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भारत सरकार
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टेलीफोन 0120-2567268/69/70 :

File No.: NSEZ/RTI/07-06 /

7845
31/8/2026

Dated:/08/ 2026

OFFICE ORDER

Subject: Strict adherence to prescribed timelines in the disposal of RTI Applications and First Appeals – regarding.

It has been observed with serious concern that replies to several applications received under the Right to Information (RTI) Act, 2005 are facing avoidable delays. Such delays adversely affect the timely disposal of RTI applications within the statutory period prescribed under the Act.

2. In this regard, attention of all concerned officers and Sections is drawn to the provisions of the RTI Act, 2005. Section 7(1) of the Act mandates that information sought under an RTI application shall ordinarily be provided within **thirty (30) days** of receipt of the request. In cases concerning the **life or liberty of a person**, the information is required to be provided within **forty-eight (48) hours**.

3. Further, under Sections 5(4) and 5(5) of the RTI Act, 2005, the Central Public Information Officer (CPIO) may seek the assistance of any other officer as considered necessary. Such officer, whose assistance has been sought, shall be treated as a **Deemed CPIO** for the purpose of contravention of the provisions of the Act and shall be responsible for furnishing the requisite information in a timely manner.

4. In order to ensure timely and effective disposal of RTI applications and to eliminate avoidable delays, the following instructions are hereby issued for strict compliance by all concerned:

i. **Immediate Action by CPIO:**

The Central Public Information Officer (CPIO) shall process every RTI application immediately upon its receipt and identify the Sections/Divisions from which information is required.

ii. **Timely Reference to Concerned Sections:**

Where the information sought pertains to any other Section/Division, the CPIO shall seek the requisite assistance/information under Section 5(4) of the RTI Act, 2005, preferably within **three (3) working days** of receipt of the RTI application.

iii. **Time-bound Submission of Information by Sections:**

All Section Heads/concerned officers designated as Deemed CPIOs shall

accord **TOP PRIORITY** to RTI matters and furnish complete, clear, accurate and duly verified information/records to the CPIO within a maximum period of **seven (7) working days** from the date of receipt of the reference.

iv. **Completeness and Accuracy of Information:**

The information furnished to the CPIO shall be properly examined and verified by the concerned Section Head/Officer before submission. Wherever information is not available, the same shall be specifically indicated along with the reasons, wherever necessary.

v. **Avoidance of Unnecessary Transfer of References:**

Routine transfer of RTI references from one Section to another on minor jurisdictional grounds, without proper examination, shall be strictly avoided. In case the information involves more than one Section, the Section having primary custody of the relevant records shall coordinate with other concerned Sections and provide a consolidated response to the CPIO.

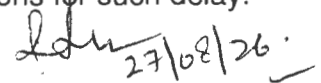
vi. **Maintenance of Monitoring Register:**

Each Section shall maintain a dedicated internal monitoring register/electronic record of RTI references received from the CPIO, indicating the date of receipt, subject matter, action taken and date of submission of information. The concerned Head of Division/Branch Officer shall review the pendency periodically to ensure that no reference remains pending beyond the prescribed timeline.

vii. **Accountability for Delay:**

Any lapse, willful omission or unexplained delay in furnishing the requisite information to the CPIO shall be viewed seriously. The concerned dealing official and Section Officer/Head shall be held accountable for such delay. In cases where the provisions of the RTI Act, 2005 are attracted, responsibility may also be fixed under the relevant provisions, including **Section 20 of the RTI Act, 2005**.

5. All concerned officers and Sections are directed to ensure **strict compliance** with the above instructions. Any deviation from the prescribed timelines shall be brought to the notice of the Competent Authority along with reasons for such delay.

 27/08/26

(Paras Mani Tripathi)

Joint Development Commissioner

Copy forwarded for information and strict compliance to:

1. All DDC/OCC/Central Public Information Officers (CPIOs).
2. All ADCs/Supdt./Appraiser / Dealing Assistants.
3. OSD to DC, NSEZ, Noida.
4. IT Division– for uploading on the official website / Intranet portal.