



**IPDC** THE INTERNATIONAL PROGRAMME  
FOR THE DEVELOPMENT OF COMMUNICATION

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February 2020

## INSTRUCTION MANUAL

### UNESCO 2019 Survey on Public Access to Information

### SDG Indicator 16.10.2



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## A. National Questionnaire

Please read these instructions thoroughly prior to completing the questionnaire.

### 1. Introduction

#### 1.1 SDG Indicator 16.10.2 – Public Access to Information

All governments have committed to the Sustainable Development Goals (SDG), and the United Nations has mandated UNESCO to collect data on Indicator 16.10.2, which is reported to the UN General Assembly.

Indicator 16.10.2 covers public access to information (ATI). Many countries have specific laws for ATI, which provide a legal Right to Information (RTI).

UNESCO will be seeking information on SDG Indicator 16.10.2 annually and will use that information to report centrally on overall progress on SDG Indicator 16.10.2. Countries that supply data about this indicator will demonstrate their support for the SDG monitoring process.

Your kind co-operation is therefore sought so that the UN can receive information from all its Member States. Your response will enable the UNESCO Institute for Statistics (UIS) to develop a comprehensive public database. Thanks to the responses from each country, the UN General Assembly will be able to receive information about the overall global progress in ensuring public access to information that is vitally important for achieving the SDGs.

The information you collect and provide through this questionnaire can also feed into the preparation of Voluntary National Reports (VNRs) that countries submit to the UN. You may use this information for that purpose by liaising with the national entity responsible for overall reporting on SDGs in your country.

**Fig. 1: SDG Target 16.10, Indicator 16.10.2**

	<p><b>Goal 16</b> Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p> <p><b>Target 16:10</b> Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements</p> <p><b>Indicator 16.10.2</b> Number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information</p>
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## 1.2 Objective

The objective of the **2019 Survey on public access to Information (SDG indicator 16.10.2)** UNESCO 2019 Survey on Public Access to Information SDG Indicator 16.10.2 is to collect data and information to monitor SDG indicator 16.10.2 on the number of countries that *adopt* and *implement* constitutional, statutory and/or policy guarantees for public access to information (ATI) at the global level. These data will also form a part of the UIS international database of Communication and Information statistics, which is available to the user community, and help to inform policymakers at both national and international levels.

**These Instructions** aim to help those tasked with completing the Questionnaire to do so in a consistent manner. They elaborate on the main thrust of some of the key questions and define the key terms that are used.

The **National Questionnaire** (for a copy of the online survey, see Section D) seeks to collect information about ATI at the national and subnational levels. The second **Institutional Questionnaire** (for a copy of the online survey, see Section E) seeks to collect information about ATI from specific government ministries and the national capital city. The person(s) completing the **Institutional Questionnaire** are invited to proceed directly to Section B below. What follows immediately are the instructions for the **National Questionnaire** (Section A).

## 1.3 Coverage

The **National Questionnaire** – collects data and information on the adoption and the process of implementation of constitutional, statutory and/or policy guarantees for public access to information from ATI Oversight or support body(ies) at the national/federal and regional/state/provincial levels of government. These include the structure and powers of this body(ies).

In many cases, the Questionnaire asks for year-long information, such as how many requests for information or appeals relating to those requests have been made. It may be difficult to answer these questions if information has not been collected on a systematic basis throughout the year. Where this applies, the body(ies) tasked with filling in the Questionnaires should consider putting in place systems for collecting this information.

### Reference period for the data collected in the National Questionnaire

This National Questionnaire collects data for the year ending in 2018. The reference period for all tables, including information on budget should be the same. If different from calendar year, please provide information on the financial year, unit and currency for the data provided in the questionnaire. If data are not available for 2018, please report the latest year for which data are available and indicate the reference period provided.



## 2. Completing and returning the Questionnaire

In order to facilitate the completion and submission of the Questionnaire, the UIS has developed a web-based survey available at [https://unesco.it.ca1.qualtrics.com/jfe/form/SV\\_ON8odRbIMBN8WA5](https://unesco.it.ca1.qualtrics.com/jfe/form/SV_ON8odRbIMBN8WA5)

The Questionnaire is available in **English, French and Spanish**.

Once you have completed the Questionnaire, please submit it by clicking on the **"SUBMIT"** button.

The deadline to complete this Questionnaire is **20 March 2020**.

### **Who is responsible for completing this Questionnaire?**

For countries which have an ATI/RTI law and where that law creates a body with dedicated responsibilities for overseeing that law, such as an information commission, ombudsman or human rights commission, that body should fill in the **National Questionnaire**.

Where either there is no such law or the law does not identify a body that has general oversight responsibilities, another appropriate actor should be identified to fill in this Questionnaire (such as a ministry of information or justice).

Ideally, to ensure consistency, only one person should complete the Questionnaire although he or she may seek information from others. Therefore, the body tasked with filling in the National Questionnaire will need to task someone with leading on this work, preferably the most senior official dealing with ATI. It will also be important to liaise with the national entity that is monitoring the SDGs in your country, who will be able to support and further explain the importance of this data collection. This entity, often in the national statistical office (NSO), can also make use of the data for its own reporting purposes such as to parliament or in a specific country presentation to the UN through what are called periodic "voluntary national reviews".

### **Contact**

If you experience problems accessing the survey or for any questions related to the data collection, please contact the Communication Statistics Team at [uis.cisurvey@unesco.org](mailto:uis.cisurvey@unesco.org) or by telephone at +1 514 343 6880.



### 3. Orientation of Specific Questions in the Questionnaire

The primary focus of the Questionnaire is the national system for ATI, unless the question specifically asks about sub-national systems. Thus, for federal countries or countries which otherwise have sub-national ATI regimes, answers should relate only to the federal or national regime.

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**Question 1** This Questionnaire provides space for up to two contacts. Only fill in the second contact if more than one person has led on the process of filling in the Questionnaire.

Please refer to “Part 2. Completing and returning the Questionnaire” above to ensure that the right contact(s) is provided here.

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**Question 2** This question asks about which body, if any, is responsible for monitoring and reporting on SDGs indicator 16.10.2 on public access to information. In many countries, a central unit within government is responsible for reporting on the overall SDGs (i.e. all of the 17 goals and hundreds of indicators). This is not what is being asked here. Rather this question seeks to know whether there is a specific authority in your country which has been identified, formally or informally, for monitoring and reporting on *SDG 16.10.2*. If so, provide up to two contacts for people who lead on this issue within that authority. (Note: If there is no entity specifically covering the monitoring and reporting on SDG 16.10.2, please enter the official body that nevertheless has the relevant information to complete this UNESCO survey).

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**Question 3** The Questionnaire indicates that the relevant year for the data is 2018, but if public authorities collect information about requests for information according to a different calendar (such as the fiscal year), the most recent such year should be used, and this should be indicated in your responses.

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**Questions 4, 5 and 6** Questions 4 and 5 are about non-binding guarantees at different levels of governments, whereas Question 6 is about binding guarantees. **Section C** of these instructions provides definitions of these and other terms.

Where the first part of Question 4 and 5 refers to “Public statement”, it means a political announcement, or informal commitment.

A “Yes” answer to Question 6 should be given only if:

1. ATI is explicitly guaranteed in the constitution (a general guarantee for freedom of expression is not enough), and/or;
2. the country/territory has adopted a *dedicated* ATI law and/or;
3. the country/territory has adopted a dedicated ATI policy, which is formally (legally) binding (for example, a presidential executive order or decree which binds the executive).

A “No” or “in progress” answer to Question 6 will result in the completion of the questionnaire and the respondent will not need to proceed further.

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<b>Questions 7 and 8</b>	<p>Question 7 following the one about whether the country has a binding rule on ATI seeks more information about the national rule. It starts by asking about primary legislation (i.e. a statute adopted by the parliament) and then drills down to lower levels of legal rules.</p> <p>Question 8 has the same format but seeks information about sub-national rules on ATI. In most cases, where sub-national rules exist, there will be more than one of these. If so, this should be indicated in the comment box under “Other, please specify”.</p> <p>Some countries have different dispensations within different regions in a country. Where no national level information is available, please complete the questions pertaining to diverse sub-national levels (e.g. provinces).</p>
<b>Questions 9 and 10</b>	<p>Questions 9 and 10 seek information about oversight bodies for ATI, following the national first and then sub-national approach. Five types of bodies are listed here and these are defined in the “Definitions of Terms” part of these Instructions. A key point here is that this question is only seeking information about the ATI functions of these bodies.</p> <p>Note that the term “Oversight” means any monitoring or support function relating to ATI excluding the hearing of appeals. For example, a body may provide ATI training or undertake public awareness raising efforts.</p>
<b>Questions 11 and 12</b>	<p>The following two questions probe more deeply into the specific activities of these bodies, again following the national first and then sub-national approach. Once again, answers should cover only the actions of these bodies in relation to ATI and no other issues.</p>
<b>Question 13</b>	<p>The question asks about how appointments are made to bodies responsible for implementing an ATI law or regulation. For purposes of this question, the focus should be on the body that processes ATI appeals or, if there is no such body, the main body that handles ATI implementation.</p>
<b>Question 14</b>	<p>Question 14 asks about staffing. The approach to identifying which body to refer to, as noted above, should be used here too.</p>
<b>Questions 15, 16 and 17</b>	<p>The following questions ask about expenditure. The approach to identifying which body to refer to, as noted above, should be used here too.</p>
<b>Questions 18, 19 and 20</b>	<p>These questions ask information about “Requests”. For question 20, an average time is calculated.</p>
<b>Questions 21, 22 and 23.</b>	<p>These questions ask information about “Appeals”. For question 23, an average time is calculated.</p>

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## B. Institutional Questionnaire (Ministries and National Capital)

Please read these instructions thoroughly prior to completing the questionnaire.

### 1. Introduction

#### 1.1 SDG Indicator 16.10.2 – Public Access to Information

All governments have committed to the Sustainable Development Goals (SDG), and the United Nations has mandated UNESCO to collect data on Indicator 16.10.2, which is reported to the UN General Assembly.

Indicator 16.10.2 covers public access to information (ATI). Many countries have specific laws for ATI, which provide a legal Right to Information (RTI).


UNESCO will be seeking information on SDG Indicator 16.10.2 annually and will use that information to report centrally on overall progress on SDG Indicator 16.10.2.

Countries that supply data about this indicator will demonstrate their support for the SDG monitoring process.

Your kind co-operation is therefore sought so that the UN can receive information from all its Member States. Your response will enable the UNESCO Institute for Statistics (UIS) to develop a comprehensive public database.

Thanks to responses from each country, the UN General Assembly will be able to receive information about the overall global progress in ensuring public access to information that is vitally important for achieving the SDGs.

**Fig. 2: SDG Target 16.10, Indicator 16.10.2**

	<p><b>Goal 16</b> Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p> <p><b>Target 16:10</b> Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements</p> <p><b>Indicator 16.10.2</b> Number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information</p>
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## 1.2 Objective

The objective of the **2019 Survey on public access to Information (SDG indicator 16.10.2)** is to collect data and information to monitor SDG indicator 16.10.2 on the number of countries that *adopt* and *implement* constitutional, statutory and/or policy guarantees for public access to information (ATI) at the global level. These data will also form a part of the UIS international database of Communication and Information statistics, which is available to the user community, and help to inform policymakers at both national and international levels.

**These Instructions** aim to help those tasked with completing **the Institutional Questionnaire** to do so in a consistent manner. They elaborate on the main thrust of some of the key questions and define the key terms that are used.

The **Institutional Questionnaire** (for a copy of the online survey, see Section E) seeks to collect information about ATI from specific government ministries and the national capital city. The **National Questionnaire** (for a copy of the online survey, see Section D) seeks to collect information about ATI at the national and subnational levels. The person(s) completing the **National Questionnaire** are invited to proceed directly to Section A above.

## 1.3 Coverage

The **Institutional Questionnaire** collects data and information from each of the following government institutions or their equivalents: Ministry of Finance/Revenue, Ministry of Environment and the National Capital (Mayor's Office). The selection of Ministries of Finance/Revenue and of the Environment is based on their direct relevance to progress on achieving the 2030 Sustainable Development Agenda, while “cities and local governments” also have strong relevance to 2030 Agenda.

In many cases, the Questionnaire asks for year-long information, such as how many requests for information or appeals relating to those requests have been made. It may be difficult to answer these questions if information has not been collected on a systematic basis throughout the year. Where this applies, the body(ies) tasked with filling in the Questionnaires should consider putting in place systems for collecting this information.

### Reference period for the data collected in the Questionnaire

This Institutional Questionnaire collects data for the year ending in 2018. The reference period for all tables, including information on budget should be the same. If different from calendar year, please provide information on the financial year, unit and currency for the data provided in the questionnaire. If data are not available for 2018, please report the latest year for which data are available and indicate the reference period provided.



## 2. Completing and returning the Questionnaire

In order to facilitate the completion and submission of the Questionnaire, the UIS has developed a web-based survey available at [https://unesco.it.ca1.qualtrics.com/jfe/form/SV\\_a2EtKA6qFciA19T](https://unesco.it.ca1.qualtrics.com/jfe/form/SV_a2EtKA6qFciA19T). The Questionnaire is available in **English, French and Spanish**.

Once you completed the Questionnaire, please submit it by clicking on the "**SUBMIT**" button.

The deadline to complete this Questionnaire is **20 March 2020**.

### **Who is responsible for completing this Questionnaire?**

The Institutional Questionnaire is to be completed by individual public authorities (i.e. the bodies that are ultimately responsible for delivery of information to the public). Three public authorities should fill in this Questionnaire, namely the ministries that are responsible for finance and the environment, and office of the mayor of the capital city.

Usually the Institutional Chief Information Officer (or equivalent) can complete the Questionnaire for selected government institutions.

Ideally, to ensure consistency, only one person should complete the Questionnaires although he or she may seek information from others. If someone has already been identified by the relevant public authority as being responsible for responding to requests for information, often referred to as an information officer, it would make sense for that person to lead on completing the Questionnaire. Otherwise, an individual who has a good overview of what the public authority is doing in terms of ATI should fill it in.

It will also be important to liaise with the national entity that is monitoring the SDGs in your country, who will be able to support and further explain the importance of this data collection. This entity, often in the national statistical office (NSO), or within a ministry, can also make use of the data for its own reporting purposes such as to parliament or in a specific country presentation to the UN through what are called periodic "voluntary national reviews".

### **Contact**

If you experience problems accessing the survey or for any questions related to the data collection, please contact the Communication Statistics Team at [uis.cisurvey@unesco.org](mailto:uis.cisurvey@unesco.org) or by telephone at +1 514 343 6880.



### 3. Orientation of Specific Questions in the Questionnaire

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**Question 1** This Questionnaire provides space for up to two contacts. Only fill in the second contact if more than one person has led on the process of filling in the Questionnaire.

If someone has already been identified by the relevant public authority as being responsible for responding to requests for information (often referred to as an information officer), as in Question 2 below, please enter the contact of that person here.

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**Question 2** This question asks about who is responsible for ATI in the relevant public authority (i.e. the most senior official). The same person might be completing this Questionnaire (the contact of which is provided for Question 1).

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**Question 3** The Questionnaire indicates that the relevant year for the data is 2018, but if public authorities collect information about requests for information according to a different calendar (such as the fiscal year), the most recent such year should be used, and this should be indicated in your responses.

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**Questions 4 and 5** A “Yes” answer to Question 4 should be given only if:

1. ATI is explicitly guaranteed in the constitution (a general guarantee for freedom of expression is not enough), and/or;
2. the country/territory has adopted a *dedicated* ATI law and/or;
3. the country/territory has adopted a dedicated ATI policy, which is formally (legally) binding (for example, a presidential executive order or decree which binds the executive).

A “No” or “in progress” answer to Question 4 will result in the completion of the questionnaire and the respondent will not need to proceed further.

Question 4 is about non-binding guarantees at the institutional level, whereas Question 5 is about binding guarantees. **Section C** of these instructions provides definitions of these and other terms.

Where the first part of Question 4 refers to “Public statement”, it means a political announcement, or informal commitment.

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A “Yes” answer to Question 5 should be given only if:

1. ATI is explicitly guaranteed in the constitution (a general guarantee for freedom of expression is not enough), and/or;
2. the country/territory has adopted a *dedicated* ATI law and/or;
3. the country/territory has adopted a dedicated ATI policy, which is formally (legally) binding (for example, a presidential executive order or decree which binds the executive).

A “No” or “in progress” answer to Question 5 will result in the completion of the questionnaire and the respondent will not need to proceed further.

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**Question 6** Question 6, which follows the one about a binding ATI rule asks about staff working on ATI. Officials with direct responsibilities are those who have been formally designated as such, for example by a letter of appointment or a formal procedure along those lines. Often, these are the key staff who work on this issue. However, if there are other staff at your public authority who work on ATI, this should be indicated under staff without direct ATI responsibilities.

In most cases, there will be one individual who leads the work of the authority in the area of ATI. If so, this information should be provided in response to the following question.

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**Question 7** The focus of this question is on the number of staff who have received training on ATI, broken down into those with direct responsibilities on ATI and those who do not have direct responsibilities. Answers here should cover direct, substantive ATI training programmes and not, for example, attending a conference where ATI was discussed or short presentations were made on this issue.

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**Question 8** In some cases, public authorities provide regular training on ATI, for example on an annual or biennial basis. This should be indicated in this question. Note that for this question, only training on ATI should be included.

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**Question 9** The question asks about some of the institutional measures that each authority has put in place to support ATI, such as making the form for requests available.

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**Question 10** The question asks about charging a fee for processing requests. A “Yes” answer should be given if your authority charges for lodging a request or for covering costs of labour or materials (e.g. for photocopying pages) concerning requests.

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<b>Questions 11, 12, 13, and 14</b>	<p>The following questions ask for information about “Requests”.</p> <p>Question 11 specifically requests for information which are made under the ATI law, as opposed to information requests (such as a citizen asking a question over the phone in an informal way). It will normally be necessary to put in place a tracking system to ensure that information about requests is maintained properly.</p> <p>Question 12 asks about the reasons for refusing to disclose information in response to a request, whether in whole or in part. It is not complicated but it will be difficult to answer this question accurately unless the public authority has kept good records of how it has responded to requests throughout the year.</p> <p>For question 13, an average time is calculated.</p>
<b>Questions 15, 16, 17, and 18</b>	<p>The following questions ask for information about “Internal appeals” and “External appeals”.</p> <p>In many countries, an ATI law provides for an internal appeal where an applicant does not feel that his or her request was dealt with in accordance with the law. If your law does provide for these internal appeals, complete Question 15.</p> <p>External appeals are appeals lodged outside of the public authority which originally processed the request, for example with an information commission. If your law provides for external appeals, answer Question 16.</p> <p>For question 17, an average time is calculated.</p>
<b>Question 19</b>	<p>This question asks about the proactive disclosure activities of public authorities. Here, if the authority has proactively disclosed information, it should be possible to locate it, usually on a website, but possibly also on display at the offices of the authority.</p>
<b>Question 20</b>	<p>This question asks about challenges faced by public authorities in implementing ATI. The first question here asks the authority to rate a number of potential challenges and is straightforward.</p>
<b>Question 21</b>	<p>The last question asks about other efforts or practices by public authorities to protect and promote ATI.</p>

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## C. Definitions of Terms

The definitions are organized into categories of related terms.

Access to Information and Right to Information	
<b>Access to Information</b>	<p>“Public access to information” is a much wider concept but is based upon the established human right to the fundamental freedom of expression (FOE) and association.</p> <p>In terms of defining what is being measured, Access to Information (ATI) has two principle components:</p> <ul style="list-style-type: none"> <li>• The obligation on public bodies to set up a legal framework for the public to <i>request access to information</i> (documents and other information recorded in any format) and to respond to such requests in a timely fashion. In many countries, this right is guaranteed via laws on access to information or freedom of information.</li> <li>• The obligation on governments to ensure that information of public interest is <i>put into the public domain proactively</i>, without the need for requests.</li> </ul>
<b>Right to Information</b>	<p>The <b>right of access to public information (RTI)</b> is a component of the fundamental right of freedom of expression as set forth by Article 19 of the <i>Universal Declaration of Human Rights (1948)</i>, and the subsequent International Covenant on Civil and Political Rights,. These state that the fundamental right of freedom of expression encompasses the freedom "to <i>seek, receive</i> and impart information and ideas through any media and regardless of frontiers" (our italics).</p> <p>RTI is an umbrella term that refers to the legal right to access information held by public authorities. It is often used in the same way as terms such as Freedom of Information (FOI). <b>For these Questionnaires, it particularly refers to the adoption and implementation of reasonably comprehensive, <i>binding rules that guarantee the right to information in practice</i>.</b> As such, RTI refers to</p>



	the presence of robust guarantees and systems through which information is made available to citizens and others.
<b>Implementation</b>	Refers primarily to efforts to give practical effect to the provisions of the law, policy or regulation; this is through government bodies providing information to the public (on request as well as proactively). Implementation is important to ensure that the benefits of the law, policy or regulation are realized.
<b>Binding and non-binding</b>	
<b>Binding</b> means enforceable by a court, i.e. of legal status. <b>Non-binding</b> does not have this status.	
<b>Non-binding policies</b>	<p>Examples of non-binding policies:</p> <ul style="list-style-type: none"> <li>▪ <b>Public statement:</b> e.g. policy papers, government announcement, Open Government action plan.</li> <li>▪ <b>Strategy</b> (e.g. political statements about public domain information; Open Government strategy and Open Data/ Open Access)</li> </ul>
<b>Binding guarantees</b>	<p><b>Constitutional guarantees for access to information</b></p> <p>Refer to rules in the constitution which specifically guarantee individuals (or sometimes just citizens) the right to access information held by public bodies (right to information). General guarantees for freedom of expression do not qualify here unless they have been specifically held by senior courts to include the right to access information.</p>
	<p><b>Statutory guarantees for access to information</b></p> <p>Refer to primary legislation covering the right to access information, such as FOI, RTI or ATI law. Such guarantees may also be embedded in more general laws, such as administrative laws covering a range of information issues. However, laws on other matters, such as press laws, which include only a small number of very general rules on access to information are not included here.</p>



	<p><b>Policy guarantees for access to information</b></p> <p>Refer to legally binding rules that are of a policy or sub-primary legal level. This might include, for example, an executive order, presidential ordinance or internal government rule which executive bodies were legally obliged to follow.</p>
<b>Legal Instruments</b>	
<b>Primary legislation</b>	Legislation made by the legislative branch of government.
<b>Secondary legislation/regulation</b>	Regulation and administrative rules made by executive authority (e.g an authority that has the power to enforce laws). These are based on primary legislation.
<b>Supplementary law</b>	Refers to a law used in court cases where the primary and secondary legislation do not settle the issue.
<b>Oversight and types of oversight body for ATI</b>	
<b>Oversight</b>	<p>Process of supervision, monitoring, evaluation of performance and review, to ensure compliance with laws, regulations and policies . It entails assessing and enforcing implementation, which is different to executing the actual implementation itself in regard to the direct provision of information. Execution is normally done by various executive arms of government – for example, by ministries and municipalities.</p> <p>Oversight functions are distinct from those relating to the hearing of appeals (even if, in some cases, the same entity also handles appeals). For this reason, appeals are dealt with separately in the Questionnaires to the issue of oversight.</p>
<b>Oversight body</b>	Refers to the body charged with ensuring Oversight (see above) and therefore accountability for the implementation of ATI. (The same body or another may also do appeals, although appeals is a distinct function from Oversight and are sometimes done by a separate body).
<b>Information Commission/Commissioner</b>	Refers to a body with dedicated powers in relation to oversight of the right to information. In almost all cases, these bodies have the power to decide on complaints about failures by public bodies to process requests for information. In many cases, they also have a mandate to





	<p>promote the right to information, for example, by raising public awareness or training officials.</p> <p>Where these bodies have a dual mandate over both the right to information and the right to privacy (and/or personal data protection), they should be addressed here. Otherwise, bodies which primarily deal with privacy but also have some right to information powers should be recorded under privacy commissions. Similarly, where general human rights commissions or ombudsmen also have a role in relation to the right to information, they should be recorded with under the respective sections dealing with those bodies.</p>
<b>Data Protection or Privacy Commission / Commissioner</b>	<p>In some cases, one body has a dual mandate covering both the right to information and privacy (and/or personal data protection). Where this is the case, the body should not be dealt with as a Data Protection Commission but, rather, as an Information Commission / Commissioner.</p> <p>Otherwise, a <b>Data Protection or Privacy Commission / Commissioner</b> is a body that has a mandate to address data protection and/or privacy issues. In some cases, these bodies, while not holding a dual mandate over information, do also address some right to information issues.</p>
<b>Human Rights Commission</b>	<p>An oversight body which has general powers to review the performance of public bodies in relation to human rights. The exact powers and mandate of these bodies varies considerably, from having binding powers to investigate and resolve human rights issues, whether in response to a complaints or on its own motion, to merely having the power to make recommendations in this regard.</p> <p>In some countries, instead of creating a dedicated information commission, the right to information law allocates oversight functions in relation to the right to information to a Human Rights Commission.</p>
<b>Ombudsman</b>	<p>An Ombudsman is an officer or office which addresses problems in the way the administration operates. In most cases, an Ombudsman has the power, among others, to respond to complaints from individuals about administrative behaviour, such as unfair treatment, a failure to provide a service or any other issue.</p> <p>In some countries, instead of creating a dedicated information commission, the right to information law allocates oversight functions in relation to the right to information to an Ombudsman. Where this is the case, relevant questions in the National Questionnaire should</p>



	be answered in relation to this body, but only to the extent that it deals with right to information issues.
<b>Department/Ministry/ Agency</b>	The term Department/Ministry/Agency is intended to cover all of the bodies that fall within the purview of the right to information constitutional rule, law or policy. In many countries, this covers a wide range of bodies, including those forming part of the judicial and legislative branches of government, State owned enterprises and often even private bodies operating with public funding or pursuing public functions, while in some countries it is limited to the executive. In these Instructions, we refer to these bodies collectively as public authorities.
<b>Staff and Training</b>	
<b>Headcount</b>	Refers to the total number of persons.
<b>Formal training</b>	Formal training is designed mainly to provide learners with the practical skills, expertise and understanding necessary for direct entry into a particular occupation or trade (or class of occupations or trades). Successful completion of such programs normally leads to a labour market-relevant career qualification recognized by the national competent authorities (e.g. Ministry of Education, employers' associations, etc.).
<b>Trained staff</b>	Trained staff are public officials that have received at least a minimum of formal training to support the administration and/or application of ATI laws/rules.
<b>Officials with direct ATI functions/ responsibilities</b>	Officials with direct responsibilities are those who have been formally designated as such, for example by a letter of appointment or something along those lines. Often, these are the key staff who work on ATI issue.
<b>Officials without direct ATI functions/ responsibilities</b>	If there are other staff at the public authority who support the work on ATI, this should be indicated under staff without direct ATI responsibilities.
<b>Requests</b>	
A request or request for information is a formal request under the ATI law by an individual or legal entity, which seeks to obtain specific information from a public authority.	



<b>Full disclosure</b>	Refers to when the information is provided in whole.
<b>Partial disclosure</b>	Refers to when the information is provided but it is incomplete or unsatisfactory.
<b>Denied</b>	<p>Refers to when the request for information was rejected. For example, in some instances access information can be denied if revealing it would have a negative impact on right to privacy, on the administration of justice or on public security.</p> <p>Another reason for refusal is “Commercial Confidentiality”, which means that the request was rejected because disclosing the information would harm the commercial interests of the third party who provided the information to the public authority in the first place (or, if this is what the relevant law provides, because the third party vetoed the release of the information).</p>
<b>Appeals</b>	
<p>An appeal is an application for a decision (or lack of a decision) relating to a request for information, to be reviewed by the administrative oversight body (such as an information commission) that is tasked with this. Appeals normally involve requests to reconsider failures to provide information.</p>	
<b>Appeals body</b>	Refers to the central administrative body that considers appeals relating to ATI requests. This is not part of an independent courts system. (It may be part of the relevant oversight body, or constituted within a separate body).
<b>Internal appeal</b>	An appeal is received internally (by an appellate authority) when requesters first appeal to the public authority who made the decision within the body. They can appeal that decision to the highest authority within the body. In essence, internal appeals give public authorities like ministries/departments/agencies a chance to reconsider their original response to a request. Some countries may have two or more levels of internal appeals.
<b>External Appeal</b>	An appeal is received externally when requesters are unsatisfied with the decision of the appeals body. Some countries may have two or more levels of external appeals. Requesters can also submit a further appeal to the Courts, whose decisions are binding.



<b>Fully granted</b>	An appeal is fully granted when the body withholding the requested information is required to disclose the information in whole.
<b>Partially granted</b>	An appeal is partially granted when the body withholding the requested information is required to disclose a portion of the information.
<b>Dismissed</b>	An appeal is dismissed when the appellate body decides not to instruct disclosure. This is whether, in relation to an appeal, whether internal or external, the appeal considered and formally rejected.
<b>Other key terms</b>	
<b>Proactive Disclosure</b>	The act of releasing information before it is requested, even though no request has been filed. This is different from reactive disclosure that occurs when a request is made. It is also known as proactive publication, and is referred to as proactive or active transparency. It is not the same as a public relations or corporate communications function, but deals with the availability of copies of original records and raw data.
<b>Public Authorities</b>	For purposes of this Survey, a public authority is an authority that carries out activities related to the implementation of ATI, RTI and/or FOI laws, rules and practices. In another word, it is subject to the proactive and reactive disclosure obligations set out in that law.
<b>Records/documents</b>	Refer to any documentary material, regardless of medium or form. Software is not a record; it is an item used to generate, view or edit a record, as opposed to a record itself.

#### D. National Questionnaire

Please see below.

#### E. Institutional Questionnaire

Please see below.

SECTION D



## 2019 SURVEY ON PUBLIC ACCESS TO INFORMATION (SDG INDICATOR 16.10.2)

### NATIONAL QUESTIONNAIRE

### Data for the reference year 2018

This questionnaire collects data and information that will be used to monitor **Sustainable Development Goal (SDG) Indicator 16.10.2** on the number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information at the global level.

**The Instruction Manual** accompanying this survey provides some concepts, definitions, methodology/ies used and practical guidelines on how to complete this questionnaire.

DEADLINE FOR RETURNING THE COMPLETED QUESTIONNAIRE



#### Contact information for the UNESCO Institute for Statistics

For any queries concerning the questionnaire, please contact the Communication Statistics Team at:

Email: [uis.cisurvey@unesco.org](mailto:uis.cisurvey@unesco.org)

Tel: +1 514 343 6880  
Fax: +1 514 343 5740  
Mail: UNESCO Institute for Statistics  
PO Box 6128, Station Centre-ville

### Instructions for completing the questionnaire

This questionnaire should be completed by the **National/Federal Information Commissioner** responsible. If no such authority does not exist, please forward to the most appropriate authority.

### Reference period for the data collected in this questionnaire

This questionnaire collects data on the financial year ending in 2018. The reference period for all tables, in provide information on the financial year, unit, currency and the reference year and main sources for the data available for 2018, please report the latest year for which data are available and indicate the reference period.

### Coverage

The data provided in the questionnaire should include data on adoption and the process of implementation by the body/ies (or their equivalent) carrying out activities related to the adoption and implementation of ATI, Right laws, rules and/or practices.

### Numeric data

Please enter numeric values ONLY, including zeros (to indicate nil or negligible data). If left blank, please report respect to these categories. If necessary, please provide any explanations on the limitations (e.g. any included in the table).

### Radio buttons and check boxes

The questionnaire uses radio buttons () and checkboxes (). Radio buttons are used to make a single choice. A selected radio button will deselect any other button which was previously selected in the list. A checkbox is

Each checkbox is independent of all other checkboxes in the list, so checking one box doesn't uncheck the checked. A stand-alone checkbox is used for a single response that can be checked or unchecked.



### Navigation

Please use the **"Next"** and **"Previous"** buttons to move between pages. The scroll bars located on the far left or right. Please do not use the browser's back and forward arrows of your navigator.

All fields marked with an **asterisk (\*)** are mandatory.

Submit the completed questionnaire by clicking on the **"SUBMIT"** button at the end of the questionnaire.



### \* Country

*Please select*

**1. Please provide information about the person(s) responsible for completing this questionnaire.**

### Contact 1

Salutation: (Mr, Ms., Dr.)

\* First Name:

\* Last Name:

Organization/Unit:

Job Title:

\* Email:

Phone number:

## Contact 2

Salutation: (Mr, Ms., Dr.)

First Name:

Last Name:

Organization/Unit:

Job Title:

Email:

Phone number:

## 2. Please provide information about the person(s) responsible for the monitoring of SDG 16.10.2:

### Contact 1

Salutation: (Mr, Ms., Dr.)

First Name:

Last Name:

Organization/Unit:

Job Title:

Email:

Phone number:

### Contact 2

Salutation: (Mr, Ms., Dr.)

First Name:

Last Name:

Organization/Unit:



Job Title:

Email:

Phone number:

**3. Please indicate the year of the data provided if different from the reference year requested:**

*Please select*

## SECTION 1

### SDG INDICATOR 16.10.2: ADOPTION - THE LEGAL FRAMEWORKS

**4. Does your country have non-binding policies made at the national / federal level?**

		If In progress, please explain:
Public statement (e.g., Open Government action plan)	<input type="text"/>	<input type="text"/>
Strategy (e.g., Open Government strategy and Open Data/ Open Access) and public domain policies-related	<input type="text"/>	<input type="text"/>
Master/Action plan (or national implementation) plans, Standard Operational Procedures, protocols, digital Government/e-government policies relating to implementation of ATI	<input type="text"/>	<input type="text"/>

		If In progress, please explain:
Other, please specify: <input type="text"/>	<input type="text"/>	<input type="text"/>

**5. Does your country have non-binding policies made at the regional / state / provincial**

		If In progress, please explain:
Public statement (e.g., Open Government action plan)	<input type="text"/>	<input type="text"/>
Strategy (e.g., Open Government strategy and Open Data/ Open Access) and public domain policies-related	<input type="text"/>	<input type="text"/>
Master/Action plan (or national implementation) plans, Standard Operational Procedures, protocols, digital Government/e-government policies relating to implementation of ATI	<input type="text"/>	<input type="text"/>
Other, please specify: <input type="text"/>	<input type="text"/>	<input type="text"/>

**6. Has your country adopted a constitutional, statutory and/or other legal guarantee for public access to information?**

- Yes
- No



**8. Access to information - Legal Instruments by level of government**

**Regional / state/ provincial**

	Access To Information			If yes, does the rule include the right to request and receive information		If yes, does the rule obligate public bodies to provide information (so including proactively)		Please specify (title and/or v
	Yes	No	In progress	Yes	No	Yes	No	
Primary legislation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Secondary legislation/regulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Supplementary law	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Binding policy document	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Other, please specify: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**9. Please indicate in the table below the administrative functions of the body(ies) regarding access to information (where applicable).**

**National / Federal**

**Functions**

	Oversight	Appeals	If yes to appeals, are the decisions on appeals binding?	If yes to appeals, does it have power to impose sanctions on information holders?
Information Commission / Commissioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data protection or privacy Commission/Commissioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department/Ministry/Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Please indicate in the table below the administrative functions of the body(ies) regarding access to information (where applicable).

**Regional / state/ provincial**

**Functions**

	Oversight	Appeals	If yes to appeals, are the decisions on appeals binding?	If yes to appeals, does it have power to impose sanctions on information holders?
Information Commission / Commissioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data protection or privacy Commission/Commissioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Oversight	Appeals	If yes to appeals, are the decisions on appeals binding?	If yes to appeals, does it have power to impose sanctions on information holders?
Department/Ministry/Agency	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other, please specify: <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

11. Please indicate in the table below the activities for each body (where applicable).

**National / Federal**

**Activities**

	Provide implementation guidance	Offer training to officials	Raise public awareness	Give comments on compatibility of draft legislation with ATI law	Publish an annual report	Require public authorities to create records of their activities and decisions
Information Commission / Commissioner	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Data protection or privacy Commission/Commissioner	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Human Rights Commission	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ombudsman	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Department/Ministry/Agency	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other, please specify: <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

12. Please indicate in the table below the activities for each body (where applicable).

**Regional / state/ provincial**

**Activities**

	Provide implementation guidance	Offer training to officials	Raise public awareness	Give comments on compatibility of draft legislation with ATI law	Publish an annual report	Require public authorities to create records of their activities and decisions
Information Commission / Commissioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data protection or privacy Commission/Commissioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Rights Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department/Ministry/Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. Please indicate who is responsible for appointing/removing the members of ATI bodies.**

*Please check all that apply*

	Entity				If other, please specify:
	Executive branch of government	Legislature	Judiciary	Other	
<b>National / Federal</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

	Entity				If other, please specify:
	Executive branch of government	Legislature	Judiciary	Other	
Regional / state / provincial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

14. In regards to the number of persons employed by your ATI bodies, please complete the table below:

	Male			Female			Total		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total
National / Federal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Regional / state / provincial	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

15. Total expenditure on ATI by type of expenditure and level of government



**Finance data should refer to the financial year ending in 2018; otherwise use the latest year available. Please indicate the reference period for the reported data:**

	Month	Year
Financial year ended in (month/year)	<input type="text"/>	<input type="text"/>

**16. Please indicate the unit and currency for the reported data.**

	Unit		Currency
	<input type="text"/>		<input type="text"/>

**17. Type of expenditure  
(in national currency)**

	Level of government		
	National / Federal	Regional / state/ provincial	Total
Operating expenditure	<input type="text"/>	<input type="text"/>	<input type="text"/>
Capital expenditure	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total expenditure</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

18. Total number of requests for information received, disclosed and denied

**Requests**

	Received	Disclosure			Denied (non-disclosed)
		Full disclosure	Partial disclosure	Total	
National / Federal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Regional / state/ provincial	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

19. Total number of requests by reason (partial disclosure or non-disclosure)

	Reason				
	National security	Privacy concerns	Commercial confidentiality	Other	Total
Partial disclosure	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Non-disclosure	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

	Reason				Total
	National security	Privacy concerns	Commercial confidentiality	Other	
Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If other, please specify:*

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

**20. Please indicate the average time taken to respond to requests in the reference year**

	Time to respond to requests				What is the legal/policy specified time for response
	1-30 days	31-60 days	More than 60 days	Data not available	
National / Federal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Regional / state/ provincial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

**21. Total number of internal appeals received, granted and dismissed in the reference year**

**Internal appeals**

	Received	Granted			Dismissed
		Fully	Partially	Total	
National / Federal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Regional / state/ provincial	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

**22. Total number of external appeals received, granted and dismissed in the reference year**

**External appeals**

	Received	Granted			Dismissed
		Fully	Partially	Total	
National / Federal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Regional / state/ provincial	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

**23. Please indicate the average time taken to decide on appeals in the reference year**

	Time to decision of appeal				What is the legal/policy specified time to decide on appeals
	1-30 days	31-60 days	More than 60 days	Data not available	
<b>National / Federal</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid black; height: 40px;"></div>
<b>Regional / state/ provincial</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid black; height: 40px;"></div>

**ENDING**

***Thank you for your contribution to the monitoring of SDG 16.10.2 on public access to information***

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SECTION E



## 2019 SURVEY ON PUBLIC ACCESS TO INFORMATION (SDG INDICATOR 16.10.2)

### INSTITUTIONAL QUESTIONNAIRE

#### Data for the reference year 2018

This questionnaire collects data and information that will be used to monitor **Sustainable Development Goal (SDG) Indicator 16.10.2** on the number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information at the global level.

**The Instruction Manual** accompanying this survey provides some concepts, definitions, methodology/ies used and practical guidelines on how to complete this questionnaire.

DEADLINE FOR RETURNING THE COMPLETED QUESTIONNAIRE



#### Contact information for the UNESCO Institute for Statistics

For any queries concerning the questionnaire, please contact the Communication Statistics Team at:

Email: [uis.cisurvey@unesco.org](mailto:uis.cisurvey@unesco.org)  
Tel: +1 514 343 6880  
Fax: +1 514 343 5740  
Mail: UNESCO Institute for Statistics  
PO Box 6128, Station Centre-ville  
Montreal, QC H3C 3J7  
CANADA

### Instructions for completing the questionnaire

This questionnaire collects data and information from your institution, which is among the following:

1. Ministry/Agency/Department for Finance/Revenue;
2. Ministry/Agency/Department for Environment; and
3. National Capital (Mayor's Office), as applicable

It should be completed by the person that is responsible for Access to Information or the equivalents in your institution.

### Reference period for the data collected in this questionnaire

The reference period for all tables, including information on number of requests and appeals should be the latest year for which data are available and indicate the reference period provided.




### Coverage

The data provided in the questionnaire should include data on adoption and the process of implementation related to the adoption and implementation of Access to Information (ATI), Right to Information (RTI) and/or Freedom of Information (FOI). The preferred sources of data are: Administrative records from national Ministries/public authorities. An alternative source is a comprehensive data.

### Numeric data

Please enter numeric values ONLY, including zeros (to indicate nil or negligible data). If left blank, please do not enter a dash (-) in respect to these categories. If necessary, please provide any explanations on the limitations (e.g. any included in the table).



## Radio buttons

The questionnaire uses radio buttons (○). Radio buttons are used to make a single choice from a set of pre-deselect any other button which was previously selected in the list.



## Navigation

Please use the "**Next**" and "**Previous**" buttons to move between pages. The scroll bars located on the far left or right. Please do not use the browser's back and forward arrows of your navigator.

**All fields marked with an asterisk (\*) are mandatory..**

Submit the completed questionnaire by clicking on the "**SUBMIT**" button at the end of the questionnaire.



### \* Country

*Please select*

### Institution:

**1. Please provide information about the person(s) responsible for completing this questionnaire.**

### Contact 1

Salutation: (Mr, Ms., Dr.)



\* First name:

\* Last name:

Organization/Unit:

Job Title:

\* Email:

Phone number:

**Contact 2**

Salutation: (Mr, Ms., Dr.)

First name:

Last name:

Organization/Unit:

Job Title:

Email:

Phone number:

**2. In regards to your Institution, please provide information about the head person responsible for ATI**

**Contact 1**

Salutation: (Mr, Ms., Dr.)

First name:

Last name:

Organization/Unit:

Job Title:

Email:

Phone number:

**3. Please indicate the year of the data provided if different from the reference year requested:**

*Please select*

## SECTION 1

### SDG INDICATOR 16.10.2: ADOPTION - THE LEGAL FRAMEWORKS

**4. Does your country have non-binding policies made at the institutional level?**

		If In progress, please specify:
Public statement (e.g., Open Government action plan)	<input type="text"/>	<input type="text"/>
Strategy (e.g., Open Government strategy and Open Data/ Open Access) and public domain policies-related	<input type="text"/>	<input type="text"/>
Master/Action plan (or national implementation) plans, Standard Operational Procedures, protocols, digital Government/e-government policies relating to implementation of ATI	<input type="text"/>	<input type="text"/>
Other, please specify: <input type="text"/>	<input type="text"/>	<input type="text"/>

**5. Has your country adopted a constitutional, statutory and/or other legal guarantee for public access to information?**

- Yes
- No
- In progress, please specify:

## SECTION 2

### SDG INDICATOR 16.10.2: IMPLEMENTATION COMPONENT INSTITUTIONAL MEASURES

**6. In regards to your Institution, please indicate the total number of officials (headcount) in the table below:**

#### Officials

	Male			Female			Total	
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time
Officials with direct ATI functions/responsibilities	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>
Officials without direct ATI functions/responsibilities	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>
<b>Total Officials (in your institution)</b>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 50px; height: 20px;" type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

7. In regards to your Institution, please indicate the total number of officials (headcount) who received formal employer-supported training on ATI

**Trained Officials**

	Male	Female	Total
Officials with direct ATI functions/responsibilities	<input type="text"/>	<input type="text"/>	<input type="text"/>
Officials without direct ATI functions/responsibilities	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total trained officials (in your institution)</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

8. How often does your Institution provide ATI-related training?

- Annually
- Every two years
- Every three years
- Other

*If other, please specify:*

**SECTION 3**

**PERFORMANCE: RESPONDING TO REQUESTS**

**9. Does your Institution...**

	Yes	No	Please specify (examples, contents, web site link, etc.)
Provide access to a physical form for making requests for information?	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid black; height: 30px;"></div>
Provide access to an online form for making requests for information?	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid black; height: 30px;"></div>
Require that officials receiving requests for information provide assistance to requesters with special needs (i.e., disabled, illiterate, etc.)?	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid black; height: 30px;"></div>

**10. Do you charge a fee for processing each request for information?**

- Yes
- No

**11. Total number of requests for information received, disclosed and denied by your institution in the reference year**

**Requests**

	Received	Disclosure			Denied (non-disclosed)
		Full disclosure	Partial disclosure	Total	
<b>Total requests</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

**12. Total number of requests by reason (partial disclosure or non-disclosure)**

**Reason**

	National security	Privacy concerns	Commercial confidentiality	Other	Total
<b>Partial disclosure</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Non-disclosure</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Total</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If other, please specify:*

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

**13. Please indicate the average time taken to respond to requests in the reference year**

- 1 - 30 days
- 31 - 60 days
- More than 60 days
- Data not available

**14. What is the legal/policy specified time for response?**

**15. Total number of internal appeals received, granted and dismissed by your Institution in the reference year**

**Internal appeals**

	Received	Granted			Dismissed
		Fully	Partially	Total	
Internal appeals	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

**16. Total number of appeals granted by an external institution (eg. court, Information Commission) and which are binding upon your Institution in the reference year**

**External appeals**

	Received	Granted			Dismissed
		Fully	Partially	Total	
<b>External appeals</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*If necessary, please provide any explanations on the limitations (e.g. any inclusions or exclusions) of the data provided in the box below.*

**17. Please indicate the average time taken to decide on appeals in the reference year**

- 1 - 30 days
- 31 - 60 days
- More than 60 days
- Data not available



18. What is the legal/policy specified time to decide on appeals?

## SECTION 4

### PROACTIVE DISCLOSURE: PUBLISHING INFORMATION EVEN IN THE ABSENCE OF A REQUEST

19. Please indicate whether the following information is available to the public on a pro-active basis in the reference year

	Yes	No	Please provide web site link if available
Annual report	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
List of records/documents held by your public institution	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Guidelines on how to make a request for information from your institution	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
The formal policies, procedures, manuals and guidelines that guide the work of your institution	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
A description of the structure of your institution, such as an organigram	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
A description of the key functions or activities performed or services delivered by your institution	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

	Yes	No	Please provide web site link if available
The agenda of the Minister or most senior person responsible for your institution, showing who he or she is meeting with	<input type="radio"/>	<input type="radio"/>	
Salary scales for staff working at your institution	<input type="radio"/>	<input type="radio"/>	
Formally adopted annual budget for your institution	<input type="radio"/>	<input type="radio"/>	
Annual financial reports (i.e. reports on expenditure) which have been audited	<input type="radio"/>	<input type="radio"/>	
Information on the outcomes of tenders and actual copies of contracts (i.e., contracts over a certain value)	<input type="radio"/>	<input type="radio"/>	
Spending of the head of your institution	<input type="radio"/>	<input type="radio"/>	
Other, please specify: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	

## INSTITUTIONAL CHALLENGES

**This section collects information on current challenges in the area of public access to information**

**20. Please rate your institution's ability to perform the following ATI functions:**

|

|

	Very easy	Somewhat easy	Neither easy, nor difficult	Somewhat difficult	Very difficult	Pleas
	Very easy	Somewhat easy	Neither easy, nor difficult	Somewhat difficult	Very difficult	Pleas
The processing of ATI requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
The processing of ATI appeals (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Proactively disclosing information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Ensuring that the process for requests for information are accessible to disadvantaged and/or marginalized groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Providing training on the implementation of the ATI law/policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Other, please specify: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

21. Please list here any other efforts or practices by your institution to protect and promote public access to information:

ENDING

***Thank you for your contribution to the monitoring of SDG 16.10.2 on public access to information***

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