**Project Executive Summary**

This Report describes the working processes that have been adopted in Mr. Shailesh Gandhi’s office which have resulted in a high rate of disposal of cases; reduced the time in which communications received by the office are responded to; and monitoring of Section 4 compliance has been initiated. The Report also provides examples of documents that have been referred to in the Report in the form of Annexures- such as types of responses sent by Mr. Gandhi’s office, his orders, and other documents used by the office during its working.

This Report in the context of the objective to provide information under the Right to Information Act, 2005 in a time bound fashion. It also provides certain statistics with regard to disposal rate of cases amongst Commissioners.

This report also includes, the Report discusses the movement of communications or post (referred to as *dak* in the Report) in Mr. Gandhi’s office- from the Central Registry to individual members of the staff. It also identifies the different types of *dak* that the office receives.

It also focuses on fresh Complaints and Appeals. It discusses the scrutiny that fresh matters undergo before they are registered; the registration process and the procedure followed once a matter is registered till the order is given.

Once Mr. Gandhi has delivered an order, the office receives a huge number of communications with regard to compliance (or non-compliance) of the order. The report also discusses each type of communication received after an order is passed and how it is dealt with/responded. In also briefly looks at certain other types of *dak* received by the office which are not related to cases filed with the Commission but fall under the purview of the RTI Act.

At last it looks at the initiatives taken by Mr. Gandhi with regard to compliance of Section 4, RTI Act by Public Authorities. It also gives an overview of the staff that works in the office and some statistics with regard to disposal of cases. It finally proposes a way forward and suggests that several measures undertaken by Mr. Gandhi’s office can be replicated by Information Commissioners across the country.