

**GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF WOMEN & CHILD DEVELOPMENT
OFFICE OF THE DIRECTOR
MAHARANA PRATAP ISBT BUILDING
KASHMERE GATE, DELHI-110006**

F.No.01/Pr.br of dir/DWCD/2026-27 807-809

Date:- 20/4/26

ADVISORY

It has been observed that a grievance bearing No. 40067260000017, received on the CM Jan Sunwai Portal, has been disposed of in a casual manner by the officers concerned. Further, certain procedural lapses have been noticed in the handling of RTI application and First Appeal by the SPIO concerned and First Appellate Authority, respectively.

2. On perusal of the RTI reply, it is observed that the applicant was advised by the SPIO concerned to obtain information from another office/court. Such a response is not in consonance with the provisions of the RTI Act, 2005. It is reiterated that as per Section 6(3) of the RTI Act, the Public Information Officer (PIO) is required to transfer the application to the concerned public authority, wherever applicable, instead of directing the applicant to approach other offices.
3. It is further observed that replies furnished by the SPIO must be clear, specific, point-wise and speaking, strictly based on available records. Use of vague, incomplete or informal language in RTI replies should be strictly avoided.
4. It has also been observed that in the instant case, the First Appeal was decided in the absence of the appellant. In this regard, First Appellate Authority (FAA)/Joint Director (Admn.) is directed to adopt a judicious approach while dealing with requests for adjournment/change of hearing date. Any such request, if supported by valid and reasonable grounds, should be duly considered. FAA shall ensure adherence to the principles of natural justice, particularly *Audi Alteram Partem*, and avoid disposal of appeals ex-parte in a routine manner without affording adequate opportunity of hearing to the appellant. Proper records of proceedings of

First Appeals, including issuance of notice, attendance of parties, submissions made, and reasoned orders, shall be maintained to ensure transparency and accountability.

5. All SPIOs are also directed that non-compliance with the provisions of the RTI Act, 2005, including furnishing incomplete or misleading information, may attract penal provisions under Section 20 of the said Act.



(Mitali Namchoom, I.A.S.)
Director (WCD)

To

1. The First Appellate Authority, DWCD, GNCTD.
2. Nodal Officer (RTI), DWCD, GNCTD.
3. All SPIOs concerned, DWCD, GNCTD.
4. Sh. Vijay Nand, H. No. 574-B, Nyay Khand-I, Indirapuram, Shipra sun city, Ghaziabad-201014

✓ 5. IT Branch to upload on Department's website.

F.No.01/Pr.br of dir/DWCD/2026-27 ~~808~~-09
Copy for information:-

Date:- 26/4/26

1. PS to Secretary, DWCD, GNCTD
2. SO to Spl. Director, DWCD, GNCTD
3. Guard file