

## **Annex III: Key Informant Interview Questionnaires**

### **Notes for Interviewers**

In some cases, notes are provided among the questions for the person conducting the questionnaire (interviewer). These notes are between [ ] and start with “NOTE:”. For the first four questionnaires – aimed at Members of the Oversight Body, PIOs, Senior Officials and Other Officials (IT Staff) – the respondents will only be expected to discuss their own public authority, whereas for the last four – Civil Society Representatives, Key Media Users, Requesters and Complainants – they will be responding more generally based on their experience with potentially multiple public authorities.

Note that these questionnaires are only to guide the interviewer. Sometimes the conversation will range beyond the questions posed here and in other cases, it may be obvious that there is little point in asking a particular question, so the interviewer might skip it over. The point is mostly to ensure that the interviewer at least thinks of asking all relevant questions to different types of interviewees.

Some types of interviewees – namely Members of the Oversight Body, PIOs, Senior Officials, Civil Society Representatives and Key Media Users – have more questions and for these you will likely need 1 ½ hours for these interviews. For other types of interviewees – namely Other Officials (IT Staff), Requesters and Complainants – one hour or even less should be enough.

### **Questionnaire 1: Members of the Oversight Body**

#### ***Areas Assessed: Central Measures***

##### **A. Independence**

1. Do you feel overall that the oversight body is independent? Why or why not? Could its independence be improved? If so, how?
2. Were appointments made in accordance with the law? If not, in what way did the process deviate from the law?
3. Have any members been removed? If so, was this in accordance with the law?
4. Have members been provided with appropriate training or onboarding programmes?
5. Is the membership as a whole diverse and representative, including in terms of gender?
6. Does the oversight body receive a sufficient allocation of funding (is it able to undertake all of the activities assigned to it)? If not, by what amount (e.g. percentage) do you feel it needs to increase? Has funding ever been decreased year over year?
7. Does the oversight body recruit its own staff or are these allocated to it by government? Are they on long-term or short-term contracts?

8. Does the oversight body have a full or nearly full complement of staff? Do they have appropriate qualifications and training?

**B. Appeals**

9. Does the oversight body make an effort to be geographically accessible? If so, how?
10. Have procedures for processing appeals been adopted? If so, what protection for the basic due process rights of complainants do they provide for?
11. How long, on average, does it take to process appeals? What about the longer appeals?
12. Does the oversight body conduct follow-up to assess whether its decisions have been implemented? If so, what sort of follow-up?
13. Does the oversight body have an official system for managing appeals (including to ensure that they are getting processed in a timely fashion)? If so, describe briefly how this works.
14. Are appeal decisions posted online? If so, within how long after they were adopted?
15. Beyond formal appeals, does the oversight body take steps of its own (*suo moto* steps) to ensure that public authorities are respecting the law? If so, what sorts of steps? Do these apply to both proactive and reactive disclosure or just one of these? What about structural measures (such as whether or not a PIO has been appointed or how records are managed)?

**C. Other Functions**

16. What regulatory powers/functions does the oversight body have (e.g. to set fees or records management standards, to discipline officials, and so on)? Has the body taken steps to use these powers/undertake its regulatory functions? If it has powers to discipline officials, has it used these? If so, how many times and imposing what sorts of sanctions?
17. Has the oversight body taken steps to raise awareness about RTI? If so, what sorts of steps?
18. Has the oversight body participated in providing training for PIOs? For other officials? If so, what sorts of activities has it undertaken in this regard?
19. Does the oversight body produce an annual report each year? If so, where is this available? What is included in the annual report?
20. Has the oversight body provided comments on draft laws? If so, which laws?
21. Has the oversight body provided direct advice to public authorities? If so, how many times and to which public authorities? What about to members of the public? If so, about how many times?
22. Has the oversight body taken any other steps to improve implementation?

**Questionnaire 2: PIOs**

***Areas Assessed: Institutional Measures, Proactive Disclosure, Reactive Disclosure***

#### A. Institutional Measures

1. Was your appointment done in a formal way (i.e. in writing and with written terms of reference (ToRs) or a job description setting out your responsibilities and powers)? Were you allocated time for this task (i.e. were your other duties reduced)? Do you have access to the equipment you need (such as a photocopier/scanner)? What is your rank? Have other staff been asked to cooperate with you? Do they, in practice?
2. Have you been provided with any training? If so, describe it briefly.
3. Do you face any institutional resistance to doing your job (whether formal or informal)? If yes, describe it briefly.
4. Does your public authority have a formal plan of action, standard operating procedures or similar document for RTI? If so, is it effective (i.e. does it cover the main issues, set reasonable timeframes for delivering work and so on)?
5. Has your public authority adopted formal internal procedures for receiving and responding to RTI requests? Is it easy to lodge a request with your public authority? Can this be done electronically as well as in person and by post? Are your contact details posted online? At your public offices?
6. Has your public authority appointed someone to receive and process internal complaints (who is different from you)? Has it adopted procedures for these complaints? In practice, are they dealt with in a timely manner?
7. Does your public authority publish annual reports on RTI? If so, when was the last report published? Describe briefly the information in the report.
8. Has your public authority done anything to raise public awareness about the RTI law? If so, what?
9. Has your public authority done anything to improve its records management practices? If so, what?

#### B. Proactive Disclosure

10. Are you responsible for proactive disclosure within your public authority? If not, who is? [NOTE: in this case, it might make sense to do an interview with this other person].
11. In your opinion, does your public authority disclose all or most of the types of information on the list for proactive disclosure in the RTI law? Where could it do better? Does it go beyond the minimum requirements in any respect?
12. Is your website WCAG 2.0 compliant (i.e. disabled accessible)? If so, what features does it have in this respect?
13. How do you disseminate information other than over the website? [NOTE: You can prompt them on the use of social media and/or information posted at their offices if they do not mention it but try not to ask leading questions].
14. Are there documents for which you create simple versions that people can understand (i.e. in addition to the main, formal document)? If so, which ones?

#### C. Reactive Disclosure

15. Can citizens submit requests electronically? In person? By mail? Do they have to use a form? Is the form easily accessible? Do they need to prove citizenship? If so, how is this done in practice?
16. When making a request, what information does a requester need to provide?
17. What languages may requests be made in?
18. Do you provide assistance where the requester appears to need this? How often do you provide assistance (e.g. as a percentage of all requests)? What sorts of assistance do you provide?
19. Do you provide a receipt when a request is lodged? If so, how do you provide it?
20. When your public authority does not hold the information, what do you do? [NOTE: if they say they transfer it or inform the requester that they do not hold the information, ask how long this takes and under what conditions they do this?]
21. How long, in practice and on average, does it take you to process requests? What standards do you apply in terms of timeliness [NOTE: you are looking here for things like 'as soon as we can but in any case normally within the maximum time limit']? Do you sometimes claim extensions beyond the initial time limit? If so, how do you do that? Do it sometimes take you even longer than any formal extension to respond to requests?
22. Do requester sometimes ask for information in a particular format? If so, do you provide it in this format? Is this sometimes impossible? If so, in what sorts of circumstances?
23. What fees do you charge when providing information? Do you charge a fee when a requester first lodges a request?
24. How often do you refuse requests (e.g. as a percentage of all requests)? When this happens, do you inform the requester? If so, how? What is included in the notice?
25. What is the most common exception used when refusing requests? What other exceptions are common?
26. [NOTE: only ask this question if the answer to the first part of Question 5 was positive]. Do you sometimes fail to comply with the formal internal rules on processing requests? If so, what are the most common problems?

### **Questionnaire 3: Senior Officials**

***Areas Assessed: Central Measures, Institutional Measures, Proactive Disclosure, Reactive Disclosure***

#### **A. Central Measures**

1. Do you overall feel that the oversight body is independent? Why or why not? What about the independence of the members as individuals? Do they have appropriate expertise for this position? Are they effective in their work? Have any members been removed? If so, what were the grounds for this? Is the membership as a whole diverse and representative, including in terms of gender?

2. Does the oversight body receive a sufficient allocation of funding (is it able to undertake all of the activities assigned to it)? If not, by what amount do you feel it needs to increase (e.g. as a percentage)?
3. Have procedures for processing appeals been adopted? How long, on average, does it take to process appeals?
4. Do you feel that the decisions of the body are appropriate? What about their awards of remedies?
5. Does the oversight body conduct follow-up to assess whether its decisions have been implemented? If so, what sort of follow-up?
6. Beyond formal appeals, does the oversight body take steps of its own (*suo moto* steps) to ensure that public authorities are respecting the law? If so, what sorts of steps? Do these apply to both proactive and reactive disclosure or just one of these? What about structural measures (such as whether or not a PIO has been appointed or how records are managed)?
7. What regulatory powers/functions does the oversight body have (e.g. to set fees or records management standards, to discipline officials, and so on)? Has the body taken steps to use these powers/undertake its regulatory functions? If it has powers to discipline officials, has it used these? If so, how many times and imposing what sorts of sanctions?
8. Has the oversight body taken steps to raise awareness about RTI? If so, what sorts of steps?
9. Has the oversight body participated in providing training for PIOs? For other officials? If so, what sorts of activities has it undertaken in this regard?
10. Has the oversight body produced an annual report each year? If so, where is this available? What is included in the annual report?
11. Has the oversight body taken any other steps to improve implementation?

#### B. Institutional Measures

12. Was the appointment of the PIO done in a formal way (i.e. in writing and with written terms of reference (ToRs) or a job description setting out his or her responsibilities and powers)? Was the PIO allocated time for this task (i.e. were his or her other duties reduced)? What is the rank of the PIO? Have other staff been asked to cooperate with the PIO? Do they, in practice?
13. Has the PIO been provided with any training? If so, describe it briefly.
14. Does the public authority have a formal plan of action, standard operating procedures or similar document for RTI? If so, is it effective (i.e. does it cover the main issues, set reasonable timeframes for delivering work and so on)?
15. Has the public authority adopted formal internal procedures for receiving and responding to RTI requests? Can requests be lodged with the public authority electronically as well as in person and by post? Are the contact details of the PIO posted online? At the public offices of the authority?
16. Has the public authority appointed someone to receive and process internal complaints (who is different from the PIO)? Has it adopted procedures for these complaints? In practice, are they dealt with in a timely manner?
17. Does the public authority publish annual reports on RTI? If so, when was the last report published? Describe briefly the information in the report.

18. Has the public authority done anything to raise public awareness about the RTI law? If so, what?
19. Has the public authority done anything to improve its records management practices? If so, what?

C. Proactive Disclosure

20. Who is responsible for proactive disclosure within the public authority?
21. In your opinion, does the public authority disclose all or most of the types of information on the list for proactive disclosure in the RTI law? Where could it do better? Does it go beyond the minimum requirements in any respect?
22. Is the website WCAG 2.0 compliant (i.e. disabled accessible)? If so, what features does it have in this respect?
23. How does the public authority disseminate information other than over the website? [NOTE: You can prompt them on the use of social media and/or information posted at their offices if they do not mention it but try not to ask leading questions].
24. Are there documents for which the public authority creates simple versions that people can understand (i.e. in addition to the main, formal document)? If so, which ones?

D. Reactive Disclosure

25. Can citizens submit requests electronically? In person? By mail? Do they have to use a form? Is the form easily accessible? Do they need to prove citizenship? If so, how is this done in practice?
26. When making a request, what information does a requester need to provide?
27. What languages may requests be made in?
28. Is assistance provided where the requester appears to need this? How often does this happen (e.g. as a percentage of all requests)? What sorts of assistance are provided?
29. Is a receipt provided when a request is lodged? If so, how is it provided?
30. When your public authority does not hold the information, what happens? [NOTE: if they say the request is transfers or the requester is informed that they do not hold the information, ask how long this takes and under what conditions they do this]?
31. How long, in practice and on average, does it take the public authority to process requests? What standards are applied in terms of timeliness [NOTE: you are looking here for things like 'as soon as we can but in any case normally within the maximum time limit']? Are extensions beyond the initial time limit sometimes claimed? If so, how is that done? Does it sometimes take even longer than the extension to provide information?
32. What fees does the public authority charge when providing information? Is a fee charged when a requester first lodges a request?
33. How often are requests refused (e.g. as a percentage of all requests)? When this happens, is the requester informed? If so, how? What is included in the notice?

34. What is the most common exception used when refusing requests? What other exceptions are common?

## **Questionnaire 4: Other Officials (IT Staff)**

### ***Areas Assessed: Proactive Disclosure***

#### **A. Proactive Disclosure**

1. What responsibilities, if any, do you have for the proactive disclosure of information by the public authority?
2. Can you describe briefly what sorts of information are available on the website?
3. Are you aware of the provisions in the RTI law on proactive disclosure? If so, in your opinion, does the public authority disclose all or most of the types of information on the list for proactive disclosure in the RTI law? Where could it do better? Does it go beyond the minimum requirements in any respect? Please describe them briefly.
4. Is the website WCAG 2.0 compliant (i.e. disabled accessible)? If so, what features does it have in this respect?
5. How does the public authority disseminate information other than over the website? [NOTE: You can prompt them on the use of social media and/or information posted at their offices if they do not mention it but try not to ask leading questions].
6. Are there documents for which the public authority creates simple versions that people can understand (i.e. in addition to the main, formal document)? If so, which ones?

## **Questionnaire 5: Civil Society Representatives**

### ***Areas Assessed: Central Measures, Institutional Measures, Proactive Disclosure, Reactive Disclosure***

#### **A. Central Measures**

1. Do you feel overall that the oversight body is independent? Why or why not? Could its independence be improved? If so, how? What about the members as individuals? What reasons justify your answer? Do they have appropriate expertise for this position? Are they effective in their work? How were they appointed? Have any members been removed? If so, how was this done? Have members been provided with appropriate training or onboarding programmes? Is the membership as a whole diverse and representative, including in terms of gender?
2. Does the oversight body receive a sufficient allocation of funding (is it able to undertake all of the activities assigned to it)? If not, by what amount (e.g.

percentage) do you feel it needs to increase? Has funding ever been decreased year over year?

3. Does the oversight body recruit its own staff or are these allocated to it by government? Are they on long-term or short-term contracts? Does it have a full or nearly full complement of staff? Do they have appropriate qualifications and training?
4. Does the oversight body make an effort to be geographically accessible (e.g. by holding hearings outside of the capital or by making videoconference facilities available)? If so, how?
5. Have clear procedures for processing appeals been adopted? If so, what procedures do they provide for? How long, on average, does it take to process appeals? What about longer appeals?
6. Are appropriate decisions being made on appeal? Are appropriate remedies being awarded? If your answer to either question is no, in what way are the decisions or remedies inappropriate?
7. Does the oversight body conduct follow up to assess whether its decisions have been implemented? If so, what sort of follow up?
8. Are appeal decisions posted online?
9. Beyond formal appeals, does the oversight body take steps of its own (*suo moto* steps) to ensure that public authorities are respecting the law? What sorts of steps?
10. Has the oversight body undertaken any regulatory steps to implement the law (e.g. to set fees or records management standards, to discipline officials, and so on)? If it has powers to discipline officials, has it used these? If so, how many times and imposing what sorts of sanctions?
11. Has the oversight body taken steps to raise public awareness about RTI? If so, what sorts of steps?
12. Has the oversight body participated in providing training for PIOs? For other officials? If so, what sorts of activities has it undertaken in this regard?
13. Does the oversight body produce an annual report each year? If so, where is this available? What is included in the annual report?
14. Has the oversight body provided comments on draft laws? If so, which laws?
15. Has the oversight body taken any other steps to improve implementation?

#### B. Institutional Measures

16. In general, are PIOs appointed in a formal way (i.e. in writing and with written terms of reference (ToRs) or a job description setting out their responsibilities and powers)? What is the normal rank of PIOs? Do other staff tend to cooperate with or obstruct PIOs in practice?
17. Are PIOs generally provided with training? If so, describe it briefly.
18. Do PIOs tend to face any institutional (political) resistance to doing their jobs (whether formal or informal)? If yes, describe briefly the forms this takes.
19. Do most public authorities have formal plans of action, standard operating procedures or similar documents for RTI?



20. Is it generally easy to lodge requests with public authorities? Can this be done electronically? In person? By post? Are the contact details of the PIOs generally posted online? At the public offices of the authorities?
21. Have most public authorities appointed individuals to receive and process internal complaints (who is different from the PIOs)? In practice, are complaints mostly dealt with in a timely manner?
22. Do most public authorities publish annual reports on RTI which include statistics on requests? If so, describe briefly the types of information included in these reports.
23. Have many public authorities taken action to raise public awareness about the RTI law? If so, what sorts of action do they take?

#### C. Proactive Disclosure

24. In your opinion, and taking into account the list of types of information subject to proactive publication in the RTI law, do most public authorities disclose all or most of the types of information on the list? If not, how would you assess their performance? Where could they do better? Do they tend to go beyond the minimum requirements in any respect?
25. Are most websites WCAG 2.0 compliant (i.e. disabled accessible)? If so, what features do they tend to have in this respect?
26. How do public authorities disseminate information other than over their websites? Do they use social media for this purpose? Do they post information at their offices?
27. Do many public authorities create simple versions of certain complex documents so that people can understand them (i.e. in addition to the main, formal document)? If so, which documents is this done for?

#### D. Reactive Disclosure

28. Is it generally easy to submit requests? Can this be done electronically? In person? By mail? Do you have to use the form? Is the form generally easily accessible? Do you need to prove citizenship? If so, is this generally easy to do in practice?
29. When making a request, what information do you normally need to provide?
30. Can requests be made local languages or only official languages? If so, which languages?
31. If a requester needs assistance to make a request – for example because he or she cannot write – is assistance normally provided?
32. Is a receipt normally provided when a request is lodged? How long does this usually take?
33. When a public authority does not hold the information, do they normally transfer it to another authority or at least refer you to another public authority? Is this usually done in a timely manner? In what circumstances are requests transferred?
34. How long, on average, does it take to process requests? Are responses normally provided as soon as possible? Within the maximum time limits [NOTE: you

- should specify what this is in case the interviewee does not know]? Are extensions beyond the time limit often formally claimed? Are responses sometimes provided after the time limit or a claimed extension?
35. Where you ask for information in a particular format, is it normally given in that format? If not, are appropriate reasons for this normally given?
  36. What is the practice regarding fees? What sorts of things are you normally charged for? Are any pages commonly provided for free? Do you normally need to pay for staff time or only photocopying? Is a fee sometimes charged simply for lodging a request?
  37. How often are requests refused (e.g. as a percentage of all requests)? When this happens, is written notice normally given? What type of information is usually included in the notice?
  38. When requests are refused and written notice is given, do the reasons for refusing the request (the exceptions cited) usually seem reasonable or excessive?
  39. Do those public authorities which have adopted guidelines on how process requests usually follow those guidelines when requests are made? If not, in what ways do they fail to respect their own guidelines?

## **Questionnaire 6: Key Media Users**

### ***Areas Assessed: Central Measures, Institutional Measures, Reactive Disclosure***

#### **A. Central Measures**

1. Do you feel overall that the oversight body is independent? Why or why not? Could its independence be improved? If so, how? What about the members as individuals? What reasons justify your answer? Do they have appropriate expertise for this position? Are they effective in their work? Have any members been removed? Is the membership as a whole diverse and representative, including in terms of gender?
2. Does the oversight body receive a sufficient allocation of funding (does it seem to be able to undertake all of the activities assigned to it)?
3. Do the staff of the oversight body have appropriate qualifications and training?
4. Does the oversight body make an effort to be geographically accessible (e.g. by holding hearings outside of the capital or by making videoconference facilities available)? If so, how?
5. How long, on average, does it take to process appeals? What about longer appeals?
6. Are appropriate decisions being made on appeal? Are appropriate remedies being awarded? If your answer to either question is no, in what way are the decisions or remedies inappropriate?
7. Are appeal decisions posted online?
8. Has the oversight body taken steps to raise public awareness about RTI? If so, what sorts of steps?
9. Does the oversight body produce an annual report each year? If so, where is this available? What is included in the annual report?

10. Has the oversight body taken any other steps to improve implementation?

B. Institutional Measures

11. Is it generally easy to lodge requests with public authorities? Can this be done electronically? In person? By post? Are the contact details of the PIOs posted online? At the public offices of the authorities?
12. Have most public authorities appointed individuals to receive and process internal complaints (who is different from the PIOs)? In practice, are complaints mostly dealt with in a timely manner?
13. Do most public authorities publish annual reports on RTI which include statistics on requests? If so, describe briefly the types of information included in these reports.
14. Have many public authorities taken action to raise public awareness about the RTI law? If so, what sorts of action do they take?

C. Reactive Disclosure

15. Is it generally easy to submit requests? Can this be done electronically? In person? By mail? Do you have to use the form? Is the form generally easily accessible? Do you need to prove citizenship? If so, is this generally easy to do in practice?
16. When making a request, what information do you normally need to provide?
17. Can requests be made local languages or only official languages? If so, which languages?
18. If a requester needs assistance to make a request – for example because he or she cannot write – is assistance normally provided?
19. Is a receipt normally provided when a request is lodged? How long does this usually take?
20. When a public authority does not hold the information, do they normally transfer it to another authority or at least refer you to another public authority? Is this usually done in a timely manner? In what circumstances are requests transferred?
21. How long, on average, does it take to process requests? Are responses normally provided as soon as possible? Within the maximum time limits [NOTE: you should specify what this is in case the interviewee does not know]? Are extensions beyond the time limit often formally claimed? Are responses sometimes provided after the time limit or a claimed extension?
22. Where you ask for information in a particular format, is it normally given in that format? If not, are appropriate reasons for this normally given?
23. What is the practice regarding fees? What sorts of things are you normally charged for? Are any pages commonly provided for free? Do you normally need to pay for staff time or only photocopying? Is a fee sometimes charged simply for lodging a request?
24. How often are requests refused (e.g. as a percentage of all requests)? When this happens, is written notice normally given? What type of information is usually included in the notice?

25. When requests are refused and written notice is given, do the reasons for refusing the request (the exceptions cited) usually seem reasonable or excessive?
26. Do those public authorities which have adopted guidelines on how process requests usually follow those guidelines when requests are made? If not, in what ways do they fail to respect their own guidelines?

## **Questionnaire 7: Requesters**

### ***Areas Assessed: Institutional Measures, Reactive Disclosure***

#### **A. Institutional Measures**

1. Is it generally easy to lodge requests with public authorities? Can this be done electronically? In person? By post? Are the contact details of the PIOs posted online? At the public offices of the authorities?
2. Have most public authorities appointed individuals to receive and process internal complaints (who is different from the PIOs)? In practice, are complaints mostly dealt with in a timely manner?
3. Do most public authorities publish annual reports on RTI which include statistics on requests? If so, describe briefly the types of information included in these reports.
4. Have many public authorities taken action to raise public awareness about the RTI law? If so, what sorts of action do they take?

#### **B. Reactive Disclosure**

5. Is it generally easy to submit requests? Can this be done electronically? In person? By mail? Do you have to use the form? Is the form generally easily accessible? Do you need to prove citizenship? If so, is this generally easy to do in practice?
6. When making a request, what information do you normally need to provide?
7. Can requests be made local languages or only official languages? If so, which languages?
8. If a requester needs assistance to make a request – for example because he or she cannot write – is assistance normally provided?
9. Is a receipt normally provided when a request is lodged? How long does this usually take?
10. When a public authority does not hold the information, do they normally transfer it to another authority or at least refer you to another public authority? Is this usually done in a timely manner? In what circumstances are requests transferred?
11. How long, on average, does it take to process requests? Are responses normally provided as soon as possible? Within the maximum time limits [NOTE: you should specify what this is in case the interviewee does not know]? Are extensions beyond the time limit often formally claimed? Are responses sometimes provided after the time limit or a claimed extension?

12. Where you ask for information in a particular format, is it normally given in that format? If not, are appropriate reasons for this normally given?
13. What is the practice regarding fees? What sorts of things are you normally charged for? Are any pages commonly provided for free? Do you normally need to pay for staff time or only photocopying? Is a fee sometimes charged simply for lodging a request?
14. How often are requests refused (e.g. as a percentage of all requests)? When this happens, is written notice normally given? What type of information is usually included in the notice?
15. When requests are refused and written notice is given, do the reasons for refusing the request (the exceptions cited) usually seem reasonable or excessive?
16. Do those public authorities which have adopted guidelines on how process requests usually follow those guidelines when requests are made? If not, in what ways do they fail to respect their own guidelines?

## **Questionnaire 8: Complainants**

### ***Areas Assessed: Central Measures***

#### **A. Central Measures**

1. Do you feel overall that the oversight body is independent? Why or why not? Could its independence be improved? If so, how? What about the members as individuals? What reasons justify your answer? Do they have appropriate expertise for this position? Are they effective in their work? Have any members been removed? Is the membership as a whole diverse and representative, including in terms of gender?
2. Does the oversight body receive a sufficient allocation of funding (does it seem to be able to undertake all of the activities assigned to it)?
3. Do the staff of the oversight body have appropriate qualifications and training?
4. Does the oversight body make an effort to be geographically accessible (e.g. by holding hearings outside of the capital or by making videoconference facilities available)? If so, how?
5. How long, on average, does it take to process appeals? What about longer appeals?
6. Are appropriate decisions being made on appeal? Are appropriate remedies being awarded? If your answer to either question is no, in what way are the decisions or remedies inappropriate?
7. Are appeal decisions posted online?
8. Has the oversight body taken steps to raise public awareness about RTI? If so, what sorts of steps?
9. Does the oversight body produce an annual report each year? If so, where is this available? What is included in the annual report?
10. Has the oversight body taken any other steps to improve implementation?