

**File No. RTI-11011(12)/2/2025-26932**  
Gouvernement of India  
Directorate General of Health Services  
Central Drugs Standard Control Organization  
(RTI CELL)

FDA Bhawan, Kotla Road,  
New Delhi-11002.

Date: 22-09-2025

**Internal time-lines & Procedures for RTI & Appeals**

**Subject:** Timely disposal of RTI applications and appeals – Compliance with RTI Act, 2005.

It has been observed that several RTI appeals are pending beyond the prescribed disposal timeline of 45 days in some divisions. For example, appeal numbers CDSCO/A/E/00036, CDSCO/A/E/00040, and CDSCO/A/E/00047 have been delayed. Similarly, instances have been noted where RTI applications are not being addressed within the stipulated timeframe.

To ensure strict compliance with the provisions of the RTI Act, 2005, a meeting was held by the First Appellate Authority (FAA) on 28.08.2025. It has been decided that the following instructions shall be strictly adhered to by all Divisions/DPIOs/ Officers concerned of CDSCO (HQ):

**The following instructions are to be strictly followed:**

**1. For Non-Pertinent RTI Applications:**

All Divisions/DPIOs must forward RTI applications that do not pertain to their division to the appropriate division or department within 2 days via the RTI-MIS Portal, along with proper remarks.

**2. If RTI Application Pertains to Another Divisions/Departments:**

The DPIO must submit a reply to the CPIO within 2 days, indicating that the RTI has been transferred to the relevant division or external department, via the RTI-MIS Portal.

**3. If RTI Application is Partially Related to the Division:**

The concerned Division Head/DPIO must submit their part of the reply to the CPIO within 7 days, so that the CPIO can consolidate responses from other divisions through the RTI-MIS Portal.

**4. If RTI Application is Fully Related to the Division:**

The Division Head/DPIO must submit a complete reply to the CPIO within 15 days, enabling the CPIO to review and submit the response within the prescribed timeline via the RTI-MIS Portal.

**5. For RTI Appeals involving Multiple Divisions:**

If the original RTI application was responded to by more than two divisions, the appeal reply must be submitted within 2 days to the RTI Cell via e-office.

**6. For RTI Appeals handled by a Single Division:**

If only one division handled the original RTI application, the appeal reply should be submitted within 7 days to the RTI Cell via e-office.

**7. Additional Comments Requested by FAA:**

In cases where the FAA seeks comments from divisions that did not respond to the original RTI application, the concerned Division Head must provide a response within 2 days.

**8. Second Appeals:**

Replies for second appeals must be submitted by each Division Head to the RTI Cell within 2 days. DPIOs are also instructed to attend CIC hearings as scheduled, along with the CPIO via HOD of concern division.

**9. Information update on CDSCO official Website under sue-Muto.**

all division should update information on official website under Sue-Muto in every week if any.

2. All Divisions/Officers are requested to ensure **strict compliance** with the above instructions to avoid delays and ensure smooth functioning of RTI-related matters. In case the reply is not submitted within the stipulated period and any penalty is imposed by the Central Information Commission (CIC), the responsibility for the same shall rest with the concerned DPIO/Division Head, as per the provisions of the RTI Act.

Digitally signed by

PAWAN KUMAR

Date: 22-09-2025

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(Pawan Kumar)

Dy. Director (Admin) (D)

Copy To:

1. All Division Head of CDSCO (HQ) and concerned DPIOs of all Divisions
2. Office of the Drugs Controller General (I), CDSCO (HQ)
3. IT Cell, CDSCO (HQ)
4. Director (Admn.), CDSCO (HQ)
5. CPIO, RTI Cell, CDSCO (HQ)
6. First Appellate Authority, CDSCO (HQ)