

TAMIL NADU PUBLIC SERVICE COMMISSION

Office Order No.171,dated 12.03.2021

(Amended vide Commission's orders dated 28.04.2021, 25.03.2024, 30.05.2024 and 16 .07.2025)

Sub.: Proactive and Reactive Disclosure of Information-
Transparency Index- Regarding.

The following orders are issued with regard to the protocol for the proactive and reactive disclosure of information by the Commission's office and the usage of the transparency index.

A. General

- (1) In keeping with the spirit of the Right to Information (RTI) Act, 2005, all disclosable information available with the Commission's office shall be made accessible to the public, routinely and voluntarily.
- (2) Communication received from members of the public (including applicants and candidates) shall be treated on par with applications made under the Right to Information Act, 2005 and responded to as per the guidelines therein.

B. Definitions

- (1) '**Disclosable Information**' means all information that may be disclosed to the public without prejudice to the functions of the Commission and excludes information classified as *non-disclosable*. Disclosable information shall be classified as '*event-independent*' and '*event-dependent*'. *Event-independent* information shall be disclosed without any constraint, however, *event-dependent* information shall be disclosed based on specific events / specific stages of the recruitment process.
- (2) '**Non-Disclosable Information**' means information that may not be disclosed to the public and the disclosure of which shall not be in the overall public interest and may disrupt the smooth conduct of the recruitment process, including particulars / documents / transcripts / records/reports/digital information regarding question paper setting, printing of question paper, printing of answer paper, printing of Optical Mark Recognition (OMR) answer sheet, evaluation key for descriptive examinations (in view of its subjective nature), experts /

Departmental representatives assisting during the oral test/viva voce, Closed Circuit Television (CCTV) footages and personal information pertaining to the Chairman and Members of the Commission, staff of the Commission's office and candidates, as per Section 8 of the RTI Act, 2005 (also with reference to *Supreme Court of India-Civil Appeal No. (s). 6159 - 6162 of 2013, Union Public Service Commission, etc. vs. Angesh Kumar & Others, etc.*).

- (3) '**Proactive Disclosure**' means the voluntary and routine disclosure of information in an easily accessible form.
- (4) '**Reactive Disclosure**' means the non-routine disclosure of specific information in response to specific requests/demands/circumstances.

Note:

As per Section 4 (2) of the Right to Information Act, 2005, the Commission's office shall strive to move away from reactive disclosure towards proactive disclosure.

- (5) '**Completion of the Entire Selection Process**' with reference to competitive examinations, means the point of time at which the approved list of candidates selected for appointment by direct recruitment to a post(s) in the Tamil Nadu State or Subordinate Services, is published in the Commission's website.

Note:

The approved list shall be published on the website on the day of approval of the Commission.

Provided that in the case of posts, selection to which is made through counselling, on the basis of a written examination only without an oral test, '**Completion of the entire selection process**' means the successful completion of the last day of the first phase of counselling and publishing of the outcome thereof in the Commission's website.

Provided that in the case of posts, selection to which is made through counselling, on the basis of a written examination and oral test, '**Completion of the entire selection process**' means the successful completion of the last day of the first phase of counselling and publishing of the outcome thereof in the Commission's website, subject to the condition that the oral tests have been fully and finally concluded for that recruitment.

- (6) **'Non-Completion of the Entire Selection Process'** means the non-fulfilment of one or more of the criteria specified in the definition of 'completion of the entire selection process'.

Explanation: The partial completion of the oral tests, partial completion of the first phase of counseling or non-communication of the approved list to the authorities concerned shall mean that the 'entire selection process is not complete'. In such cases, completion of the first phase of counselling alone shall not be deemed to satisfy the definition of 'completion of the entire selection process' and the selection process shall be treated as incomplete.

- (7) **'Completion of the Entire Examination Process'** with reference to the Departmental Examinations / Half-Yearly Examinations, means the point of time at which the results of the respective examinations are published in the Commission's website.

C. Relevant Provisions of the Right to Information Act, 2005

- (1) The preamble to the Right to Information Act, 2005, states that-

"...

... democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to the governed;

...revelation of information in actual practice is likely to conflict with other public interests including efficient operations of the Governments, optimum use of limited fiscal resources and the preservation of confidentiality of sensitive information;

...it is necessary to harmonise these conflicting interests while preserving the paramountcy of the democratic ideal;

..."

- (2) Section 3 states that subject to the provisions of this Act, all citizens shall have the right to information.
- (3) Section 2 (f) states that '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.

- (4) Section 2(i) states that "record" includes-
- (a) Any document, manuscript and file;
 - (b) Any microfilm, microfiche and facsimile copy of a document;
 - (c) Any reproduction of image or images embodied in such microfilm (whether enlarged or not); and
 - (d) Any other material produced by a computer or any other device.
- (5) Section 2 (j) states that "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 -
- (a) inspection of work, documents, records;
 - (b) taking notes, extracts, or certified copies of documents or records;
 - (c) taking certified samples of material;
 - (d) 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.
- (6) Section 4(1) states that every public authority shall-
- (a) Maintain all its records duly catalogued and indexed in a manner and form which facilitates the right to information under this Act and ensure that all records that are appropriate to be computerised are, within a reasonable time and subject to availability of resources, computerized and connected through a net work all over the country on different systems so that access to such records is facilitated;
 - (b) Publish within one hundred and twenty days from the enactment of this Act -
 - (i) The particulars of its organisation, functions and duties;
 - (ii) The powers and duties of its officers and employees;
 - (iii) the procedure followed in the decision-making process, including channels of supervision and accountability;
 - (iv) the norms set by it for the discharge of its functions;

- (v) the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;
- (vi) a statement of the categories of documents that are held by it or under its control;
- (vii) the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;
- (viii) a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;
- (ix) a directory of its officers and employees;
- (x) the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;
- (xi) the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;
- (xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;
- (xiii) particulars of recipients of concessions, permits or authorisations granted by it;
- (xiv) details in respect of the information, available to or held by it, reduced in an electronic form;
- (xv) the particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;
- (xvi) the names, designations and other particulars of the Public Information Officers;

- (xvii) such other information as may be prescribed, and thereafter update these publications every year.
 - (xviii) publish all relevant facts while formulating important policies or announcing the decisions which affect public;
 - (xix) provide reasons for its administrative or quasi-judicial decisions to affected persons.
- (7) Section 4 (2) states that it shall be the constant endeavour of every public authority to take steps in accordance with the requirements of clause (b) of sub-section (1) to provide as much information suo motu to the public at regular intervals through various means of communications, including internet, so that the public have minimum resort to the use of this Act to obtain information.
- (8) Section 4 (3) states that for the purpose of sub-section (1), every information shall be disseminated widely and in such form and manner which is easily accessible to the public.
- (9) Section 4 (4) states that all materials shall be disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the information should be easily accessible, to the extent possible in electronic format with the Central Public Information Officer or State Public Information Officer, as the case may be, available free or at such cost of the medium or the print cost price as may be prescribed.

Explanation - For the purposes of sub-sections (3) and (4), 'disseminated' means making known or communicating the information to the public through notice boards, newspapers, public announcements, media broadcasts, the internet or any other means, including inspection of offices of any public authority.

D. Proactive Disclosure of Information

(1) Protocol of Disclosure

- (a) In respect of information relating to competitive examinations / departmental examinations / half-yearly examinations / other examinations, the cardinal principle shall be that except for non-disclosable information related to confidential processes, like particulars regarding question paper setting, printing,

evaluation of OMR answer sheets / answer scripts, experts / departmental representatives assisting during the oral test/viva voce and personal information# of candidates, all other information*shall voluntarily and routinely be made available in the Commission's website, as and when mandated or in any case, compulsorily after completion of the entire selection /examination process (as defined in paragraph **B** of this office order).

- (b) The publication of the approved list / first list of candidates selected for appointment by direct recruitment to a post / posts, by the Post Selection Department (PSD) / Oral Test Department (OTD), in the Commission's website, signalling the completion of the entire selection process, shall trigger a sms alert and email to the official contact number / email id of the Confidential Department (QD), Evaluation Department (ED) and Application Processing Department (APD) sections concerned. Once the entire selection process is completed, the activities as indicated in paragraphs (c),(d),(e),(f),(g),(h),(i),(m),(p)and(q) shall be undertaken.
- (c) The onus of checking the sms and emails received shall lie with the Under Secretary of the section concerned, who shall monitor such receipts on a daily basis so as to initiate publication of:
 - (i) Marks of all candidates in case of selections based on a written examination with or without an oral test, except in cases where candidature has been rejected subsequently and/or answer sheet(s) / script(s) have been invalidated.
 - (ii) list of candidates admitted to onscreen certificate verification in case of selection based on a written examination alone.
 - (iii) Particulars of candidates.
 - (iv) Reasons for invalidation and/or rejection.

Information such as phone numbers, address, email id, etc., barred by Section 8 (1)(j) of the Right to Information Act, 2005.

* *Information such as name, photo, registration number, native district, residential district, venue of examination, marks obtained at the written examinations, oral test /viva-voce, etc.*

- (d) A team headed by the Joint Secretary / Deputy Secretary (QD) and comprising of the Under Secretaries of QD-E, F, G and ED shall make a joint effort to publish one single table with all information consolidated therein, so as to ease the expenditure of effort and time by candidates.
- (e) The QD section concerned shall publish the final answer keys (in the case of objective examinations) as well as all disclosable particulars (including marks obtained) of all candidates who had appeared for the preliminary and/or main written examination (*excepting only those candidates whose answer scripts were invalidated and/or whose candidature had been subsequently rejected*), in the Commission's website, within a period of **one month** from the date of receipt of the sms/email alert. Besides these, a team headed by the Joint Secretary / Deputy Secretary (APD) and comprising of the Under Secretaries of APD, QD-E, F, G and ED shall make a joint effort to publish the list of candidates who had been debarred, whose answer sheets had been invalidated and whose candidature had been rejected. The reasons for such decisions shall also be published.
- (f) Concurrently, the ED section concerned shall publish the images of the answer scripts in the Commission's website, also within a period of **one month** from the date of receipt of the sms/email alert.
- (g) In the case of objective type examinations, QD and ED shall ensure that the final answer keys are published in the website at the same time as the Optical Mark Recognition (OMR) answer sheets. It shall be a single event and there shall not be anytime gap between the two.
- (h) The answer scripts shall be available for downloading by the candidates, on payment of the fees prescribed, i.e., Rs. 250/- for an OMR answer sheet (objective type examinations) and Rs. 500/- for a question-cum-answer booklet (descriptive type examinations). In respect of CBT examinations, the QPHTML link shall be provided to the candidates, to download their response sheets on payment of Rs.100/- per paper, during the answer key challenge period (for seven days) through their one time Registration (OTR)
- (i) The QD and ED shall ensure timely update of the information in full, as stated in (e)-in a consolidated table-as well as (f) above and obtain the approval of the Controller of Examinations before publication in the website. The Under Secretary (QD- E, F, G) and the Under Secretary (ED) shall be responsible in this regard.

- (j) Important dates in the life cycle of the selection process including date of commencement of application by candidates, concluding date of application by candidates, date of examinations and tentative dates of result declaration, shall be planned using software-based activity mapping or Program/Project Evaluation and Review Technique(PERT) chart. These dates shall be part of the notification itself. The status of the recruitment, in terms of whether the entire selection process has been completed / anticipated date of such completion / anticipated date of uploading of specified data, shall be indicated in the Commission's website.
- (k) Publication of notifications by the Commission shall be strictly as per the Annual Planner.
- (l) The estimate of vacancies as received by the Commission from various departments shall constantly be made available in the Commission's website. Vacancies for posts not covered in the Annual Planner shall also be made available in the Commission's website. However, the Commission shall initiate the recruitment process based only on a formal request from the department concerned explaining the urgency. After due consideration, the request shall be accommodated in the Annual Planner without disturbing the conduct of other examinations already scheduled.
- (m) Once the entire selection process is completed, the sections concerned shall publish in the Commission's website, the methodology adopted while picking the candidates using multiple selection criteria, including scores obtained by the candidate, vertical reservation categories, horizontal reservation categories, date of birth, educational qualification, other concessions given by the Government, recruitment specific eligibility requirements, etc. (Format at **Annexure I**).
- (n) In case of non-oral test posts(when the selection process is live), selection to which is made on the basis of written examination only, the Confidential Department shall publish the results such that it can be viewed in the interactive mode and any one candidate can view any other candidate's results. Once the list of candidates required to upload documents for certificate verification is approved by the Commission, this entire list (register number, native and residential district, venue of writing the preliminary, main examination) of

candidates called for certificate verification shall be published in Commission's website, as a one single, consolidated PDF document by the PSD.

- (o) In case of oral test posts (when the selection process is live), the details of candidates (register number, native and residential district, venue of writing the preliminary, main examination) shall be published while publishing the list of candidates for counselling.
- (p) Once the entire selection process is over, for oral test/non-oral test posts, the status (present /absent, admission to main written examination / certificate verification / oral test / counselling, final selection list, reason for rejection at any of the said stages, reason for invalidation of answer sheets, reason for debarment) of all candidates who had applied shall be made available in the interactive mode by the APD and any one candidate shall be able to view any other candidate's status. This shall be done for all the recruitments for which selection had been completed after 01.01.2020.
- (q) Once the entire selection process is over, the cut-off marks in respect of each communal reservation category, for admission to successive stages of the recruitment process, viz., main written examination / oral test / counselling, as the case may be, shall be published in the Commission's website by the departments concerned. This shall be done for all the recruitments for which selection had been completed after 01.01.2020.
- (r) Whenever counseling is conducted, the day-to-day outcome (i.e., posts filled), cumulative outcome and remaining vacancies as on date, shall be disclosed at the end of every day.
- (s) Information relating to the composition, conditions of service of the Commission and staff as well as functions of the Commission, shall voluntarily and routinely be made available in the Commission's website.
- (t) The Commission's Annual Report, in full, shall be published in the Commission's website. Templates for Annual Report shall be populated from time to time by the concerned sections. These shall be consolidated on a monthly basis by the Monitoring and

Co-ordination Department (MCD), informed to the Commission and then sent to the PD-ARO section, which shall utilize them for publication of the Annual Report.

(u) The Tamil Nadu Public Service Commission Bulletin, hitherto published in hard copy shall hereafter only be published as an eBulletin in the Commission's website.

(v) Archives

(i) Documents such as Annual Reports, Tamil Nadu Public Service Commission eBulletin, Special Rules, etc., published by various departments shall be archived under the respective headings.

(ii) Outdated versions of documents such as the Commission's Instructions to Applicants, Commission's Rules of Procedure and Tamil Nadu Public Service Commission Regulations, 1954, shall be archived under the respective headings.

(2) Mechanism of Dissemination of Information

All departments of the Commission's office shall voluntarily and routinely disseminate all disclosable information of potential public interest through the Commission's website and/or press releases.

(3) Disclosure Schedule

(a) All disclosures related to candidates which are to be hosted in the website in the succeeding month shall be informed in advance, in the website to the candidates, in the last week of the current month. This detailing shall indicate the dates on which various documents would be uploaded in the Commission's website. The co-ordination of this task shall be entrusted to the RID which shall tie up with the website Nodal Team and the concerned departments. The concerned departments shall ensure timely preparation and uploading of the disclosure schedule in the last week of every month, with the help of the website Nodal Team and thereafter inform the RID accordingly.

- (b) In respect of 1(b) to 1(u) above, all information shall voluntarily and routinely be made available in the Commission's website, by the Rules and Notification Department (RND), Application Processing Department (APD), Confidential Department (QD), Evaluation Department (ED), Post Selection Department (PSD), Oral Test Department(OTD) and Departmental Test Department (DTD), etc., as and when mandated.

(4) Facilitation

- (a) In order to facilitate the proactive disclosure of information, all departments of the Commission's office shall maintain a check-list of data/ information to be published and the schedule thereof.
- (b) In respect of information that had not been disclosed in the public domain but which had been disclosed in response to a query / request / demand / circumstances, the Under Secretary (RID / GRCC / TD), shall submit a monthly report to the Secretary / Controller of Examinations. A joint meeting shall be convened by Secretary / Controller of Examinations, before the 10th of every month, to consider all such cases, and decide whether to make such information available in the Commission's website. Such information shall thereafter become a part of routine proactive disclosure.
- (c) The Under Secretaries of the sections concerned, shall be responsible for identifying and reporting such instances to the Secretary / Controller of Examinations, to facilitate making a decision on the above mentioned grounds.
- (d) All information to be published in the Commission's website shall be furnished in PDF format, except where otherwise specified, to the Nodal Team and acknowledgement obtained for the same.

(5) Open Data Policy

(a) Overview

The Commission is committed to transparency in the recruitment process. As a part of this commitment, the Commission shall commence publication of anonymized data from concluded recruitments in its website. These data shall allow members of the public to observe individual-level records at each stage of the recruitment process, from application to final selection. The policy that governs how these data shall be published is outlined below.

(b) Data Publication Policy

Data shall be published in a manner that is consistent with the following principles:

(i) Protection of the privacy of candidates

Data publication shall be designed in a manner that does not allow a data user to identify any individual who is not finally selected for appointment to a post.

(ii) Data shall be complete

Data shall be published in a manner that allows end users to view all stages of the recruitment pipeline, including application, OMR-based test scores, written examination test scores, oral test scores, and final selection outcomes. Data shall include all individuals who submit an application for recruitment.

(iii) Publication of primary data

Data shall be published at the highest level of granularity, subject to maintaining the privacy of candidates.

(iv) Scheduled disclosure of data

In the case of recruitments concluded after the adoption of this policy, there shall be a presumption that the recruitment data will be made public *within one month* after completion of the entire selection process as defined at paragraph B(5) of this office order.

(v) Data shall be made accessible

Data shall be made available directly in the Commission's website, in a format that does not require proprietary software. No registration or application shall be necessary to access data. The Commission shall not charge users to access data.

(vi) Data shall be self-explanatory

As much as possible, data shall be published in enough detail so that any person familiar with working with data can interpret and understand it.

(vii) Data shall be published under an open licence

Data users shall be free to use, reproduce, or distribute the data.

(c) Scope

This policy shall apply to all recruitments for which final results had been published on or after 01.01.2020. The data shall be available permanently.

E. Reactive Disclosure of Information

(1) Communication from Applicants/Candidates/Other Individuals

The Commission's office shall receive communication from applicants /candidates/other individuals, as follows:

(a) Online correspondence via the One Time Registration Dashboard shall be available to every applicant in their One Time Registration ID.

(b) Applicants/candidates shall submit queries relating to One Time Registration / online application, through email to helpdesk@tnpscexams.in and helpdeskdeptl@gmail.com

(c) All other communication with the Commission shall be permitted to be made through:

(i) Email to grievance.tnpsc@tn.gov.in

- (ii) Postal communication addressed to the Secretary, Tamil Nadu Public Service Commission, Chennai-3, mentioning the One Time Registration ID /email address, if a reply is sought for.
 - (iii) In the case of Government employees whose service matters are being dealt with by the Commission's office, communication shall be sent through email / post, with or without a self-addressed, stamped envelope.
 - (iv) Postal communication under the Right to Information Act, 2005, addressed to the Public Information Officer/Appellate Authority, Tamil Nadu Public Service Commission, Chennai-3.
- (d) All telephonic queries shall be handled by the Grievance Redressal Call Centre (GRCC) established for this specific purpose and run by the Commission's staff. The candidates shall use the toll-free number alone for voicing their grievance /queries / doubts. If a candidate calls the Commission on any other official number, he shall be advised to call the toll-free number alone.
- (e) Telephonic queries relating to One Time Registration, online application, hall ticket and uploading of documents for certificate verification shall also be handled by the same call centre.
- (f) Telephonic queries shall be treated on par with written communication and shall be responded to by the GRCC, as per the protocol prescribed.
- (g) Requests for information sought for in person at the Reception Desk, shall as far possible be received in written form.

(2) Protocol for the Reactive Disclosure of Information

Information specifically sought for, from the Commission's office, in the form of applications under the Right to Information Act, 2005, letters sent by post, emails, telephone calls, etc., shall be assessed and responded to as follows:

- (a) All correspondence shall be perused to ascertain whether the information sought for has been made available to the public, either in electronic or any other format (Commission's website). In this case, the Right to Information Department (RID) / GRCC / Tapal Department (TD) shall furnish the information sought for, directly to the information seeker. The correspondence received shall **not** be forwarded to the department/section concerned.
- (b) In case the information sought for is non-disclosable, the RID / GRCC / TD, as the case may be, shall reply accordingly.
- (c) In case the information sought for relates to-
- (i) '*decision making processes within the Commission, disclosure of which may have an adverse impact on its smooth functioning, thereby affecting overall public interest*' – the RID / GRCC / TD shall reply that "the information is **not disclosable**".
 - (ii) '*a recruitment for which the entire selection process has not been completed (as verified from the Commission's website) and disclosure of which may have an adverse impact on the smooth functioning of the Commission, thereby affecting overall public interest*' – the RID / GRCC / TD shall reply that "the information is **not disclosable at the present juncture, however, the same shall be disclosed once the entire selection process is completed,**" in accordance with this office order.
- (d) Communication seeking reasons for non-selection shall receive no attention until the completion of the entire selection process.
- (e) Requests for exemption from age limit or any other qualification prescribed in the notification shall receive no attention.
- (f) Requests for revaluation of OMR answer sheets/answer booklets shall not be entertained. However, copies of the same shall be made available to all candidates who appeared for different stages of the examination, only through the Commission's website. This shall be available after completion of the entire selection process and shall be downloaded on payment of the prescribed fees. In case there is a request in this regard under the RTI Act, 2005, the candidate shall be requested to download the OMR answer sheets /answer booklets from the Commission's website after payment of the prescribed fee.

- (g) Only in those cases where the information sought for is available exclusively with the department (other than RID / GRCC / TD) concerned, the communication received shall be forwarded to the Under Secretary of the department/section concerned, after approval of such transfer by the Under Secretary (RID / GRCC / TD).
- (h) In case part of the information sought for has been made available in the public domain, the communication received shall be forwarded to the Under Secretary of the department/section in possession of the undisclosed portion of the information sought for, after approval of such transfer by the Under Secretary (RID/ GRCC / TD). Upon receipt of the hitherto undisclosed information from the department / section concerned, the RID / GRCC / TD, as the case may be, shall furnish a consolidated response to the information seeker.
- (i) Information relating to matters that are sub-judice shall be responded to, based on the criteria prescribed above.
- (j) Written request for information submitted in person, at the Reception Desk shall be treated like any other tapal in eOffice Tapal Department.
- (k) For providing information under sub-section (1) of section 7 of the RTI Act, 2005, fee shall be charged by way of cash against proper receipt or by demand draft or banker's cheque payable in the head of account: "0070. *Other Administrative Services – 60 – Other Services – 118 Receipts under Right to Information Act, 2005 – AA - Collection of Fees under Right to Information (Fees) Rules, 2005–227Non-TaxationFees–39 Translation and Printing Fees*"[IFHRMSDPC:007060118AA22739].The Tamil Nadu Right to Information (Fees) Rules, 2005, is shown at **Annexure–II**.
- (l) In all cases, the departments / sections furnishing the reply shall assess whether the information is disclosable/ partly disclosable / non-disclosable.

- (m) All departments / sections of the Commission's office shall continually assess the information available with them with regard to suitability for proactive disclosure, so as to minimize the requirement for reactive disclosure of the same.

(3) Mode of Response

- (a) Communication received through the One Time Registration Dashboard, shall be responded to, through the same medium.
- (b) Communication received by email to helpdesk@tnpscexams.in or helpdeskdeptl@gmail.com or grievance.tnpsc@tn.gov.in shall be responded to, through the One Time Registration Dash board and email.
- (c) Postal communication addressed to the Secretary shall be responded to:
 - (i) In the case of applicants/candidates through the One Time Registration Dashboard and email.
 - (ii) In the case of Government employees whose service matters are being dealt with by the Commission's office, by email / post.
 - (iii) In all other cases, a reply shall be sent through One Time Registration Dashboard / email. In the absence of a self-addressed, stamped envelope /OneTime Registration ID/email, a reply shall be sent with a clause that all future correspondence with the Commission shall contain a mention of One Time Registration ID and email.
- (d) Postal communication addressed to the Public Information Officer / Appellate Authority shall be responded to as per the provisions of the Right to Information Act, 2005.
- (e) Whether the communication received does / does not require a reply to be sent, any significant action required to be taken on the said communication, shall be taken, inspite of the absence of the One Time Registration ID/email address or a self-addressed, stamped envelope.

(4) Appeals/Further Communication

- (a) Appeals under the Right to Information Act, 2005, shall be responded to, at the level of the Deputy Secretary(RID), as per the protocol prescribed for the reactive disclosure of information.
- (b) Further communication, consequent to the reactive disclosure of information, other than under the Right to Information Act,2005, shall be responded to, at the level of the Under Secretary (RID), as per the protocol prescribed for the reactive disclosure of information.

F. Transparency Index

Transparency indices shall be evolved and made public in the Commission's official website. These shall be numerical indices. There shall be three indices,i.e.,Transparency Index-1(TI-1),Transparency Index-2 (TI-2), Transparency Index-3 (TI-3).

(1) Transparency Index1(TI-1)

- (a) This is related to proactive disclosure.
- (b) The maximum score shall be twenty-five(25).
- (c) Various proactively disclosable information shall be quantified along with a schedule of disclosure.
- (d) The disclosure of a particular component on schedule, shall be awarded full score.
- (e) Based on the timely disclosure of information, the numerical value of the transparency index shall change dynamically on a day-to-day basis.
- (f) The factors that determine Transparency Index-1,shall be those transparency measures indicated in this office order.

(2) Transparency Index-2(TI-2)

- (a) This is related to quantifying reactive disclosure.
- (b) The maximum score shall be twenty-five(25).
- (c) This index shall act as a performance indicator for the GRCC, RID and TD.
- (d) The factors that determine Transparency Index-2 shall be:
 - (i) Disposal of queries received through telephone.
 - (ii) Disposal of queries received through email and One Time Registration.
 - (iii) Disposal of queries received through letters/petitions.

(3) Transparency Index-3(TI-3)

- (a) This is related to quantifying the effort made by the Commission's Office to move from reactive disclosure to proactive disclosure.
- (b) The maximum score shall be fifty(50).
- (c) The factors that determine Transparency Index-3 shall be:
 - (i) Modalities evolved to move major categories of reactive disclosures to the realm of proactive disclosure.
 - (ii) Modalities evolved to move subordinate/minor categories of reactive disclosures to the realm of proactive disclosure.

...Annexures I to III

K.NANTHAKUMAR,I.A.S.
Secretary

ANNEXURE-II

Tamil Nadu Right to Information (Fees) Rules,2005

(Corrected upto November,2018)

CONTENTS

RULENO.	SUBJECT
1	Short title
2	Definitions
3	Fees Tamil Nadu Right to Information(Fees)Rules,2005

In exercise of the powers conferred by section27 of the Right to Information Act,2005 (Central Act 22 of 2005),the Governor of Tamil Nadu hereby makes the following Rules:-

1. These rules may be called the Tamil Nadu Right to Information(Fees) Rules, 2005.
2. In these Rules, unless the context requires:-
 - (a) "Act"means the Right to Information Act,2005 (Central Act 22 of 2005);
 - (b) Words and expressions used in these Rules and not defined shall have the same meaning assigned to them in the Act.
- 3.(a) Every application for obtaining information under sub-section (1) of section6 of the Act shall be accompanied by an application fee of rupees ten by cash or by affixing court fee stamp or by postal money order or by demand draft or bankers cheque payable in the head of account, as may be specified by the Public Authority.

- (b) For providing the information under sub-section(1) of section7 of the Act, fee shall be charged by way of cash against proper receipt or by demand draft or banker's cheque payable in the head of account, as specified by Public Authority at the following rates:-
- (i) rupees two for each page(inA-4orA-3sizepaper)created or copied,
 - (ii) actual charge or cost price of a copy in larger size paper.
 - (iii) actual cost or price for samples or models; and
 - (iv) for inspection of records, no fee for the first hour, and a fee of rupees five for every one hour (or fraction thereof) thereafter.
- (c) For providing the information under sub-section (5) of section 7, the fee shall be charged by way of cash against proper receipt or by demand draft or banker's cheque payable in the head of account, as specified by the Public Authority at the following rates:-
- (i) for information provided in diskette or floppy rupees fifty per diskette or floppy; and
 - (ii) for information provided in printed format the price fixed for publication or rupees two per page of photocopy for extracts from the publication.
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ANNEXURE-III
LIST OF AMENDMENTS

Sl.No.	Subject	Date
1	Modification to para no.D(1)(h) in respect of payment of downloading answer script by the candidates	16.07.2025