

ROLE OF KNOWLEDGE MANAGEMENT FOR EFFECTIVE APPLICATION OF MANAGEMENT CONTROL SYSTEM BASED PRACTICES

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ABSTRACT

The Knowledge Management(KM) activity considers all the resources known as knowledge and how this knowledge can be utilised by knowledge managers. The Knowledge Management strategy starts with the existing system of the organisation and its effective support for going forward. The policies, actions and strategies must be coordinated with the existing setup of the organisation. This paper examines the different aspects of management control system with special emphasis on the need of Knowledge Management in Punjab state food corporations. As per this context a design for management control system has been suggested for execution of knowledge management strategies that are suitable for environment, technology, culture, size, structure and control strategies of food corporations. This paper also focuses at the role of managers for development of knowledge management strategies and their effective application. Next it helps to overcome the shortcomings of the existing system with the help of knowledge management strategies.

Keywords: Management control system. Knowledge management, practices.

1. INTRODUCTION

Management Control function is very important in every organization as it is the system which gathers and uses information to make planning and evaluate the performance of different organizational resources considering the organizational strategies. As management control system is a total system and it embraces all aspects of the organisation's operations so designing of management control system is one of the challenging issue. Secondly corporate sector has embraced knowledge management and learning with the aim of improving organizational performance. Thirdly innovations can be performed by people only. The knowledge managers have to make the new structure by repeating new discovery and new creation rather than collecting knowledge only. The present study has been taken in the area of knowledge management and management control practices in general and effective knowledge management strategy in particular.

2. REVIEW OF RELATED STUDIES

Grammack(2019) first address the problem that alignment of knowledge with corporate strategy is necessary but current methods and techniques are limited showing no clear description on how the alignment can be achieved and then they use a case study to show that core competencies, embodying an organisation is practical know how are also rarely linked to actionable knowledge strategy.

Shyam(2016) proposes a theory of control by taking various factors like human expectations, common knowledge and culture to maintain expectation equilibrium, and focus on the strategic knowledge management for continual monitoring and anticipation of market conditions.

Ali & Green (2015) in their study analyzed the roles of IT governance mechanism and their impact on the overall effectiveness of IT governance. It was found that empirical evidence that the existence of the IT strategy committee and the corporate communication system support greatly enhances the overall effectiveness of IT governance. Both theoretical and practical aspects of IT governance that are contributing were identified. It was suggested to use more reliable measures of the overall effectiveness of IT governance in the agency.

Shanoy, Sunil (2013) concentrated on an unexplored part of working capital management i.e. management control system. No formal MIS in the organization was found. The shortage of funds was there for meeting day to day expenses. A great need for training and dissemination of information regarding scientific tools of working capital management was found.

Armsh, Hamed et al(2010) in their paper explores the issue surrounding management control system such as transaction cost economics and transfer pricing as well as management control system tools and techniques such as budgeting as a powerful control mechanism in organizations, performance measurement systems as well as balanced scorecard with its implementation issues are also reviewed. It was found that the management control systems and management accounting are constantly evolving in designing and using information and performance management system for organizational

control. Management Control System has been summed up as an integrated technique for collecting and using information to motivate employee behavior and to evaluate performance.

Cuguero & Rosans (2011) in their working paper analyzed the fairness, justice, subjectivity, objectivity and goal congruence in the management control system. The objective was to show how organizational justice may play a role in formal and informal control elements. They found the two stable states which were labeled ideal goal congruence (where system is lawful and the user is fair) and total goal incongruence (where system is unlawful and user is unfair) and two unstable states where goal congruence is occasional (unlawful system used fairly) or perverse (lawful system used unfairly). Authors concluded with the propositions that can be used to generate hypotheses with the belief to be stimulated at weakening the effect of formal structure.

Seleim et.al(2007) investigated the software firms and highlighted the influences of knowledge application, knowledge acquisition and knowledge creation.

Jannex, M.E & Olfman,L (2007) suggested the knowledge management success model that can be derived from the observations collected and various success factors found in the literature.

Jih W, et.al(2007) examined the casual relationship among the knowledge characteristics, knowledge acquisition strategy, implementation measures and performance of knowledge management implementations in the context of hospital management. Results showed the affect of knowledge in the implementation of knowledge management having a significant impact on the results of knowledge management implementation measures.

David,(2004) examined the relationship between variables identified in Simons' framework of levers of control and found that an interactive use of MCSs don't favour innovation on performance is moderated by the style of use of management control system.

Greenberger,B.David in this paper, has redefined the use and the perception of terms control in the organizational literature. A dynamic model of personal control is proposed in his study. By this model he focused that only when managers recognize the need of personal control then they will begin to anticipate the consequences of their own actions on subordinate's control perceptions. The model presented showed the benefits of this control to the organization and individuals and cause dysfunctional behavior in case of failure.

[Robert N. Anthony](#) (2007) defined Management Control as the process by which managers influence other members of the organization to implement the organization's strategies. Management control systems are tools to aid management for steering an organization toward its strategic objectives and competitive advantage. Management controls are only the tools which managers use in implementing desired strategies. However strategies get implemented through management controls, organizational structure, human resources management and culture.

3. OBJECTIVES OF THE STUDY

To explore the performance of designed Management control system based practices in the procurement system of food agencies

To explore the criteria for the execution of knowledge management strategy for effective management control

4. RESEARCH METHODOLOGY

For the purpose of primary data collection geographical scope of the food corporations was covered. A total 30 respondent have been selected randomly from all the three levels of procurement. All these managers are divided into five strata on the basis of their designation.

Table: 1. Total population and sample size

Designation of managers	Total population	sample
Managers	23	5
District manager	23	5
District in-charge	23	5
superintendent	157	15
Total	226	30

A minimum 20% of the total population from each strata has been selected for the purpose of the study. The data collected from primary and secondary sources has been tabulated and analysed. After the process of coding and tabulation, various statistical techniques(i.e average and t- test) has been applied to reach meaningful conclusion. For analysis and interpretation, data processing has done by dividing the respondents into three levels;

strategic level

managerial level

operational level

5. FINDINGS AND CONCLUSION

The majority of the respondents(73.33%) responded that the structure of management control has been designed on the pattern of number of responsibility centre, but only revenue and investment centres are being recognised by 43% of the respondent as shown in the table-2 . Other responsibility centres are not given required importance while designing management control system.

Table: 2. Identification of Responsibility Centres in the food corporations

(N=14)

	centres		Revenue centre		Investment centre		cost centre	
	N	%	N	%	N	%	N	%
Name of the Responsibility centre	3	21	6	43	4	29	1	7

As per the information supplied through questionnaire it is clear that the management control system in the food corporations is designed at the strategic level and implemented at the next levels(managerial and operational). In order to diagnose the designed control system , it has been evaluated at other two levels as per the scores given in table-3. It has been held that managers frequently design and implement the control system by incorporating all the three steps that are standard setting, collection of actual information and comparison. Scores for these steps are between 3.06 and 3.72, but for the last step, i.e. for taking corrective action scores are between 3.18 and 3.28 which indicate that they are lacking in interest due to that working of whole system remains ineffective.

Table: 3. Usage of the Designed control system

Max score=5 Minimum score=1 AS=Average score SD=Standard Deviation

steps	Financial control		Administrative control		Personnel control	
	AS	SD	AS	SD	AS	SD
Setting target	3.72	.93	3.66	.97	3.66	.97
Actual performance	3.43	1.02	3.29	.97	3.42	1.04
comparison	3.27	.92	3.06	1.03	3.09	1.03
Corrective action	3.19	1.02	3.28	1.09	3.18	1.21

As per the results for setting targets, scores are between 3.20 and 3.87, for actual performance and comparison responses are between 2.53 and 3.27 whereas at the fourth step scores are between 2.20 and 2.40. An analysis of the above discussion indicates that managers always work and check the performance of the designed management control system for setting targets and frequently use the designed management control system at the point of measuring actual performance and doing comparison but at the step of corrective action use as well as performance of the designed control system is done rarely. Shortcoming in the existing control systems have also been listed. Further analysis indicates that;

while setting targets only tangible aspects of the problem are considered because targets are set at the strategic level but at this level managers are not fully aware of the intangible aspects of the problems which emerge at the managerial and operational levels.

Due to lack of knowledge, corrective action is neither initiated effectively, nor in time because unrevised and unreviewed targets create problem of improper measurement of variations.

Overloading of information indicates that the information system of the corporation is not giving accurate and timely information because it is not properly analysed before the transmission of information. And it is unable to provide advance information about the accidents, leaving no scope for preventive measures, because information system of the corporation is based on the traditional methods and techniques so modifications are required.

The present management control system suffer from the problem of co ordination mainly due to discontentment among the employees.

The corporation is not in a position to computerise the control system because of the problems of finance and availability of trained personnel. On the whole it can be concluded that due to; 1) lack of knowledge about intangible aspects of the problem 2) ineffective corrective actions 3) inappropriate information system 4) non participation of managers to collect, generate, store, use and manage information 5) communication gaps while checking deviations 6) non computerised control system are the key areas where corporations has to develop knowledge management strategies to update the present management control system. Thus the corporation can justify two important aspects; (1) What are its knowledge assets? (2) how should it manage those assets to ensure a maximum return on them?

Solutions will depend upon the effective management of knowledge which focuses on solutions that encompass the entire control system, organisation, people and technology. By keeping in mind the basic activities of management control design, a link between management control system development process and required knowledge has been recommended, which in turn will focus on the role of knowledge managers those can provide required information by developing ad creating systematic knowledge.

The goal of knowledge management strategy should not be make knowledge management happen, but deal in the organisation's most pressing issues and use knowledge management where appropriate. Unfortunately, study shows that knowledge managers are unable to articulate the links between knowledge and required business strategy. It can be performed only by managers capability instead of a system. Thus, methods and ideas to be developed in knowledge science should be those which can utilize capabilities of people and information technology complementarily.

6. RECOMMENDATIONS

The knowledge management strategies of the corporations could focus on the below mentioned approaches to gain strategic knowledge:

Value innovation: knowledge management seeks to help the corporations by identifying new opportunities for value by redefining business problems and finding new opportunities where others see problem. This could be innovation in services but it could also be innovation in processes and structures of control system as well. Knowledge management can identify and implement applications, structure and technology that can help knowledge managers of the corporations to dramatically leverage their creativity and ability to deliver new value added services.

Environment scanning: The scanning of the environment is essential to understand what is going on in the agriculture sector at national and international level and to determine its relevance to the corporation in order to develop required control strategy.

Strategy Experimentation: to become more adaptive, board can use a series of strategic experiments followed by other competitive groups which help it gain knowledge to support subsequent decisions about where to move in the future. As properly designed, these experiments create new knowledge about markets, proposed strategies and process changes and also help to develop new competencies.

CONCLUSION

In corporations with appropriate decentralization of authority management control process begins with review of the past performance of strategic business units and responsibility centre, and negotiations of specific objective and targets for the next year. This is followed by a period recording of actual results and reporting of the same against the targets. During this process, areas, where improvement is necessary, are identified and reasons for shortfall are analysed. But even then, corporation is not in a position to complete with outer world due to poor performance of existing management control system on the other hand shortcomings are a matter of concern. In this situation knowledge management can play an important role in building the capabilities and providing knowledge creation base to modify the present management control systems of food corporation.

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THE GENESIS & EVOLUTION OF RIGHT TO INFORMATION ACT IN INDIA

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ABSTRACT

“The real Swaraj will come not by the acquisition of authority by a few, but by the acquisition of capacity by all to resist authority when abused” by Mahatma Gandhi.

Since emergency there was a need of transparency in the working of government sector and various attempt were made to implement it but in 1989, the Prime Minister V.P Singh, tried his best to frame a law but due to early fall of his government, he was not able to do anything on it. In this quest, the major breakthrough was done by the introduction of “Freedom of Information Bill, 2000” by NDA government which was duly passed by parliament on 4th Dec, 2002 and received the assent of the president on 6th Jan, 2003. The act of 2000 has major drawbacks which led to formation of new and better act “Right To Information Act, 2004” which was passed in parliament in 2005 with 150 amendments. Right to Information Act, 2005 was a landmark in the history of Public Administration in India. Right to Information Act, as the name suggests is an act which empowers its Citizen, promotes transparency and accountability in the working of Government sector. Earlier there was no way to access the information from government offices relating to development work and no way to find the concerned persons associated with decision making process and execution of the schemes. It was a concrete step towards open governance and open governance is the new culture in Democracy. In this paper we will describe the journey since inception and till date and also highlight its importance and effectiveness.

INTRODUCTION

India is a democratic country and there was long need of mechanism for getting information. Democracy is not possible unless the people of country have open access to all information that can help them to acquire knowledge about society, trade, government, education health etc. as well as information about administrative actions affecting them. This information and knowledge gives them power to understand things in their correct perspective and to defend against wrong decisions affecting their activities and life. Ready access to information is a fundamental right of every citizen and it should be ensured by sound legislation.

“Power is derived from knowledge and information is the basic component of knowledge” quoted by French renowned philosopher Michel Foucault.

So, there was demand to create a law which can ensure the accountability of public servant towards the customer. In this quest on 15th June 2005 “Right To Information Act, 2005” was introduced in parliament. This act provides for right to information for citizens to secure access to information under the control of public and accountability in the working of every public authority.

This received the president's assent on 15 June, 2005. The RTI Act was notified in the Gazette of India on 21 June, 2005 and it became fully operational on 12 October the same year.

Since then, the RTI Act has been used to fight corruption and has exposed deep-rooted graft in India.

Needless to say, the importance of the RTI Act can never be overstated.

As per Constitution, the act is defined as

In this Act, unless the context otherwise requires,—

(a) “appropriate Government” means in relation to a public authority which is established, constituted, owned, controlled or substantially financed by funds provided directly or indirectly—

1. by the Central Government or the Union territory administration, the Central Government;
2. by the State Government, the State Government;

- (b) “Central Information Commission” means the Central Information Commission constituted under sub-section (1) of section 12;
- (c) “Central Public Information Officer” means the Central Public Information Officer designated under sub-section (1) and includes a Central Assistant Public Information Officer designated as such under sub-section (2) of section 5;
- (d) “Chief Information Commissioner” and “Information Commissioner” mean the Chief Information Commissioner and Information Commissioner appointed under sub-section (3) of section 12;
- (e) “Competent authority” means—
- (i) the Speaker in the case of the House of the People or the Legislative Assembly of a State or a Union territory having such Assembly and the Chairman in the case of the Council of States of a Legislative Council of States;
 - (ii) The Chief Justice of India in the case of the Supreme Court;
 - (iii) The Chief Justice of the High Court in the case of a High Court;
 - (iv) The President or the Governor, as the case may be, in the case of other authorities established or constituted by or under the Constitution;
 - (v) The administrator appointed under article 239 of the Constitution;
- (f) “information” means any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force;
- (g) “Prescribed” means prescribed by rules made under this Act by the appropriate Government or the competent authority, as the case may be;
- (h) “Public authority” means any authority or body or institution of self-government established or constituted,—
- (a) By or under the Constitution;
 - (b) By any other law made by Parliament;
 - (c) By any other law made by State Legislature;
 - (d) By notification issued or order made by the appropriate Government, and includes any—
 - (i) Body owned, controlled or substantially financed;
 - (ii) Non-Government Organisation substantially financed, directly or indirectly by funds provided by the appropriate Government;
- (i) “record” includes—
- (i) any document, manuscript and file;
 - (ii) any microfilm, microfiche and facsimile copy of a document;
 - (iii) any reproduction of image or images embodied in such microfilm (whether enlarged or not); and
 - (iv) any other material produced by a computer or any other device;
- (j) “right to information” means the right to information accessible under this Act which is held by or under the control of any public authority and includes the right to—
- (i) inspection of work, documents, records;
 - (ii) taking notes, extracts, or certified copies of documents or records;
 - (iii) taking certified samples of material;
 - (iv) obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device;

(k) “State Information Commission” means the State Information Commission constituted under sub-section (1) of section 15;

(l) “State Chief Information Commissioner” and “State Information Commissioner” mean the State Chief Information Commissioner and the State Information Commissioner appointed under sub-section (3) of section 15;

(m) “State Public Information Officer” means the State Public Information Officer designated under sub-section (1) and includes a State Assistant Public Information Officer designated as such under sub-section (2) of section 5;

(n) “Third party” means a person other than the citizen making a request for information and includes a public authority

OBJECTIVES OF STUDY:

1. To understand the journey of Right to Information Act since inception to till date.
2. To highlight the latest amendments in the Right to Information Act and its consequences.
3. To discuss the challenges faced in the operation of Right to Information Act.
4. To suggest the measures for the better implementation of Right to Information Act.

HISTORICAL JOURNEY OF RIGHT TO INFORMATION ACT:

Right to Information Act is seen as important tool for participatory democracy. The Right to Information has been recognised as a fundamental human right, which upholds the inherent dignity of all human beings. The act ensures accountability and good governance, the greater the access of the citizen to information, the greater the responsiveness of government to community needs.

The First ever Right to Information Act in World was enacted in 1766 by Sweden, largely motivated by the parliament’s interest in access to information held by King. After almost two centuries, US implemented in 1966 followed by Norway in 1970. Till 1990, 13 countries successfully implemented this law. In 2000, European nation introduced improved version of the bill which include both freedom of expression and right to access to documents. In Asia, almost 20 nations have adopted Freedom of Information like Kazakhstan, Afghanistan, Bhutan and Maldives etc.

In India, though Article 19(1) (a) of the constitution indirectly guaranteed the right to know but this right was overshadowed by the Official Secret Act, 1923 thus the whole process of government functioning was safeguarded by secrecy Act. India has to cover long path for getting “Right to Information Act”. The first ever initiative was taken by Mazdoor Kissan Sangthan in 1994 at Rajasthan in Bhim tehsil to access the copies of bills and vouchers and name of person who have been paid wages in the construction of Schools, discrepancies unearthed from it. The outcome of this protest put an intense pressure on the government which directs Press Council of India to prepare a draft of Right to Information Act for serving the right to information from government sector. Prior to this, the Morarji Desai led Janta Party government of 1977 in its election manifesto promised “ an open government” and for this his government constituted a committee to ascertain if the official secret act 1923 could be modified so as to facilitate greater flow of information of the public but all the efforts went in vain.

Since Emergency, there was again a demand for transparency in the working of government Sector. In 1999, V.P.Singh government tried his best to frame a law but due to early fall of his government, he was not able to do anything on it. Finally, National Democratic Alliance (NDA), introduced the “Freedom of Information Bill, 2002” in parliament on 4th December, 2002 and it got the assent of the President of India on 6th January, 2003. There were many flaws in this act and to overcome it National Advisory Council was formed to advice government on policy and law. The improved and better version of the bill named, Right to Information act was tabled with 150 amendments on 15th June 2005 and come fully into force on 12th October 2005. The Right to Information act granted to all citizens of the country Right to Information as it is quintessential part of the right to think, right to make choice, right to express and also right to live with dignity. It is termed as revolutionary step because it opens gateway of government organization for scrutiny. With the implementation of RTI Act, a common man can demand the desired information within stipulated time from government agencies. The process of filing the RTI is so simple that an illiterate person can easily file the RTI with the help of PIO (Public Information Officer). A simple application on clean sheet is also acceptable while filing the RTI. All the government offices whether centre, state and municipal corporations, public sector undertakings, judiciary, government owned companies, public work departments, road authorities, and many other government owned authorities comes under the outlook of RTI. Any Indian citizen would be a proud participant in exercising this right.

LATEST AMENDMENTS IN RIGHT TO INFORMATION ACT IN 2019

Amendments- 2019		
Provision	Right to Information Act, 2005	Right to Information (Amendment) Bill, 2019
Term	The Chief Information Commissioner (CIC) and Information Commissioners (ICs) (at the central and state level) will hold office for a term of five years.	The Bill removes this provision and states that the central government will notify the term of office for the CIC and the ICs.
Quantum of Salary	The salary of the CIC and ICs (at the central level) will be equivalent to the salary paid to the Chief Election Commissioner and Election Commissioners, respectively. Similarly, the salary of the CIC and ICs (at the state level) will be equivalent to the salary paid to the Election Commissioners and the Chief Secretary to the state government, respectively.	The Bill removes these provisions and states that the salaries, allowances, and other terms and conditions of service of the central and state CIC and ICs will be determined by the central government.
Deductions in Salary	The Act states that at the time of the appointment of the CIC and ICs (at the central and state level), if they are receiving pension or any other retirement benefits for previous government service, their salaries will be reduced by an amount equal to the pension. Previous government service includes service under: (i) the central government, (ii) state government, (iii) corporation established under a central or state law, and (iv) company owned or controlled by the central or state government.	The Bill removes these provisions.

It is a deliberate attempt to weaken the most important tool of good governance by bringing the above said changes. The latest amendments will give more powers to the central government. The Central government has also disempowered states by acquiring the right to appoint their Chief Information Commissioner and Information Commissioner. Through the amended Right to Information Act, not only the central Chief Information Commissioner along with Information Commissioners would be at the mercy and pleasure of the Central government but even the state Chief Information Commissioner and respective Information Commissioners would have the same fate.

It is a well-established rule of governance that the fixity of tenure and insulation from changes in salaries and allowances contribute heavily to the impartiality and helps in decision making without fear or favour.

Amendments adopted with haste and without much scrutiny and discussion have diluted the Right to Information Act and reduced transparency in public dealing. At the same time, the amended Act has hit at citizens' rights and have strengthened hands of the government of the day. Officials, now, are going to be reluctant to give information about the ruling dispensation.

CHALLENGES OF RIGHT TO INFORMATION ACT

Since its inception Right to Information has been successfully working in almost all parts of India. Research studies shows that Right to Information Act has been facing many severe challenges in their operations.

1. Illiteracy and poverty are one of the major challenges before successful implementation of Right to Information act. Right to Information act is a meaningless for a person who is not educated, does not enough money and who does not have freedom. In fact their first requirement is Right to Live, Right to Work, Right to Eat and Right to

- Shelter and then Right to Information. Most of the uneducated people don't have the proper knowledge about public information officers, their procedures of paying fees and to get information.
2. Lack of awareness among people is another obstacle in implementing Right to Information Act particularly in remote areas. Studies shows that state like Punjab, Arunachal Pradesh have high level of awareness among peoples on the contrary awareness level in states like U.P and Jharkhand is very low.
 3. Non availability of users guide is the major hindrance before the successful implementation of Right to Information Act. It creates difficulty on the part of information seekers to gather knowledge about the process for submitting a Right to Information request.
 4. Lack of effective coordination and cooperation among State Information Commissioners and the non-cooperation of departments with Public Information Officers hinder the process of smooth implementation of Right to Information Act.
 5. The limited use of technology has hindered effective implementation of Right to Information Act. In order to monitor and report on the disposal of application by public authorities, there is no effective IT system with the exception of few states.
 6. Lack of commitment in efficient record management both in state and central Government instructions posing challenges before successful implementation of Right to Information Act.
 7. Another Serious hurdle for its implementation is non availability of basic infrastructure. The effective implementation of Right to Information requires the PIO to provide information to the applicant through photocopies, soft copies etc. Though these facilities are easily accessible at district level, but it is a challenge to get information from the block/ Panchayat level.
 8. Huge level of pendency of cases both at National and State level is a big challenge due to latest amendments and repetition of RTI made it difficult for authorities for timely response.

SUGGESTIONS AND RECOMMENDATIONS

1. The State should get more autonomy in appointment of state chief information commissioner and information commissioner and in fixing their salary as well.
2. The government should take steps to increase awareness among the people by providing institutional and financial support. In addition to this, NGO's and civil society groups can take initiative to make massive awareness campaign to educate citizen about Right to Information act.
3. Right to Information Act should be added in the school syllabus to arouse curiosity of children about Right to Information at the grass root level.
4. As the Nodal Authority at the district level, every deputy commissioner and district collector must be given responsibility of monitoring and implementation of Right to Information Act by various departmental authorities within the respective district.
5. In case of Illiterate applicant whose request can't be made in writing, the officers in such a case should render all reasonable assistance to the persons so that they can access any information.
6. There should be proper coordination among state information commissioners and department for the effective implementation of Right to Information Act.
7. The central and state information commissioners need to strengthen their technical and IT capability for enabling an effective implementation of Right to Information Act.
8. Chief information commissioners should have frequent interaction with all information Commissioners so that approach of all of them remains similar in dealing with complaints.

CONCLUSION

Right to Information act has to cover a long journey to come out as an act and this act is the important tool in attaining the goal of good governance. This act is a potent tool for countering the corruption and it has indeed taken the giant leap towards obtaining information. Right to Information makes the inaccessible information accessible to all the common citizens of the nation but the need of hour is to create more awareness among the citizens about this act and the process should be more convenient so that participation of common man seeking information can be increased. This act reduced the chances of corruption and abuse of authority by public servants but it has under gone many amendments in due course

but with latest amendments the whole act is reduced to toothless tiger. The act should be brought back as per the original act and it should increase the public participation with the help of NGO`s, civil societies groups.

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