

**RTI as a double-edged sword.** RTI has its limitations in a democracy. An enlightened citizenry should use RTI as a means to strengthen democracy and not to obstruct the functioning of the state. **RTI requires an environment conducive to its operation. It needs supporting institutions as well as governance system,** otherwise, leaks from the system may create a situation of anarchy and undermine the legitimacy of the state.

The public bodies should **utilize innovative mechanisms for promoting open government.** They must facilitate access to information. **Their meetings should be open to the public. The requests for information should be processed rapidly and fairly and an independent review of any refusal should be available.**

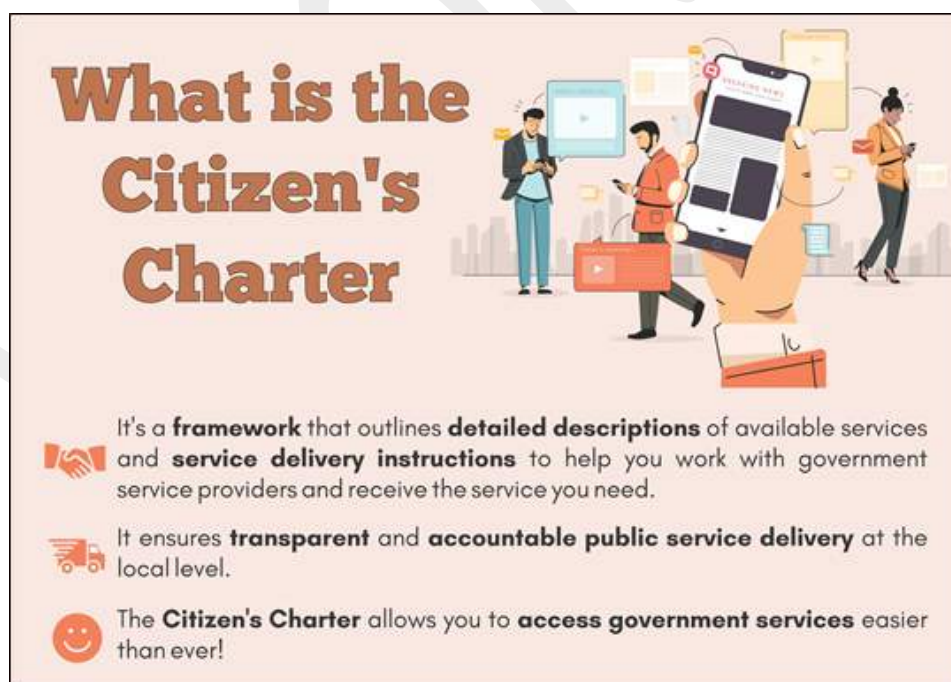
The individuals should not be deterred from making requests for information. Also, safe and secure environment must be ensured for the RTI activists and whistleblowers. It is important to entrust confidence in public over the exercise of the RTI.

It must be noted that **along with freedom comes the responsibility of its judicious use.** That is why our Constitution incorporates Fundamental duties along with the Fundamental rights to the citizens. **Though it is true that the Right to Information is a strong instrument in the hands of common people to fight corruption and mis-governance, however it must be used with caution and non-serious applications should be avoided.**

Also, information can be used by **anti- social elements to create disharmony in the state of affairs of the country and create a sense of mistrust and despair among the stakeholders that can be very discouraging and harmful.**

Thus, **adequate checks and balances** are required to be built to ensure that this right or the information got by exercising the right is not misused to attack the integrity and sovereignty of the nation in any sense.

## 2. Citizen Charter



### 2.1. Significance of Citizen Charter

Citizens' Charter ensures efficient delivery of public services **as a means to an end**, which is reflected in the welfare of the citizens. It is a means for promoting **good governance** through citizens' participation in administration making the **government more responsive, accountable and transparent.** It thus serves as a means to bring Government services to the doorstep of citizens.