



Review Paper

E-Governance in Right to Information Act: Importance, Scope, Positive and Negative Implications

Aradhya Bindal^{1*}

¹IIIrd Year BA LL. B (Hons.) Student, Symbiosis Law School, Pune, Maharashtra, India

Corresponding Author: *Aradhya Bindal

DOI: <https://doi.org/10.5281/zenodo.11164841>

Abstract	Manuscript Information
<p>This paper focuses on how the objective of good governance can be achieved by integrating the e-governance mechanism in the Right to Information law (herein after referred to as RTI). The mechanism of e-governance refers to the use of technology to make government services more available, efficient, and effective. The success of these efforts to improve Indian government hinges on overcoming a number of obstacles. These challenges include a need for more awareness, inadequate infrastructure, privacy concerns and bureaucratic red tape. To overcome these challenges, the government should invest in digital infrastructure, simplify processes, increase public awareness, strengthen legal frameworks, enhance capacity building, and protect data privacy. By overcoming these challenges, one can ensure greater transparency, accountability, and citizen participation.</p> <p>The RTI legislation in India has been in place since 2005, but we have yet to be able to use it to maximum benefit. E-governance is one of the ways to use RTI to its full potential. Doctrinal Methodology (via secondary sources) is used to reach this verdict. The E-governance mechanism ensures maximum access and faster response from the authorities. E-governance in RTI fulfils the larger purpose of RTI, which is good governance. This paper will discuss the legality, working and lacunae in law for integrating e-governance mechanisms in RTI. It also aims to compare the e-governance mechanism of various countries, such as but not limited to Sweden and the UK and discuss what India can learn from the same. This paper will benefit researchers, policymakers and the general public in understanding the concept of e-governance with RTI holistically.</p>	<ul style="list-style-type: none"> ▪ ISSN No: 2583-7397 ▪ Received: 29-03-2024 ▪ Accepted: 03-05-2024 ▪ Published: 09-05-2024 ▪ IJCRM:3(3); 2024:15-21 ▪ ©2024, All Rights Reserved ▪ Plagiarism Checked: Yes ▪ Peer Review Process: Yes <p>How to Cite this Manuscript</p> <p>Aradhya Bindal. E-Governance in Right to Information Act: Importance, Scope, Positive and Negative Implications. International Journal of Contemporary Research in Multidisciplinary.2024; 3(3): 15-21.</p>

KEYWORDS: Artificial intelligence, digital, e-governance, right to information

INTRODUCTION

Article 19(1) of the Indian Constitution makes information a fundamental right. The Indian parliament passed the Right to Information (RTI) Act of 2005 to encourage transparency and accountability and give citizens more opportunities to participate in the democratic process. It has helped to bring instances of wrongdoing, inefficiency, and corruption among public officials to light. The 2005 Right to Information Act allowed Indians to

question their government to encourage transparency, free thought, and good governance. In the context of the Act, "good governance" means the rules, practises, and systems that ensure the RTI Act is carried out in an open, accountable, and helpful way. Transparency means making information accessible for the public to find and use. In the context of RTI, it means that government agencies and public authorities should give information to the public without waiting for someone to ask for

it. This includes information about how the government works, its policies, and its decisions. Accountability means public officials and institutions are responsible for their actions and decisions. Responsibility in the context of RTI means that public officials should be held accountable if they break the RTI Act or any other laws about transparency and accountability. Responsiveness means that public officials and institutions should answer requests for information quickly and effectively. In the context of RTI, public authorities should respond to RTI requests within the time limit and give complete and accurate information.

Overall, good governance in RTI ensures that the public has access to information that can help them make decisions, hold public officials and institutions accountable, and make the government more open and transparent.

Technology advanced the law. Information and Communication Technology (from here on referred to as ICT) can aid in reaching the utmost potential of RTI. E-governance—using technology to perform administrative chores and offer public services—is now mandatory and pushed by the government. In the case *Union of India v. Association for Democratic Reforms (2001)*, the Supreme Court of India observed that *“Public education is essential for functioning the process of popular government and assisting the discovery of truth and strengthening an individual’s capacity to participate in decision-making. The right to get information in a democracy is recognised throughout, and it is a natural right flowing from the concept of democracy. Thus e-governance and the right to information are two sides of the same coin. With the enactment of the Information Technology Act of 2000, more and more transparency is expected in governmental functioning by keeping people aware of the State’s plan, policies, objectives and achievements.”* This judgement highlights the importance of technology and Artificial Intelligence (from here on referred as AI) in today’s world. AI and technology have become an integral part of our lives. It is high time that we apply the various models of AI to RTI to achieve its utmost potential. Technology advances e-governance and improves transparency and governance according to the Organisation for Economic Co-operation and Development (from here on referred to OECD).

The Government of India has made significant progress in implementing e-governance mechanisms in the context of the RTI Act. Many public authorities have set up online portals for submitting and tracking RTI requests. The Central Information Commission (CIC) has also set up RTI Online, which is a national site where people can send RTI requests to any public authority in India. By putting their archives online, many government agencies have taken advantage of the fact that their archives have been digitised. Citizens' lives have been made easier by setting up an online payment system for RTI fees and making mobile apps that can be used to submit RTI requests and check on how they are being handled. Some government agencies are also using social media to talk to people and answer their questions.

Even with these steps, India still has to deal with a number of problems before it can have good governance. Inadequate digital

infrastructure, limited government services, privacy issues, and bureaucratic red tape are all parts of this that need to be managed for the public's benefit. The challenges of RTI and e-governance in India necessitate serious consideration on how to enhance openness, accountability, and public involvement in India's democratic process.

This paper is made up of three main parts. In the first part of this paper, we talk about how RTI and e-government can help with good government. In the second section, we talk about the e-governance method for RTI from a global point of view. At the end of the paper, we talk about how RTI can benefit from using different AI models.

How is the mechanism of e-governance a solution to the problems faced by RTI

Some of the problems with RTI are that information isn't shared, responses are slow, information is incomplete, RTI activists are threatened and harassed, and most people don't understand what RTI is. By creating online portals that openly share data, e-governance can aid in solving the issue of inadequate information dissemination. The Swachh Bharat Abhiyan dashboard, for instance, is a web-based data hub that tracks the sanitation and hygiene situation in Indian cities in real time. This encourages openness and responsibility by providing individuals with proper information dissemination.

E-governance can help speed up response times by allowing citizens to make RTI inquiries and check on their status online. The government of India has done some work in this regard through a portal, called, RTI Online. RTI Online is a service offered by the Department of Personnel and Training that lets people submit RTI requests and see how their requests are being handled. Because of this system, public requests for information from the government can be answered in an efficient way in less time. E-governance encourages digital record-keeping to solve the problem of wrong or missing information. The Ministry of Corporate Affairs, for example, has launched the MCA21 portal to enable online company registration and document digitization. Transparency in government and corporate accountability have both been improved thanks to the platform's centralization of data related to Indian businesses. E-governance can help stop intimidation and harassment by letting RTI activists send their questions through a website without giving their names. On the website www.whistleblower.gov.in, it is possible to report wrongdoing without giving your name. Due to this platform's focus on openness and accountability, people are less likely to be afraid to report crimes for fear of getting in trouble. E-governance, which uses online tools like social media, can help people learn more about important issues. For example, the Indian government created the MyGov platform to get people involved and ask for their ideas and feedback on government projects.

How will the integration of e-governance in RTI lead to good governance?

E-governance techniques like online portals and digitization of documents increase transparency in governance by making

information more accessible to citizens. Because of this openness, corruption may be fought and accountability improved. It also increases citizens' access to information, particularly for those on the margins of society or in outlying places. Inclusion and increased democratic engagement and individual agency are bolstered by this.

E-governance streamlines and improves the efficiency with which information can be accessed. A less cumbersome and more effective administrative structure may result from this. It can also make it easier for citizens to monitor the acts of public authorities and hold them accountable, leading to increased accountability in government. Let's look at the table for a better understanding of the impact and effectiveness of RTI Act in India.

Table 1: Effectiveness of RTI Act, 2005

Report/Study	Finding
Survey by Centre for Media Studies (2018)	Only 4% government departments proactively disclose information under RTI.
Report by Central Information Commission (2020)	Number of pending RTI applications increased from 36,512 in 2016 to 1,82,552 in 2020. The average time taken to dispose of an RTI application increased from 38 days in 2016 to 72 days in 2020.
Study by Commonwealth Human Rights Initiative (2011)	Out of 30 government departments and agencies surveyed, only 11% provided complete and accurate information in response to RTI requests.
A survey by Commonwealth Human Rights Initiative (2010)	64% of activists and whistle-blowers surveyed reported facing harassment or intimidation as a result of their RTI activities. 43% of activists and whistle-blowers surveyed reported facing physical violence or threats of violence.

Source: Author's Compilation

The accompanying data chart demonstrates the urgent need for RTI reform in India. There has to be more awareness, quicker answers, and a more efficient method for sharing this information. It's been almost a decade since the RTI Act was passed, yet many individuals still don't understand their rights under the law or how to submit an RTI request. More people, more resources, and greater sharing of information are all factors that might slow down the transmission of information.

Campaigns, seminars, and workshops are being organised on various e-government sites to educate citizens about the RTI Act. Accepting and responding to RTI petitions is simplified by e-governance technologies, which can speed up response times. If applications could be filled out, accepted, and delivered to the appropriate office digitally, it would streamline the application process. E-governance platforms make it simpler for citizens to track the status of RTI requests when submitted through them.

A centralised database that is simple for citizens to access can also be maintained via an e-government platform. This would guarantee accurate and complete responses to RTI inquiries. Activists and whistle-blowers can have their anonymity preserved when they submit RTI inquiries using e-governance platforms. This would encourage more individuals to exercise their right to report without worrying about repercussions.

E-governance mechanism in RTI: implementation issues

There will be a significant digital divide between urban and rural areas by November 2020, according to research by the Internet and Mobile Association of India (IAMAI) and Kantar. According to the same study, although 24% of Indians living in cities are non-active internet users while, only 59% of those living in rural areas are non-active internet users. The lack of time available to process and respond to RTI requests is another issue with implementing e-governance for RTI in India. Another issue with the efficiency of RTI via e-governance in India is that government employees simply do not have enough time to process and respond to RTI requests sent via such mediums. To solve the problem of the digital divide, the government can use a community-based strategy. To do this, we must collaborate with neighbourhood institutions and community teams to provide computers and educational software. Citizens' access to e-governance resources and the RTI application procedure can be facilitated by these organisations acting as go-betweens. It is also possible for the government to roll out mobile-based platforms, which can reach citizens even in places with spotty internet service. Using a chatbot-based solution is one way for the government to deal with the problem of insufficient manpower. Building a chatbot with AI so it can answer common queries about RTI programmes is part of this project. This will make the job of government workers easier while also facilitating the delivery of correct and timely responses to RTI requests from the public. The government may also use crowdsourcing, in which individuals collaborate by providing information and responses to questions about RTI requests.

International Perspective on RTI and E-governance

In the next section, the author will explain in detail how e-governance mechanisms have been used in RTI around the world. Transparency, accountability, and citizen participation are important ideas that can be used in many different situations. *Mexico and Brazil's Model of Accepting RTI Requests via Social Media Platforms*

Both Mexico and Brazil have launched cutting-edge systems for accepting RTI inquiries online. These prototypes have made it easier for citizens to exercise their right to information by expanding access to it and streamlining the procedure for submitting RTI requests.

InfomexSocial is a government-run website in Mexico where anyone can submit Right to Information requests (RTIs) via Twitter, Facebook, and Instagram. A citizen's appeal must be submitted via a social media post labelled "#InfomexSocial" and addressed to the relevant government department. The proposal is subsequently sent to the appropriate department, which is required to respond within a given time frame.

Citizens of Brazil can now submit RTI requests via social media and other online channels thanks to e-SIC (Sistema Eletrônico do Serviço de Informações ao Cidadão), a government-run platform. People can submit requests by sending a text message to a designated number from any social media platform. After

submission, the bids are handled quickly and efficiently using the e-SIC system.

In comparison to more conventional RTI request submission procedures, these models offer a number of benefits. To begin, people may make use of the convenience and portability of mobile request submission at any time and from any location. Also, individuals may track the progress of their requests and receive updates in real time, making them more transparent. Last but not least, they facilitate the processing of requests and the delivery of timely responses by government authorities. Some Indian state governments are now taking requests for information under the Right to Information (RTI) law through social media. For example, the state of Maharashtra has a website called MahaSIC that lets people submit RTI requests through social media sites like Twitter and Facebook. The government of Uttar Pradesh has also set up an RTI portal where anyone can send requests electronically, including through social media. The benefits of adopting such models in India are numerous. First, it can make it easier for people in rural locations or with mobility issues to submit requests for public information. Second, it can improve openness and accountability by letting people see where their requests stand at any given moment. Lastly, it can ease the burden on government workers by standardising the RTI procedure.

The investment in technology and the training of government employees necessary to execute such models, however, would be substantial. Investment in both technological infrastructure and government worker training would be necessary to fully implement these ideas. We would also need help from the Ministry of Home Affairs, Ministry of Personnel, Public Grievances, and Pensions, and Ministry of Electronics and Information Technology.

Open Data Initiative model- United States of America, United Kingdom and Canada

As part of efforts to make data more open, public data and information are made available in a way that computers can read. The idea behind open data is that government data should be seen as a public asset that can be used by private companies, non-profit organisations, and regular people to solve problems in new ways, make the government more accountable and transparent, and improve the delivery of essential public services.

As a part of open data projects, large datasets are made available to the public in machine-readable formats like CSV or JSON. This lets anyone with even basic data analysis skills download the data, look at it, and put it to use. These databases have information about how much the government spends, how healthy the public is, how well people are educated, and how often crimes happen.

The Freedom of Information Act gives people in the United States and the United Kingdom the right to see government information kept by federal agencies (hence referred to as FOIA). Under the Freedom of Information Act, any citizen can ask a government agency for any record that is not exempt from being made public. Data that has been marked as secret because it is related to national security, trade secrets, or private

information is not included. The Freedom of Information Act also requires that final agency decisions and orders, policy statements, and manuals for administrative staff be made public before they are made. Both the federal Freedom of Information Act (FOIA) and the state's own FOIA law must be followed by local and state governments. Also, the UK government has started the Open Data programme to make it easier for the public to access and use data and information from the government. Open data portals, which let people access public information in a way that computers can read, are part of what this sector has to offer. For example, the UK government's data portal gives users access to more than 45,000 statistics about health, crime, and education, among other things.

The Access to Information Act of Canada says that any information held by Canadian government agencies must be given to anyone who asks for it. Also, the Open Government programme was made by the Canadian government to make it easier for Canadians to get government data and information. This sector also includes the provision of open data portals, which make machine-readable government data available to the public. For instance, the Canadian government's Open Data site provides access to over 40,000 datasets on topics such as health, the environment, and transportation.

India can also use the framework for the open data initiative. The first step in pursuance to the same should be to make a policy for open data. The purpose of the policy is to explain why and how public records are being made available. It should also say what kinds of data will be available, how they will be presented, and where they will be posted. After making an Open Data Policy, the government should find important public-interest datasets and make them public. These could include budgets, spending, contracts, and information about public services. Citizens will be able to access and analyse information about how the government works and what decisions are made. The government needs to make sure that the information it gives out is accurate and doesn't invade people's privacy. The government should set rules about the quality and privacy of data and make sure that these rules are followed when data is removed. Lastly, the government should try to get people, businesses, and researchers to use open data. This could be done by setting up hackathons, data challenges, and other events that encourage creativity and new ways of thinking about data.

Technological models that can be implemented as a part of e-governance

The RTI Act of 2005 could be carried out better with the help of technology, which could make it easier for people to get information and for government agencies to answer requests for information. One way technology can be used is to build online portals and platforms where people can ask for information and check on the progress of their requests. This can make it easier to ask for information and cut down on delays and other problems in the process.

Another beneficial use of technology is data analytics and AI to examine and comprehend the massive volumes of data that government agencies keep. For instance, document management

systems could help monitor and administer information requests. Automating procedures could reduce government employees' work while improving their responsiveness. Internet platforms may make information more accessible, and data analysis and visualisation tools can help uncover trends and patterns in individuals' information requests.

Several court rulings have shown that technology is integral to India's RTI Act. In *Namit Sharma v. Union of India*, the government was ordered by the Delhi High Court in 2013 to implement a system for keeping tabs on RTI petitions. According to the court, a robust online monitoring system would assist make sure that everything is transparent and that everyone is responsible for their actions, as the RTI Act was designed to do.

In 2011, in the case *Secretary, Ministry of Defence v. Babita Puniya*, the Supreme Court of India said that when it comes to charges of corruption, human rights breaches, or other concerns of public interest even classified material might be provided under the RTI Act. The court added that technology might assist government agencies in better managing and responding to RTI queries. Concerning charges of corruption, human rights breaches, or other problems of public interest, the Supreme Court of India ruled in the same case that even classified material might be submitted under the RTI Act. The court also recommended that the government utilise technology in order to better organise and process RTI inquiries.

Sweden was the first country to adopt an RTI law in 1766. Sweden government has embraced various digital initiatives, and the country's digital infrastructure is among the most developed in the world. It is anticipated that public authorities will make their information available in digital format, and citizens can see official documents published by the government online via the website that the government officially sanctions. Whereas in India, the RTI is still in its nascent stages of technical application. Some government agencies have started to let people file RTI requests online, but the widespread use of technology to manage and share information is still in its early stages.

Chatbots are the new thing in AI and are being rapidly accepted by the general public. The goal of chatbots is to make it look like two people are talking naturally. They can be used to automate how often-asked questions about RTI are answered. These chatbots allow users to ask any inquiry in their native language and receive immediate feedback. Furthermore, chatbots can provide information on the contents and costs of the RTI application process.

You may obtain answers to common questions concerning the RTI Act, such how to file an application, how much the cost is, and where your application is in the process, from a chatbot in no time. This has the potential to increase transparency and accountability inside government entities. These bots may do many of the repetitive steps in the RTI application process automatically. As a result, less resources (both time and money) are required to process applications. The application procedure might be sped up and made less onerous for government employees as a result. Also, by providing a user-friendly

interface, they can facilitate citizens' dealings with government offices. This has the potential to improve government efficiency by encouraging greater participation in the political process. Similarly, chatbots may be scaled up or down to match the demands of certain government organisations or divisions. They may be tailored to provide the precise data and services that users want, saving them time and effort in their quest for answers.

The Natural Language Processing (from here on referred to as NLP) and Machine Learning (from here on referred to as ML) models can also be used as part of the e-governance system in RTI. NLP is a part of AI that looks at how people and computers communicate with each other. In the context of the RTI Act, NLP can automate many of the routine steps in the application process, such as document classification, information retrieval, and entity extraction. For example, NLP can find keywords and phrases in an RTI application and put them into groups based on which government department or agency they belong to. NLP can also be used to find and delete sensitive information, like personal or confidential information, from an application. ML is a part of AI that is used to make programmes that can learn from data and make predictions based on what they've learned. ML can be used in the context of the RTI Act to figure out how likely it is that an RTI application will be accepted or rejected based on data from the past. For example, ML algorithms can be taught by looking at how previous RTI applications worked out. Then, the content of a new application and other relevant factors can be used to guess how it will turn out. ML can also be used to remove sensitive information from an application automatically. It can take a long time and lead to mistakes if you do this by hand.

In India, the government has set up a website called RTI Online. It uses machine learning (ML) algorithms to figure out, based on past data, how likely it is that an RTI application will be accepted or rejected. The portal also uses NLP technology to look at the language used in the application and put it into groups based on which government department or agency is responsible for that language.

In the same way, the U.S. government has set up a website called FOIA.gov that uses machine learning algorithms to figure out how likely it is that a Freedom of Information Act (from here on referred to as FOIA) request will be accepted or denied based on past data. The website uses NLP technology to look at the language of the request and put it in the right category based on which government department or agency is responsible for that area.

But it's important to note that using ML in RTI is a difficult and complex task because it requires processing large amounts of unstructured data and using that data to make accurate predictions. Also, using ML raises concerns about privacy and security, since sensitive information needs to be kept safe so it can't be used wrongly or accessed without permission.

One of the hardest parts of using ML and NLP models in RTI is making sure the data is good. Since the data in RTI requests is often unstructured and varied, it can be hard to clean and pre-process it so that it can be used in ML and NLP models. Also, if the data is complete, accurate, and biased, it can lead to correct predictions and outcomes. Making sure that the data is private

and safe is another problem. Since RTI requests often involve sensitive information, it is very important to make sure that the data is safe from unauthorised access or misuse. Concerns about privacy and security are raised by ML and NLP models, especially when they are used with sensitive information. The quality of ML and NLP models depends on the data they are trained on. If the training data is balanced and complete, it can lead to biased or accurate predictions. This is a big problem when it comes to RTI, where the data may need to be changed or added to because of limited access to information or cultural biases.

Also, putting ML and NLP models into action requires a lot of technical know-how that may only be available in a few companies or government agencies. This can make it hard to use, especially in places where resources are limited.

To solve the data quality problem, it is important to make sure that the data used to train ML and NLP models is correct, complete, and representative. This can be done by improving the quality of data collection, pre-processing, and cleaning, and by using techniques like data augmentation to add more variety to the training data. To deal with privacy and security issues, it is important to make sure that the data is safe from being used or accessed by people who shouldn't be able to. This can be done by putting in place strong data protection and access control systems and protecting sensitive information with tools like encryption and anonymization. To solve the problem of discrimination, it is important to make sure that the training data are diverse and represent the population. This can be done by using techniques like random sampling and oversampling to make sure the training data is balanced, and techniques like bias detection and correction to find and fix any biases in the data. Using techniques like explainable AI is important to make the decision-making process clear and easy to understand. This can include diagrams, explanations, and other ways to help users understand how the model makes decisions.

To solve the problem of technical expertise, organisations and government departments need to build their capacity by giving technical staff training and support. This can be done by forming partnerships with academic institutions or organisations in the private sector to build knowledge and skills.

Overall, it takes a holistic approach that includes technical, organisational, and policy solutions to solve the problems that come up when ML and NLP models are used in RTI. By carefully thinking about these problems and putting these solutions into place, it is possible to use AI to make the RTI application process more efficient, open, and accountable.

Framework for evaluating how well the e-governance mechanism in RTI works

A framework for evaluation is needed to make sure that people are held accountable, that information is clear, and that citizens are involved. It will also help make sure that the e-governance system is always getting better and changing to meet the changing needs of both citizens and government officials. The evaluation results can help public officials make good decisions about how to spend money and put in place policies and programmes that are based on facts.

The framework should measure how happy users are with the RTI e-governance tools. This can include metrics like the number of users who thought the system was easy to use, the number of users who got answers to their requests quickly and correctly, and the number of users who thought the plan was reliable. It should look at how e-governance tools for RTI have helped to give people more power. This can include things like how many people have taken action based on the information they got through RTI, how many citizen-led initiatives and campaigns have been started because of the information they got, and how many people have used RTI to report corruption and other wrongdoing. It should also look at how well the different agencies working on e-governance mechanisms for RTI are working together. This can include metrics like the number of agencies involved in e-governance, the percentage of requests that require coordination between different agencies, and the percentage of requests that are fulfilled through coordination.

The framework should look at how long e-governance mechanisms for RTI will last. This can include things like how much the system costs, whether or not the resources needed for its maintenance and upgrades are available, and how well it works with other government systems. The framework should figure out how RTI e-governance platforms help come up with new ways to run the government. Metrics can show how much the system has led to the use of new technologies, how much it has helped government agencies work together and share information, and how many new ideas and inventions have come about because of e-governance. The framework should find out how well e-governance tools for RTI protect and keep private personal information. This can include metrics like the number of data breaches or misuses of personal information, compliance with data protection rules, and the steps taken to prevent and fix data breaches. In the end, this evaluation framework takes into account important things like user satisfaction, citizen empowerment, inter-agency coordination, sustainability, innovation, privacy and data security, and the satisfaction of users. This unique framework can help public authorities make the best use of e-governance mechanisms for RTI, promote good governance, and increase citizen participation and empowerment in the governance process.

Stakeholder engagement in implementing e-governance mechanism in RTI

If stakeholders are involved, e-government projects can be made to meet the needs and expectations of the people who use them. This can help make services offered through e-governance better. It can help more people trust the government and take part in running the country. It will help make e-government solutions that are better and work better, as well as new and creative ones. When it comes to promoting e-governance in RTI, government agencies, civil society groups, and citizens can all play important roles. Government agencies can help make and use e-governance policies and strategies that put openness, accountability, and citizen involvement at the top of the list. They can help make things like online portals and databases that make it easier to find and use information. The

people who work for the government can get training and help to make sure they understand e-government projects and can do them well. In important ways, civil society groups can help promote e-government in RTI. They can push for e-government policies and projects that put openness, accountability, and citizen participation at the top of their lists. They can teach people about their rights to access government information and help government agencies create and run e-government projects well by giving them technical help and support. Citizens are the ones who will gain the most from e-governance, and they can do a lot to help it grow and be used. Citizens can give feedback and make suggestions about how well e-government works in RTI initiatives. This includes suggestions for how to improve the online platforms, mobile apps, and other digital tools that people use to get and send information. Civil society groups, citizens, and government agencies can all work together on RTI projects to make and use e-governance tools. This means taking part in meetings and working groups to make sure the needs and wants of citizens are taken into account.

CONCLUSION

In conclusion, India's Right to Information (RTI) Act of 2005 was made law to promote openness and accountability and give people more chances to take part in the democratic process. E-governance has helped RTI reach its fullest potential by making it more efficient and easier for citizens to use. This has led to more openness in government. To get reasonable control in India, though, there are a number of problems that need to be fixed, such as citizens' lack of knowledge, a lack of digital infrastructure, and a lack of government services. Adding e-governance to RTI will help get around these problems, improve accountability, increase transparency, and reduce corruption. Using AI and technology will make the process even more effective and efficient. It's time to use the different AI models to help RTI reach its fullest potential. By using community-based approaches and chatbot-based solutions, the government can close the digital divide and make RTI applications available even in places with limited internet access. Overall, e-governance is a solution to RTI's problems, and the principles of transparency, accountability, and citizen participation that it is based on will continue to be important in many countries.

REFERENCES

1. The Constitution of India. Art. 19(1)(a). 1950.
2. Singh D. Impact of the Right to Information Act, 2005 in Institutionalizing Transparency and Accountability in Indian Governance. Central Information Commission Union of India v. Assn. for Democratic Reforms, 10 Supreme Court Cases. 2002;111.
3. Borah SK. Right to Information Act: A Key to Good Governance. International Journal of Humanities and Social Science Invention. 2013;2:19-20.
4. Singh S, B. K. Right to Information Act – A Tool for Good Governance through ICT. Journal of Information, Communication and Ethics in Society. 2012;10(4):273-287.
5. Sapru RS. Good Governance Through E-Governance with Special Reference to India. Indian Journal of Public Administration. 2017;60:313-331.
6. Kalsi NS, Ravi Kiran, Vaidya SC. Effective e-Governance for Good Governance in India. International Review of Business Research Papers. 2009;5(1):212-229.
7. Transparency Review: Journal of Transparency Studies. 2018;11(2):17-18.
8. Central Information Commission. Annual Report 2020-21. 2020-21:7-38.
9. Commonwealth Human Rights Initiative. A Partnership for Human Rights: Civil Society and National Human Rights Institutions. 2011.
10. Commonwealth Human Rights Initiative. 2010.
11. KANTAR. Internet in India 2022, ICUBE 2022, April 2023. Internet and Mobile Association of India.
12. Michener G. FOI Laws Around the World. Journal of Democracy. 2011;22(2):145-159.
13. Banday MT, Mattoo MM. Social Media in e-Governance: A Study with Special Reference to India. Social Networking. 2013;2(2).
14. Luna-Reyes LF. The US Open Data Initiative: The Road Ahead. Information Polity. 2019:163-182.
15. Namit Sharma v. Union of India, Writ Petition (C) No. 210 of 2012. Supreme Court of India. September 13, 2012.
16. Secretary, Ministry of Defence v. Babita Puniya and Another, Special Leave to Appeal (Civil) No(s). 1752-1754/2011. Supreme Court of India. September 11, 2011.
17. Temiz S. OPEN DATA AND INNOVATION ADOPTION: Lessons From Sweden [PhD dissertation]. KTH Royal Institute of Technology. Journal of Open Innovation: Technology, Market, and Complexity. 2018.
18. Kalia A, Kumar N, Namdev N, Troiano L, Vaccaro A, Tagliaferri R, et al. Classifying Case Facts and Predicting Legal Decisions of the Indian Central Information Commission: A Natural Language Processing Approach. In: Troiano L, Vaccaro A, Tagliaferri R, Kesswani N, Rodriguez AZ, Di I, et al., eds. January. doi:10.1007/978-3-030-85365-5_4. 2022.
19. Singh S. Promoting e-Governance through Right to Information: A Case-study of India. International Journal of Scientific & Engineering Research. 2010;4-5.

Creative Commons (CC) License

This article is an open access article distributed under the terms and conditions of the Creative Commons Attribution (CC BY 4.0) license. This license permits unrestricted use, distribution, and reproduction in any medium, provided the original author and source are credited.