection in furnishing the said information to the applicant. Encl: Copy of the RTI Application cited above.

Yours faithfully,
(Name)
SPIO & Designation
Office of the

ANNEXURE-IX

ASSAM INFORMATION COMMISSION

OFFICE OF THE ASSAM INFORMATION COMMISSION HOUSEFED COMPLEX: : DISPUR: : GUWAHATI-781006. Phone & Fax No.: 0361-2220193.

File No. :	
Date of Order :	
	ORDER
Perused the netition dt	submitted by along with the
enclosures. Observed that an application, dt.	, seeking certain information u/s 6(1) of the RTI Act, 2005, which was transferred u/s 6(3) of
the RTI Act to	
on for furnishing the information furnished to the petitioner for which the petition	tion. Also observed that the information as sought for had not yet been on had been submitted to the Commission for taking necessary action. is listed for hearing on
Commission's Office.	
A copy of the petition along with a co	opy of the RTI application be provided to the State Public Information
Officer of the said Public Authority and he/sh apprising the Commission accordingly.	ne be asked to attend the hearing along with all the relevant records for
The SPIO shall also show cause as t	o why penalty as provided u/s 20(1) of the RTI Act, 2005 shall not be
imposed on him/her for his/her failure to furnis	sh the information to the applicant within the stipulated period of 30 days.
	of receipt of the RTI application and the date of furnishing the required to the Commission at the time of hearing, when the SPIO shall also be hat effect.
Date:	(M. C. Malakar)
(CT) (T) (T) (C) (C) (C) (C) (C) (C) (C) (C) (C) (C	State Information Commissioner

ASSAM INFORMA No. F.10/2/2008-IR MIMISSION

Government of India
Minister of Personnel, PG and Pension
Department of Personnel & Training

North Block, New Delhi Dated September 24, 2010

OFFICE MEMORANDUM

Subject: - RTI application received by a public authority regarding information concerning other public authority/ authorities.

The undersigned is directed to refer to this Department's OM of even number dated 12th June, 2008 on the above noted subject, clause (iii) of para 3 of which provides that if a person makes an application to the public authority for information, a part of which is available with that public authority and the rest of the information is scattered with more than one public authorities, the Public Information Officer (PIO) of the public authority receiving the application should give information relating to it and advise the applicant to make separate applications to the concerned public authorities for obtaining information from them. It further provides that if no part of the information is available with the public authority receiving the application but scattered with more than one other public authorities, the PIO should inform the applicant that information is not available with the public authority and that the applicant should make separate application to the concerned public authorities for obtaining information from them.

- 2. The matter has been examined in consultation with the Chief Information Commissioner, Central Information Commission and it has been decided to advise the PIOs that if the details of public authorities who may have this information sought by the applicant are available with the PIO, such details may also be provided to the applicant.
- 3. Contents of this OM may be brought to the notice of all concerned.

Sd/- (K.G. Verma) Director Tel. 23092158

- *All the Ministries/ Departments of the Government of India.
- *Union Public Service Commission/ Lok Sabha Secretariat/ Rajya Sabha Secretariat/ Cabinet Secretariat/ Central Vigilance Commission/ President's.
- *Secretariat/ Vice-President's Secretariat/ Prime Minister's Office/ Planning Commission/ Election Commission.
- Central Information Commission/ State Information Commissions.
- Staff Selection Commission, CGO Complex, New Delhi.
- Office of the Comptroller & Auditor General of India, 10 Bahadur Shah Zafar Marg, New Delhi.
- All Officers/ Desk Officers Department of Personnel & Training and Deprtment of Pension.

Copy also to: Chief Secretaries of all the States/UTs.

