

Manual 1
Particulars of organization, functions and duties
[Section 4(1)(b)(i)]

1. Aims and objectives of the organization
2. Mission /Vision
3. Brief history and background for its establishment
4. Organization Charts
5. Allocation of business
6. Duties to be performed to achieve the mission
7. Details of services rendered
8. Citizens interaction
9. Postal address of the main office, attached/subordinate office/ field units etc.
10. Map of office location
11. Working hours both for office and public
12. Public interaction, if any
13. Grievance redress mechanism

Manual 3
Procedure followed in decision-making process
[Section 4(1)(b)(iii)]

The procedure can be described both in narrative form and through Flow Process Chart. In narrative form the stages through which a proposal passes, the levels at which it gets examined and the final authority to which it has to go for approval may be explained.

The Flow Process Charts can give a comprehensive process as may be seen from the following illustration of preparing a food card.

Flow Process Chart for issue of Food Card

S. No	Activity	Level of action	Time frame
1	To receive application and put a diary number	Counter Clerk	Same day
2	To mark application to concerned Inspector	Do	Do
3	To visit premises of applicant and verify the facts	Inspector	2-3 days
4	To prepare report and submit to FSO	Do	Same day
5	To approve /reject application	FSO	1 day
6	To prepare food card if approved and submit to FSO	Counter Clerk	Same day
7	To sign and return card	FSO	Same day
8	To deliver card to applicant	Counter clerk	Same day

Such charts may be prepared for major functions.

Manual 7

Particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy of implementation

[Section 4(1)(b)(vii)]

Details of consultative committees and other bodies with which consultations are held

S. No	Name and address of the Consultative Committees/bodies	Constitution of the committee/body	Role and responsibility	Frequency of meetings

Other procedures adopted for formal and informal consultations with the public may also be indicated such as Bhagidari, Jan Sunvai, interaction with resident welfare associations, etc.

Other details whether the meetings are open to public, minutes are accessible to public etc may also be indicated.

Manual 8

A statement of boards, council, committees and other bodies constituted

[Section 4(1)(b)(viii)]

List of boards, councils, committees etc

S. No	Name and address of the body	Main functions of the body	Constitution of the body	Date of constitution
1	2	3	4	5

Date up to which valid	Whether meetings open to public	Whether minutes accessible to public	Frequency of meetings	Remarks
6	7	8	9	

Please attach copies of detailed notification /orders for their constitutions.

Manual 12
The manner of execution of subsidy program
[Section 4(1)(b)(xii)]

List of institutions given subsidy

S. No	Name and address of the institution	Purpose for which subsidy provided	No of beneficiaries	Amount of subsidy	Previous years utilization progress	Previous years achievements

List of individuals given subsidy

S. No	Name and address of the beneficiary	Purpose for which subsidy provided	Amount of subsidy	Scheme and Criterion for selection	No of time subsidy given in past with purpose

Details of schemes under which subsidies are granted should be given.

Manual 16
Name designation and other particulars of Public Information Officers
 [Section 4(1)(b)(xvi)]
List of Public Information Officers

S. No	Designation of the officer designated as PIO	Postal address	Telephone No.	e-mail address	Demarcation of Area / Activities, if more than one PIO is there

List of Assistant Public Information Officers

S. No	Designation of the officer designated as Assistant PIO	Postal address	Telephone No.	e-mail address

First appellate authority with in the department

S. No	Designation of the officer designated as first appellate authority	Postal address	Telephone No.	e-mail address	Demarcation of Area / Activities, if more than one appellate authority is there

Manual 17
Other information as may be prescribed
[Section 4(1)(b)(xvii)]

All other information as may be prescribed for dissemination shall be collated, tabulated, compiled, collected and provided in the form of manual from time to time.