

The draft of the proposed Transparent Complaint Procedure (TCP) law for volunteers /organizations to bring until agreed by PM/CM/nationally.

There are four parts I, II, III, IV

I=the draft of the proposed TCP law as by Rahul Mehta. Detailed explanation should be read from <http://righttorecall.info/001.pdf>.

II= Request to individuals/ organizations /political parties (now on called as IOP) who promotes transparent complaint procedure (TCP) and hopes to get support from Right to recall /TCP activists to improve India.

III=Modified draft for IOP to do until I is implemented.

IV= Instructions to all involved

I. Full draft

#	Officer	Procedure
1	Collector (or his clerk)	If a woman voter or dalit voter or senior citizen voter or poor voter or farmer voter or ANY citizen submits a Right to Information application or complaint against corruption or any affidavit to the Collector and demands to be put on the website of the Prime Minister by scanning, the Collector or clerk will issue a serial number and put it on PM's website for a fee of Rs 20 per page.
2	Civic Center Clerk /Village Officer (or his clerk)	If a woman voter or a dalit voter or a senior citizen voter or a poor voter or a farmer voter or ANY citizen comes with voter ID, and specifies Yes-No on an RTI application, complaint or any affidavit submitted in clause-1, the Village Officer/Civic Center Clerk will enter his Yes-No on the PM's website with his voter-ID and give a printed receipt for Rs 3 fee. The Village Officer/Civic Center Clerk will allow citizen to change his Yes-No for Rs 3 fee. The fee will be Re 1 for BPL card holder
3	----	This is not a referendum procedure .The Yes-No count will not be a binding on PM, CMs, officers, judges etc. Though if over 37 crores women voters, dalit voters, senior citizen voters, poor voters, farmer voters or ANY 37 crore citizen-voters register Yes on a given affidavit, then the PM may or need not take necessary action on the RTI application affidavit ; or the PM may or need not resign. PM's decision will be final.

I summarize the CITIZENS VOICE / JANTA KI AWAZ law as

- If a citizen wants, then by visiting Collector's office, he can put his RTI application etc on PM's website Rs 20 fee.

- If a citizen supports and RTI application complain etc, then by visiting Village Officer/Civic Center Clerk's (Lekhpal, Patwari etc) office, he can register his support (YES) over an RTI application etc on PM's website for Rs 3/- fee.
- The YES-count is not a binding on PM etc.

Please read the same draft along with explanation of the draft in <http://righttorecall.info/001.pdf>

It is the BACKBONE, SO FOLLOWING APPLIES ONLY AFTER PART1 IN THE ABOVE LINK. Proposal in this link explains draft to be signed by PM or CM. Following part II and III are only INTERMEDIATE MEASURE until part I is done. Part II and III will vanish as soon as CM/PM signs part I.

II. Request to IOP (Individuals/Organizations/Political Parties) to promote TCP (Transparent Complaint / Proposal Procedure)

A. IOP will

1. Write to PM and CM asking them to pass a resolution and/or print the above (<http://righttorecall.info/001.pdf>) RTI2=TCP clauses in the gazette notification. Also s/he will post the copy of this letter to mayor/CM on his facebook and similar websites.

B. If draft is not signed by PM/CM within 10 days of the letter of request, IOP will open same opportunity in any official website under their power.

C. If the IOP's request is not honored by PM/CM/the govt bodies

Open their own private website and put below find modified draft's suitable for particular geographical area, like district / village panchayath or constituency. They will privately fund one clerk (called now on as PFC=privately funded clerk) working 3 days a week, 8am to 5 pm to implement this modified draft.

This modified draft is intermediate staged proposal which will be replaced by State Govt Gazette Notification draft when implemented by CM and other govt bodies.

Modified Draft for RTI2 law for Individuals/organizations/political parties to bring until agreed by PM/CM/nationally.

#	Officer	Procedure / instruction
1	IOP (Individual/Or ganization/Pol itical Party)	<i>If ANY citizen-voter (can be a woman/dalit /senior citizen/Poor /farmer voter) submits a suggestion / general complaint without targetting individuals or organizations/ political party, or anyone- as an affidavit and demands to be put on website of IOP, with his name and voter ID</i>

	PFC(Private Funded Clerk)	number. IOP or PFC will issue a serial number and put scanned copy, name, city, voter ID number on IOP's website for fee of Rs 20 per page.
2	IOP PFC(Private Funded Clerk)	<i>If ANY citizen-voter (can be a woman/dalit /senior citizen/Poor /farmer voter) comes with voter ID, and specifies to put his/her name, voter ID number, Yes-No on an above (clause #1) affidavit, the IOP/PFC will enter his/her Yes-No on the website with name and voter-ID and give a printed receipt for Rs 5 fee. IOP /PFC will also allow citizen To change his/her Yes-No for Rs 5 fee. The fee is Re 1 for BPL card holder.</i>
3	All	Any of the citizens coming to IOP's office can video record the event. (This is to ensure IOP doesn't avoid unfavorable complaints). Any offending statement (ex- targeting an individual) – scanned copy should still be put on the website- but by deleting controversial / identification part using a black pen and keeping a backup of the original.*

* The citizen voter can file statements in as many private websites of *IOP* as he likes so as to rule out any wrong, biased blocking of the statement by a particular private website owner

IV. Instructions to all involved

1. some pages are public displayed (on IOP website , and freely copied and show it concerned officers) and some are not. All pages which will be scanned and public displayed will have FOLDING LINE. You need to do in such way that , Thumb Impression should only be 1/3 above the line, 2/3 below the line, sign ½ above line, ½ below. Place, Date above line . (for IOP /PFC- you may chose thumb impress or seal) and do it in presence of IOP or PFC.(IOP/PFC will fold at folding line, scan and displays above folding line in website.Below the folding line information are avoided. Incomplete details minimize misuse).

2.(for complainer/ Y/N Voter), on the photo(because lower of photo touches folding line) Thumb Impression should only be 1/3 above the line on the photo, 2/3 below the line, sign ½ above line on the photo, ½ below. Date place above line .)

b. below the voter id. In same way.

Instructions for citizen demanding to publish statement:

1. All pages should be numbered ex: 1 of 5 pages, 4 of 5 pages, written on an affidavit

2. *Voters image and sign on voter ID should match the person.*

4. Public display page also has scanned copy of voter id and space for taking a photo in IOP office

5. *Heading- you may like to write what outcome you want to achieve.Please try to limit heading to max 25 words*

6. Also pls write, according to you, who (officer/politician/organization) is responsible to bring this action? Write the contents using atleast arial 16 of word document equivalent(for easy reading in scanned copy).

8. Mention any other IOP website you/any other citizen have already put the same content (word to word) or not. If the complaint has same content but re-asked by you in this region (because you found the content is very relevant for the local population too) and say you found the parent content in Bangalore IOP with complaint number 560003-04-0010pd,also you are aware that it is also copied 4 times so far in Chennai, Delhi, Calcutta and Mumbai, then you should mention “copied content no5 parent document in complaint number560003-04-0010 and write this in short form as cc05-560003-04-0010pd”

9. following is the proforma of pages of statement you need to give..

complaint number -----

heading -----

Name as in voter id: first name – leave 2 empty boxes then surname

Voter id number

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I consent and demand to publish my name, voter id, info & my complaint. I am aware of consequences.

My: email: Facebook (or similar)

Mobile number: SMS only. No phone call

If 0 is dishonest, 10 is maximum honesty, this IOP scores _____ out of ten (In words)

The other IOP in our locality, with following name scores _____ out of ten (In words)

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Another IOP in our locality, with name scores _____ out of ten (In words)

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SPACE TO PHOTOCOPY VOTER ID –

SPACE TO TAKE PHOTO

Voter's TI & sign, date, Place.

IOP/PFC-All Filled in My Presence: TI (or seal) & sign Date Place-

Voter's TI & sign

-----FOLDING LINE (above content public displayed)-----

{Page 6 of 6 (page not public displayed) 1. Tick option which applies to you and delete which doesn't.

A. I give consent to display my mobile number in public. My mobile no -----.

B. I can't afford a mobile. My original BPL card (to compare) and sign , thumb impress & dated photocopy is given to IOP/PFC.

2. I have activated my complaint by sending a sms that "I state complaint number eg: 560001-02-006-0050-cc05-560003-04-0010pd with Complaint heading: 1ST sentence (at least 10 words) -----

*-----
---from my mentioned mobile to _____ (service number to be given by IOP)." I will respond within 24 hours with acknowledgment SMS to IOP number, when I receive a SMS from IOP .i am aware otherwise my statement will not be displayed and considered incomplete.*

3. IOP/PFC can photocopy, scan and store the copy of hereby provided my original voter ID and other details , also provide to govt, if requested by govt. Also IOP/PFC can give a copy of public displayed page to any one who requests. IOP/PFC can show non-public displayed info to anyone who requests to see, but this anyone cannot copy my non-public displayed info.

5. I agree that if IOP/PFC feels my statement is controversial, they can photocopy again, on the photocopy hide (ex: by black marking with a black sketch pen) defamation causing information as much and as less as they think. Scan this photocopy and publish the statement. still I have payed all the cost.

6. I've filled and given IOP office, a reply post card with contents "I state complaint number 560001-02-006-0050-cc05-560003-04-0010pd with complaint heading (at least 10 first words)----- and THUMB IMPRESS AND SIGN AND DATED." and my home address on THE TO side address area of post card, IOP office address on REPLY side address area. When I receive this postcard by post at my home, I will also acknowledge by sending REPLY part of the postcard back to IOP Office. It is my duty that ,if the post card is not received at my home in 7 days, to redo post card by going to IOP office again! otherwise my statement will considered incomplete and not published. (I am aware that I can opt for registered post instead of post card.)

7. I demand to public display my name, voter ID card copy, photo, mobile and statement, to store my details, and I have legal responsibility to the contents of the statement, process, and consequences.

Voter's TI (Thumb impression) & sign, date, Place.

IOP/PFC- All Filled in My Presence: TI (or seal) & sign Date Place-

Info to IOP/PFC: Photocopy, TI (or seal), sign date all pages again, give it to citizen. Keep original in IOP office. publish displayable part.

Instructions for IOP (Individual/Organization/Political Party)/PFC (Private Funded Clerk)

1. In the public display page of both statement voter, Y/N voter, take photo (from a automatic geotag camera, at least 5 megapixel) of the voter holding his voter ID on his side of the facePrint this photo next to voter id scanned page. (For better comparison of voter id scanned page and miniature voter id in the photo, they should come next to each other). Photo's lower border should touch folding line. Ask citizens to sign and thumb impress, *date and* give fingerprint scan. (fingerprint scan will not be published)
2. Followed by, State you are responsible for identification of the voter (*but not for his statement and voter has displayed his voter ID, allowed to capture his photo and sign/thumb impress, take fingerprint scan and date in your presence. Now you put sign, date below the photo and below the voters sign*)

Photocopy whole statement- thumb impress/ sign, date all pages, and give a photocopy to the citizen. Keep original with you.

3. Decide the contents are non- controversial; cause no defamation to anyone/organization/ society/ group or anything. Decide can you defend if legally claimed or mobbed against you? If so, publish.

If controversial – photocopy again, on the photocopy hide (ex: by black marking with a black sketch pen) defamation causing information as much and as less as required. Scan this photocopy and publish the statement. (Now any one can read half of the content- but defamatory part is not readable). Keep original with you. Never put controversial statement in publication. Controversial material is for later stages- when agreed by PM/CM.)

4. Publish the scanned copy of statement in 24 hours of receiving. (If the office is not working for 24 hours or you expect too busy to publish- state at very beginning of the process, don't start process and ask citizen to come later).
5. *We recommend IOP should cover only the place which is feasible for citizens to come to your office to put YES/NO.(complainer may come from any part of india.)*
6. *Please name your IOP Website as in this example. If your office covers Bangalore 1 and Bangalore 2, we know Bangalore pin is 560001 and there are already 5 IOP websites are available as you know, then your IOP name will be 560001-02-006*
7. *Name each complaint as in these e.g. : If 49th complaint is put in your IOP office and complainer says it is not copied from anywhere then complaint number will become 560001-02-006-0049 pd (here pd = parental document)*
Second e.g. : If 50th complaint is put in your IOP office, but complainer citizen says "it is repetition, in fact it is 5th repetition of content and parent document is from the complaint number560003-04-0010pd and writes this in short form as cc05-560003-04-0010pd"then his complaint number will be 560001-02-006-0050-cc05-560003-04-0010pd.
8. *It is your duty to save the confidential data collected by citizens. Which contains their name, signature, address, thumb impression and scanned finger prints. In the event of loss of data- you need to update the data in a week. If you lose confidential data – you need to give police*

complaint within 2 days and redo documents and yes/no free of cost to citizens within 1 month. You also invite citizens on your website, and individually, if you have contact details.

9. *Instructions to the IOP/PFC related to citizens demanding to publish Yes/no:*

On their letter capture a picture of their passport photo, asking them to hold their voter id next to face, once done, ask them to sign, thumb impress, date. After this step, you state that you are responsible for confirming the person and stated voter id, sign, thumb impress and date it.

10. *Publish on your website- A. your IOP is happy to be rated by any Indian citizen for honesty during complaint and Y/N opinion in your or any other IOP, and by RRG members and to publicize it. B. all the rules which are agreed and followed by IOP C. all the other rules not liked and followed by IOP so that IOP will be rated by local people and possibly by RRG –if so transparently. Also display the IOP rating from public.*

Instructions for citizen demanding to publish YES /NO:

You need around 6 rupee (or BPL card and 2 rupee), original voter id card, your mobile with sms facility,(if you are poor and can't afford mobile and could show original BPL card, then you are eligible to give Y/N opinion.). and physically visit IOP office in your Locality. IOP display should cover pin code of address in your voter id and home address).if you don't want to give any of these info (including your mobile number) you cannot opine Y/N in this system.(though you can opt out to public display mobile number and still be eligible)

(Note: Mobile may add convenience in later stages to give your yes/no opinions when robust identification method is designed or when part 1 is agreed by Govt.)

Please read, Provide IOP (Individual/Organization/Political Party) / PFC (Private Funded Clerk) This letter if you agree with the content

(1 of 2 pages) To IOP (Individual/Organization/Political Party)/PFC (Private Funded Clerk) **complaint number :**

(Eg: 560001-02-006-0050-cc05-560003-04-0010pd). **complaint heading:** 1ST sentence (at least 10 words) -----

(circle 1 you want and Delete other which is not applicable.) **I SUPPORT / I OPPOSE** the above complaint.

Name as in voter id: first name 2 empty space then surname

VoterIdNo															

I consent and demand to publish my name, voter id, other details in this paget and my yes/no opinion. I am aware of consequences.

(Put cross if you don't want to do the rating.) If 0 is dishonest,10 is maximum honesty, this IOP scores _____ out of ten(In words)

The other IOP in our locality, with following name scores _____ out of ten(In words)

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Another IOP in our locality, with name scores _____ out of ten(In words)

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SPACE TO PHOTOCOPY VOTER ID –

SPACE TO TAKE PHOTO

Voter's TI(Thumb impression)&sign,date,Place. IOP/PFC-AllFilledInMyPresence:TI(orseal)&signDatePlace-

Voter's TI&sign

-----FOLDING LINE (above content public displayed)-----

(2 of 2 pages.page not public displayed)

1. Tick option which applies to you and delete which doesn't apply.
A. I give consent to display my mobile number in public. My mobile no -----.
B.I would like to be eligible to say yes or no for other future statements through mobile at later stage.
C. I can't afford a mobile. My original BPL card(to compare) and sign , thumb impress&dated photocopy is given to IOP/PFC.
D. I give mobile , only to communicate between IOP/GOVT& me. Don't publish it. No-----

2. I have activated my registration by sending a sms that "I support (or oppose) complaint number eg:560001-02-006-0050-cc05-560003-04-0010pd with Complaint heading:1STsentence (atleast10words) -----
-----from my mentioned mobile to_____ (service number to be given by IOP)." I will respond within 24 hours with acknowledgment SMS to IOP number, when I receive a SMS from IOP .i am aware otherwise my y/n will not be counted and considered incomplete.

3. IOP/PFC can photocopy, scan and store the copy of hereby provided my original voter ID and other details , also provide to govt, if requested by govt. Also IOP/PFC can give a copy of public displayed page to any one who requests. IOP/PFC can show both page to anyone who requests to see,but this anyone cannot copy my non-public displayed info.

5. I agree that one person should give Yes/ No only once in this IOP office for this statement and should not come with different part of name, id and try to duplicate to give yes/no again. (but I can come to this IOP office to A. change my opinion any number of times or B. opine yes/no for other statements. one can go to any number of IOP in their region to give Y/N opinion on similar or other statement).

6. If absolutely same contented complaint is asked by same/other complainer(with or without mentioning of the parental copy) and displayed by different IOP website, I will not put my yes/no there, so that duplicate opinion is avoided for one particular complaint, so count can be easy for a region.

7. I've filled and given IOP office, a reply post card with contents "I support (or oppose) complaint number 560001-02-006-0050-cc05-560003-04-0010pd with complaint heading (atleast 10 first words)----- and THUMB IMPRESS AND SIGN AND DATE of Y/N voter." and my home address on THE TO side address area of post card, IOPoffice address on REPLY side address area. When I receive this postcard by post at my home, I will also acknowledge by sending REPLY part of the postcard back to IOP Office. It is my duty that ,if the post card is not received at my home in 7 days, to redo post card by going to IOP office again! otherwise my y/n will not be counted and considered incomplete. (If money is not of great concern for the YN voter- then s/he can opt for registered post on both occasions.)

Voter'sTI(Thumb impression)&sign,date,Place. IOP/PFC-AllFilledInMyPresence:TI(orseal)&signDatePlace-

Info to IOP/PFC: Photocopy, thumb impress, sign date the photocopy give it YES/NO citizen. Keep original in IOP office.

(Version 1.05 15/03/2012 # I= initial author Rahul Mehta, #II-IV modifications by *RRG*. You are free to change draft. It will be supported *by RRG*, if >70% of previous supporters agree on changes. This is just an idea. Authors are not suggesting/forcing any individual/organization /political party to implement it nor to respond to such process nor responsible for any legal issues, consequences or adverse effects if done.)