

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

**Appeal No. CIC/VS/A/2015/000872**

Appellant: Mr. Mahavir Singh  
Res Flat no- 1179 Pocket-03  
Sec- 19, Akshar Dham Apartment,  
Dwarka New Delhi- 110075

Respondent: Central Public Information Officer  
DRM,/IT IRCTC Ltd, IT Deptt. Internet Ticketing  
Centre IRCA Bld, State Entry Road New Delhi-  
110055.  
New Delhi

Date of Hearing: 05.01.2017

Dated of Decision: 05.01.2017

**ORDER**

**Facts:**

1. The appellant filed RTI application dated 02.01.2015 seeking information regarding details of 12 transactions with details of credit card no, account number, name of bank, where the refund amount against cancelled railway tickets was deposited by IRCTC.

2. The CPIO responded on 03.02.2015. The appellant filed first appeal dated 09.02.2015 with First Appellate Authority (FAA). The response of FAA is not on record. The appellant filed second appeal on 31.03.2015 before the Commission on the ground that information should be provided to him.

**Hearing:**

3. The Appellant and respondent were present in the hearing.

4. Appellant stated that required information was not provided by the CPIO and FAA.

5. Respondent stated that they had provided information as per the RTI application dated 02.01.2015 to the appellant vide letter dated 06.08.2014.

**Discussion/ observation:**

6. The commission observed that the point wise reply/information has already been provided by the respondent vide letter dated 06.08.2014

7. The action/steps taken by the respondent in dealing with the RTI application is satisfactory.

8. However, the appellant stated that the refunded amount has not been received in his bank account.

**Decision:**

9. IRCTC is advised to suitably address the grievance of the appellant as in para 8 above.

10. No further intervention of the commission is required in the matter.

The appeal is disposed of. 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