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Analysis of the Annual Report

of the Goa State Information Commission (GSIC)
on the Right to Information (RTI)
for the years 2020 and 2021



PRELIMINARY ANALYTICAL REPORT

ANALYSIS OF RTI STATISTICAL DATA
Based on the

GOA STATE INFORMATION COMMISSION
ANNUAL REPORT 2020 & 2021

A PRELIMINARY REVIEW OF RTI WORKLOAD & DISPOSAL PATTERNS

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1. EXECUTIVE SUMMARY

The Annual Report of the Goa State Information Commission for the year 2020–2021 provides statistical information on the implementation of the Right to Information Act, 2005, by public authorities across Goa. The data includes RTI applications received and disposed, the number of Public Information Officers (PIOs), distribution of public authorities according to RTI workload, and information relating to appeals, complaints and penalty matters.

The data indicates that RTI activity increased between 2020 and 2021. The number of RTI applications received increased from 15,872 in 2020 to 17,658 in 2021, representing an increase of 11.3%. During the same period, applications disposed increased from 13,329 to 16,794, representing an increase of 26.0%. Consequently, the reported **disposal rate increased from approximately 84.0% in 2020 to 95.1% in 2021**.

The difference between applications received and applications disposed decreased from 2,543 in 2020 to 864 in 2021, representing a reduction of approximately 66.0%. This indicates a substantial improvement in the reported disposal performance during 2021 despite the increase in the volume of RTI applications received.

The distribution of RTI applications across public authorities was highly uneven. The five highest-volume authorities accounted for approximately 73% of all applications received in both 2020 and 2021. This indicates that a relatively small number of public authorities accounted for a substantial share of the overall RTI workload.

The data also provides scope for examining the relationship between the organisational structure of public authorities and their RTI disposal performance, particularly through the distinction between authorities having a single PIO and those having multiple PIOs. Further analysis of department-wise application volumes, disposal rates and year-on-year changes can therefore provide greater insight into the functioning of the RTI mechanism than aggregate figures alone.

At the level of the Goa State Information Commission, second appeals received increased from 224 in 2020 to 309 in 2021, while complaints increased from 16 to 20. This highlights the importance of examining the RTI process not only at the level of individual Public Authorities but also in terms of the subsequent workload reaching the Commission.

The 2020–2021 data demonstrates the potential for developing a more analytical approach to annual RTI reporting in Goa through indicators such as RTI volume, disposal performance, workload concentration, departmental trends, organisational capacity, appeals and complaints. The present analysis seeks to demonstrate how the statistical information compiled by the Commission can be consolidated and transformed into meaningful indicators for administrative monitoring, evaluation and policy intervention.

Table 1: Overall RTI Statistics: 2020 and 2021

Indicator	2020	2021	Change
Annual Reports submitted by Public Authorities	88	94	+6
RTI applications received	15,872	17,658	+11.3%
RTI applications disposed	13,329	16,794	+26.0%
Reported disposal rate*	84.0%	95.1%	+11.1 percentage points (pp)
Difference between applications received and disposed	2,543	864	−66.0%
Public Information Officers (PIOs)	277	284	+2.5%

* Disposal rate has been calculated as applications disposed divided by applications received, multiplied by 100. The difference between applications received and disposed is presented as a numerical difference and is not independently characterised as the pending caseload.

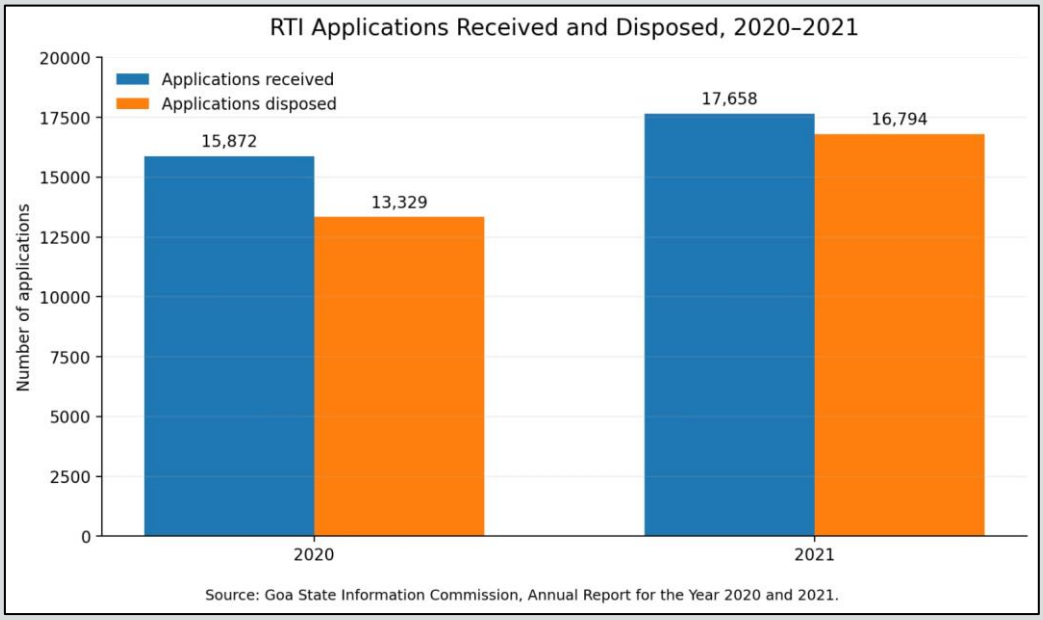


Fig. 1: RTI Applications Received and Disposed, 2020-2021

- **Key Observation**

The overall RTI workload **increased between 2020 and 2021**; however, the increase in disposal was substantially higher than the increase in applications received. This resulted in a marked improvement in the reported disposal rate and a substantial reduction in the difference between applications received and disposed.

2. CONCENTRATION OF RTI APPLICATIONS ACROSS PUBLIC AUTHORITIES

The distribution of RTI applications among public authorities reveals a pronounced concentration of RTI demand. While the **total number of applications increased from 15,872 in 2020 to 17,658 in 2021**, the majority of applications continued to be received by a relatively small number of public authorities.

In 2020, the five authorities receiving the highest number of RTI applications collectively accounted for **11,642** applications, representing approximately 73.4% of all applications reported for the year. In 2021, the five highest-volume authorities accounted for **12,960** applications, representing approximately 73.4% of the total. Thus, despite changes in the composition of the highest-volume authorities between the two years, the overall concentration of RTI demand remained remarkably consistent.

Table 2: Five Public Authorities Receiving the Highest Number of RTI Applications

Rank	2020 – Public Authority	Applications	2021 – Public Authority	Applications
1	Department of Urban Development	3,980	Director General of Police, Head Quarters, Panaji	4,511
2	Office of the Director General of Police	3,872	Office of District Collector, South Goa District	4,234
3	Office of the Principal Chief Engineer, Public Works Department	1,529	Public Works Department	1,597
4	Office of the Chief Electrical Engineer, Electricity Department	1,299	Department of Urban Development, Municipal Administration	1,540
5	Directorate of Settlement and Land Records	962	Directorate of Settlement & Land Records	1,078
Total of top five		11,642		12,960
Share of total applications		73.3%		73.4%

Note: The 2020 table listing the highest-volume authorities reports a combined total of 13,984 applications for the 15 authorities specifically listed in that table. This is different from the overall figure of 15,872 applications received in 2020. Accordingly, the 73.3% concentration figure above is calculated against the overall reported RTI applications received (15,872), rather than the 13,984 figure in the top-15 table.

- **Key Observation**

The concentration of RTI applications among the top five public authorities remained almost unchanged at approximately 73.4% in both years. This indicates that the overall increase in RTI applications in 2021 was not accompanied by a substantial redistribution of RTI demand across the administrative system. Instead, a small group of high-volume authorities continued to account for nearly three-fourths of all reported applications.

The composition of this high-demand group, however, changed between the two years**. In 2020, the Department of Urban Development and the Office of the Director General of Police were the two largest recipients of RTI applications. In 2021, the Director General of Police, Head Quarters, Panaji and the Office of the District Collector, South Goa District occupied the first two positions.** Public Works and Settlement & Land Records remained among the major high-volume authorities in both years.

This concentration has an important administrative implication. High-volume public authorities may warrant a differentiated approach to RTI management, as their RTI workload is substantially greater than that of most other public authorities. The data may therefore be used to identify authorities where frequently requested information could potentially be examined for greater proactive disclosure, improved accessibility of records and better information management.

Table 3: Distribution of Public Authorities by RTI Application Volume

Category of RTI applications received	**2020**	**2021**
More than 1,000	4	5
500–1,000	1	2
100–500	12	10
50–100	8	8
25–50	9	15
Less than 25	54	55

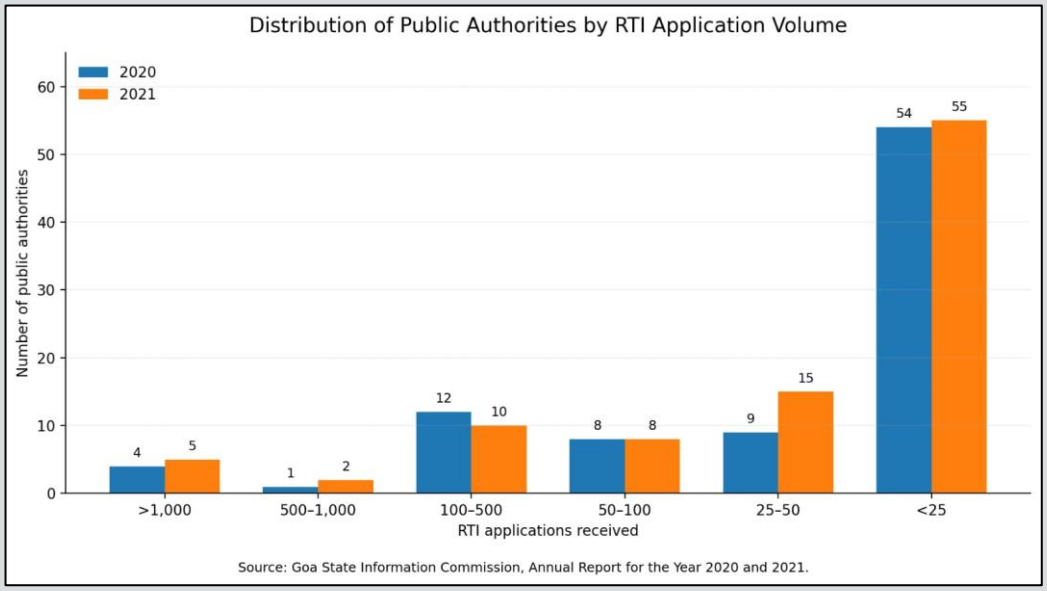


Fig. 2: Distribution of Public Authorities by RTI Application Volume

- Analytical Observation

The distribution further demonstrates the uneven nature of RTI workload across public authorities. In both years, the largest group consisted of authorities receiving fewer than 25 RTI applications, while only a small number of authorities received more than 500 applications. In 2021, the number of authorities receiving more than 1,000 applications increased from four to five, while the number receiving between 25 and 50 applications increased from nine to fifteen.

The data therefore suggests that RTI workload is characterised by a small number of very high-volume authorities alongside a much larger number of relatively low-volume authorities. This distinction is important for future monitoring and evaluation because a common performance benchmark for all public authorities may not adequately reflect differences in RTI workload.

3. RTI DISPOSAL PERFORMANCE AND ADMINISTRATIVE WORKLOAD

While the number of RTI applications received indicates the level of demand placed on public authorities, the number of applications disposed provides an indication of the volume of RTI work handled during the year. Examining these two indicators together gives a clearer picture of the workload and disposal performance of high-volume public authorities.

3.1 RTI Applications Received and Disposed by Selected High-Volume Authorities

The Annual Report provides authority-wise figures for applications received and cases disposed. For analytical purposes, the following table focuses on selected authorities that recorded substantial RTI application volumes and for which comparable figures are available for both years.

Table 4: RTI Applications Received and Disposed – Selected High-Volume Public Authorities

Public Authority	2020 Received	2020 Disposed	2021 Received	2021 Disposed
Department of Urban Development / Municipal Administration	3,980	1,927	1,540	1,782
Director General of Police / Police Headquarters	3,872	3,785	4,511	4,367
Public Works Department	1,529	1,386	1,597	1,370
Directorate of Settlement & Land Records	962	962	1,078	1,078

- Analytical Observation

The authority-wise figures show considerable variation in the relationship between applications received and applications disposed.

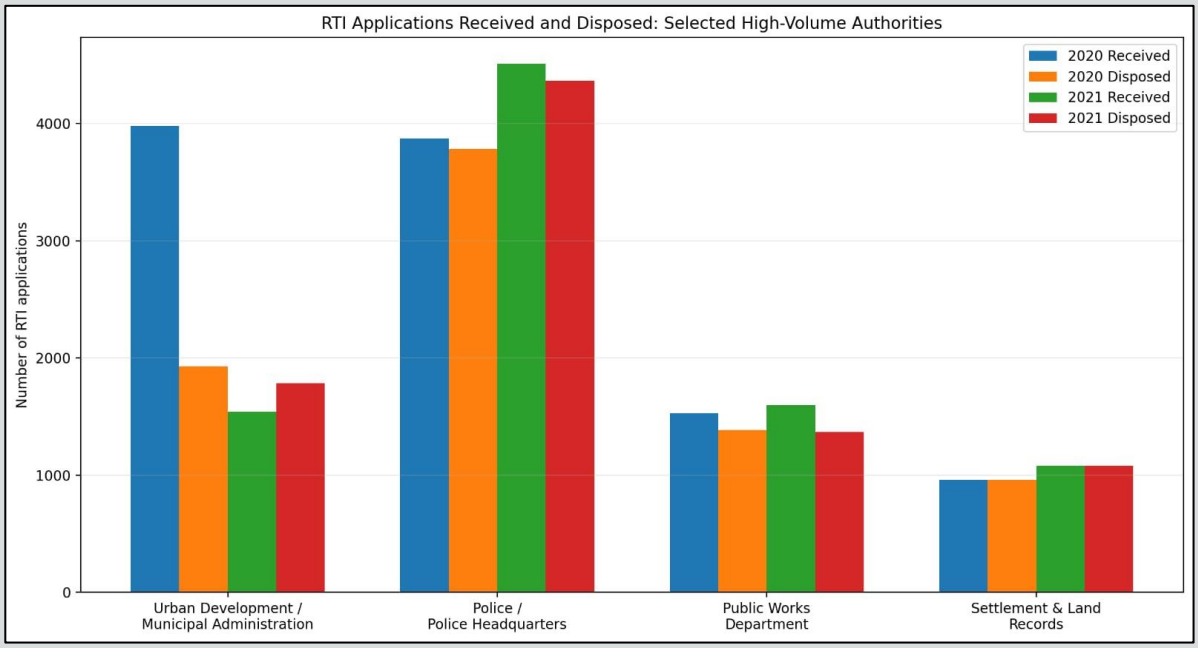


Fig. 3: RTI Applications Received and Disposed – Selected High-Volume Public

The Director General of Police / Police Headquarters recorded high disposal volumes in both years, with 3,785 applications disposed against 3,872 received in 2020 and 4,367 disposed against 4,511 received in 2021. Similarly, the Directorate of Settlement & Land Records reported disposal of all 962 applications received in 2020 and all 1,078 applications received in 2021.

The Public Works Department disposed of 1,386 applications against 1,529 received in 2020 and 1,370 against 1,597 received in 2021. The Department of Urban Development/Municipal Administration, however, shows a different pattern, with 1,927 applications disposed against

3,980 received in 2020, followed by 1,782 applications disposed against 1,540 received in 2021.

3.2 Interpretation of Disposal Figures and Carry-Forward Workload

The figure reported for the Department of Urban Development/Municipal Administration in 2021 requires particular analytical attention. The Annual Report records 1,540 applications received and 1,782 applications disposed during 2021. Thus, the number of applications disposed exceeds the number received during the same year.

This does not necessarily indicate an error. One possible explanation is that applications remaining undisposed from the previous year were carried forward and subsequently disposed of during 2021. This possibility is particularly relevant because the same authority reported 3,980 applications received but only 1,927 disposed in 2020, indicating that a substantial workload may have remained unresolved at the end of that reporting period.

However, the Annual Report does not provide an authority-wise opening balance or carry-forward figure. Therefore, it is not possible to establish from the available data how many of the 1,782 cases disposed in 2021 related to applications received in earlier years. The figure should therefore be retained as reported rather than adjusted or treated as a reporting error.

3.3 Need for a Standard Case-Flow Framework

For more meaningful assessment of RTI disposal performance, future annual reports could present authority-wise case-flow using the following structure:



Such a framework would make it possible to distinguish between:

- new applications received during the year
- cases carried forward from previous years
- total workload available for disposal
- cases actually disposed during the year
- cases remaining pending at the end of the year

This would also allow the Commission to calculate more reliable authority-wise disposal and pendency indicators and would prevent apparent anomalies, such as disposals exceeding annual receipts, from being misinterpreted.

4. RTI WORKLOAD BY PIO STRUCTURE

The Annual Report also provides information on RTI applications according to the number of Public Information Officers (PIOs) attached to a public authority. This allows the workload handled by authorities having a single PIO to be compared with that of authorities having multiple PIOs.

Table 5: RTI Applications by PIO Structure

PIO Structure	2020 Received	2020 Disposed	Reported Disposal Rate	2021 Received	2021 Disposed	Reported Disposal Rate
Authorities having Single PIO	1,751	1,657	94.6%	1,466	1,298	88.5%
Authorities having Multiple PIOs	14,121	11,672	82.7%	16,192	15,496	95.7%
Total	15,872	13,329	84.0%	17,658	16,794	95.1%

Source: Goa State Information Commission, Annual Report for the Year 2020 and 2021.

Note: Disposal rate is calculated as applications disposed divided by applications received × 100.

4.1 Distribution of Workload

The data indicates that the overwhelming majority of RTI applications were received by public authorities having multiple PIOs.

- In 2020, authorities having multiple PIOs accounted for **14,121** of the **15,872** applications received, while authorities having a single PIO accounted for 1,751 applications.
- In 2021, the workload handled by multiple-PIO authorities increased to **16,192** applications, while single-PIO authorities accounted for **1,466** applications.

Thus, the majority of the RTI workload in both years was concentrated among authorities having multiple PIOs. However, this should not be interpreted as meaning that the number of PIOs itself caused the higher workload. Authorities with multiple PIOs may also be larger institutions, departments or organizations with wider administrative functions and greater interaction with citizens.

4.2 Disposal Performance

The reported disposal rate of authorities having multiple PIOs increased substantially from 82.7% in 2020 to 95.7% in 2021.

In contrast, the reported disposal rate among single-PIO authorities declined from 94.6% in 2020 to 88.5% in 2021.

The improvement among multiple-PIO authorities is particularly significant because these authorities handled the overwhelming majority of RTI applications. Their reported disposals increased from 11,672 in 2020 to 15,496 in 2021. However, these figures should be interpreted as annual reported disposal figures rather than as definitive evidence that all applications received during the same year were disposed of. As discussed in Section 3, cases may be carried forward from previous reporting periods.

4.3 Relationship Between PIO Structure and RTI Workload

The data provides an opportunity to examine whether the structure of PIO deployment is associated with the volume of RTI work handled by public authorities.

The figures show that authorities with multiple PIOs handled approximately 89% of all reported applications in 2020 and approximately 92% in 2021. This indicates that the largest share of RTI workload was concentrated within authorities requiring more than one PIO to manage their RTI responsibilities.

This may provide a useful basis for future workload-based monitoring. Authorities handling consistently high volumes of RTI applications could be examined separately in terms of adequacy of PIO deployment, record management, processing systems and proactive disclosure. However, no causal relationship between the number of PIOs and RTI workload can be established from the available data alone.

5. SECOND APPEALS, COMPLAINTS AND PENALTY MATTERS

The Annual Report provides information on Second Appeals and Complaints received by the Goa State Information Commission, along with the number of appeals, complaints and penalty matters disposed of during 2020 and 2021.

Table 6: Second Appeals, Complaints and Penalty Matters

Indicator	2020	2021	Change
Second Appeals received	224	309	+37.9%
Second Appeals disposed	112	184	+64.3%
Complaints received	16	20	+25.0%
Complaints disposed	11	24	+118.2%
Penalty matters disposed	22	10	−54.5%

5.1 Second Appeals

- **Second Appeals received increased from 224 in 2020 to 309 in 2021, an increase of 37.9%.**
- **Second Appeals disposed also increased, from 112 to 184, representing an increase of 64.3%.**

This indicates that the Commission handled a substantially higher volume of appellate matters in 2021 and also increased the number of appeals disposed.

5.2 Complaints

- **Complaints received increased from 16 in 2020 to 20 in 2021, an increase of 25%.**
- **Complaints disposed increased from 11 to 24, representing an increase of 118.2%.**

Thus, the Commission recorded a higher level of complaint disposal in 2021.

5.3 Penalty Matters

- **Penalty matters disposed decreased from 22 in 2020 to 10 in 2021, a decline of 54.5%.**

The available data does not provide sufficient information to determine the reasons for this decline, and therefore no further conclusion is drawn from this figure.

6. KEY FINDINGS FROM THE ANALYSIS

1. Increase in RTI Demand

The number of RTI applications received increased from **15,872 in 2020 to 17,658 in 2021**, representing an increase of 11.3%. This indicates a higher level of demand for information from public authorities.

2. Disposal Increased Faster Than Receipts

RTI applications disposed increased from **13,329 in 2020 to 16,794 in 2021**, an increase of 26.0%. The increase in disposals was therefore considerably higher than the increase in applications received.

3. RTI Workload is Highly Concentrated

The five highest-volume public authorities accounted for approximately **73%** of all RTI applications received in both years. This indicates that RTI workload is not evenly distributed across public authorities, with a relatively small number of authorities handling a substantial proportion of the total applications.

4. Significant Variation in Disposal Patterns

The comparison of selected high-volume authorities shows considerable differences between applications received and disposed. The figures also demonstrate that applications disposed during a year may include cases carried forward from earlier periods.

5. Multiple-PIO Authorities Handle the Majority of RTI Workload

Authorities having multiple PIOs accounted for the majority of applications received in both years. Their reported disposal rate also increased substantially from 82.7% in 2020 to 95.7% in 2021.

7. RECOMMENDATIONS FOR FUTURE RTI STATISTICAL REPORTING

Based on the analysis, the following measures may improve the usefulness and consistency of future RTI statistical reports:

1. Standardised Reporting Format

Adopt a common case-flow format:

Opening Balance → Receipts → Total Workload → Disposals → Closing Balance

This will make workload and pendency easier to assess and compare across years.

2. Workload-Based Monitoring

Classify public authorities according to RTI application volume and give greater monitoring attention to high-volume authorities, which account for a substantial share of total applications.

3. Strengthen Proactive Disclosure

High-volume authorities may be encouraged to improve proactive disclosure of frequently sought information, potentially reducing repetitive RTI applications.

4. Data Verification

Figures appearing in different tables should be cross-checked before publication to ensure consistency and improve the reliability of the annual statistics.

5. Multi-Year RTI Database

Maintain a standardised year-wise database covering applications, disposals, opening and closing balances, PIO structure, appeals, complaints and penalty matters. This would enable meaningful multi-year trend and performance analysis.



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