

**CENTRAL INFORMATION COMMISSION**  
**2nd Floor, 'B' Wing, August Kranti Bhawan**  
**Bhikaji Cama Place, New Delhi-110066**  
**Tel: +91-11-26186535**

**Complaint No.CIC/BS/C/2014/000314**

**Complainant:** ANJ Porinchu,  
Arakkal Nellissery House,  
Ward No. 4, H.No.-609, Nr. VHSS,  
Valapad, Thrissur, Dt-680567.

**Respondent:** Central Public Information Officer  
DGM (Admin), BSNL,  
O/o The Principal G.M. Telecom,  
Distt. -Sanchar Bahawan  
Kovilakathumpadam, Thrissur-680022.

**Date of Hearing:** 09.03.2017

**Date of Decision:** 09.03.2017

**ORDER**

**Facts:**

1. The complainant filed RTI application dated 21.03.2014 seeking attested copy of the Demand note no. 4995925 dated 02.07.2005.
2. The CPIO responded on 29.03.2014 stating that information cannot be provided due to unavailability of the old commercial package. The complainant filed first appeal dated 14.10.2014 before the first appellate authority (FAA). The FAA response is not on record. The complainant filed complaint to the Commission on 10.11.2014 on the ground that information should be provided to him.

**Hearing:**

3. The complainant and the respondent participated in the hearing through video conferencing.

4. The complainant referred to his RTI application and stated that he has not been provided a copy of Demand Note no. 4995925 dated 02.07.2005. The complainant stated that he has not been provided the name and addresses, phone number of the first appellate authority. The complainant stated that he has been deliberately and maliciously prevented from filing first appeal. The complainant further stated that he has been provided misleading and incomplete information. The complainant requested the Commission to take penal action and impose maximum penalty of Rs. 25000/- and a compensation of Rs 5000 be awarded to him.

5. The respondent stated that the complainant has been informed vide letter dated 29.03.2014 that the old commercial package is not available. The respondent stated that the details of the requested Note are not available on the digital data base, but the physical records have not been searched.

6. The respondent stated that they will have search the physical records and then inform the position to complainant.

**Discussion/ observation:**

7. On query from the Commission, the respondent did not confirm that the records have been weeded out. The respondent stated that they have to search the physical record.

**Decision:**

8. The respondent is directed to take action as stated in para 6 above within 15 days of this order.

9. The Dy. Registrar is directed to relist the case after 15 days of this order.

Copy of the order be given to the parties free of cost.

**(Radha Krishna Mathur)**  
**Chief Information Commissioner**

Authenticated true copy  
(S.C. Sharma)  
Dy. Registrar