

# Accessing 'public' information

## Tool

### Purpose:

The purpose of this tool is to access information held by public agencies – to improve people's lives.

- In India, NGOs and activists have used the approach to help poor people by:
  - Collecting information on public works spending; government contracts; casual workers' wages; and food staples supplied to the poor.
  - Using the information to improve governance through:
    - Participatory decision-making – people are involved in making decisions that affect them.
    - Transparency – people know what officials are doing.
    - Accountability – people can hold officials responsible for their actions.

The tool can be used in any situation where lack of information is a major constraint in achieving good governance. NGOs, activists, resident associations and community leaders working with poor and marginalised people will find it useful.

### Activities:

- 1 Identify the issue to address.
- 2 Understand the law on people's right to information. Find out about others' experience in this area.
- 3 Broaden awareness and interest among the target group. Use communication strategies such as street corner meetings, posters and songs.

### Keep in Mind

★ It is not necessary to have specific 'right to information' law to access information from public agencies. In the absence of a specific law, look for other ways of accessing information. You can use, for example, constitutional provisions, environment protection laws, labour laws and so on.

★ Before formally applying for information, first check if the information is already public – e.g. on a website.



- 4 Build the capacity of the target group to understand and effectively use their rights to improve their lives. Use strategies such as training programmes and exposure trips.
- 5 Identify the exact information needed.
- 6 Identify the potential source(s) of the information and the procedure for obtaining it.
- 7 Make a formal application.
- 8 If you are denied the information, appeal to the designated official. Use the media and mass protests to put pressure on officials.
- 9 If you still cannot get the information, file a court case wherever possible.
- 10 Once you have the information, verify it by crosschecking with local people or on-site inspections.
- 11 Analyse the information and discuss the findings with the people involved.
- 12 Use the information to bring about the desired change. Use strategies such as public hearings to make officials accountable.

★ Be specific about the information required. Vague information requests are not effective.

★ For maximum impact, adapt communication materials (posters, songs, etc) to the local context.

★ Form networks with others to share experience and support each other.

#### **Further information**

Find full tool and other related tools and resources at:

**[www.policy-powertools.org](http://www.policy-powertools.org)**

*or contact:*

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Other relevant information can be found at:

**[www.winrockindia.org](http://www.winrockindia.org)**



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