

**CENTRAL INFORMATION COMMISSION**

**2nd Floor, 'B' Wing, August Kranti Bhawan,**

**Bhikaji Cama Place, New Delhi -110066**

**Tel : +91-11-26186535**

**Appeal No. CIC/BS/A/2016/001211**

Appellant: P Manickam,  
S/O Sh. Palami Gounda,  
4/146, Asari Kadu,  
Oomaiyaampatty, PO Mangalam,  
Tiruchengode Talu , Distt.  
Namakkal- 637501. TN,  
(9942486796), Tamil Nadu

Respondent: Central Public Information Officer  
CPIO, Dy. GM (HR/ Admn.)  
BSNL, O/o. General Manager,  
Salem- 636007.  
Tamil Nadu

Date of Hearing: 31.07.2017  
Dated of Decision: 31.07.2017

**ORDER**

**Facts:**

1. The appellant filed RTI application dated 08.07.2015 seeking information regarding his telephone number 04268237235 on 6 points: when the aforesaid telephone no. was put in order; how much rebate on rental charges was given for non- working of the phone period; how was aforesaid rebate amount adjusted; the reason for not attending to the repair work of the cable; to provide the details of incoming and outgoing calls from 01/01/2015 till date.

2. The CPIO responded on 29.07.2015 by providing part information. The appellant filed First Appeal dated 20.08.2015 with First Appellate Authority (FAA). The FAA responded on 18.09.2015 and upheld the decision of the CPIO. The appellant filed second appeal on 29.04.2016 before the Commission on the ground that information should be provided to him.

**Hearing:**

3. The appellant and the respondent Shri K Kadaswamy participated in the hearing.

4. The appellant stated that he is not satisfied with the reply of the respondent. The appellant stated that he has not been provided sought for information. The appellant stated that his telephone remains out of order most of the time. One reason could be that BSNL was not able to repair the cable passing under the panchayat land. The appellant alleged that the respondent was not even attending to his calls. The appellant stated that rental rebate has not been given to him.

5. The respondent stated that the appellant has been replied to vide letter dated 29.07.2015. He stated that appellant's telephone fault was attended to on 31.07.2012. Further, they had access to cable under panchayat land. The respondent stated that the appellant has been informed that the rental rebate was recommended for the period from 26.03.2012 to 31.07.2012 and rental rebate will be adjusted in the future bills. The respondent stated that the call details have been given as per orders of the first appellate authority. The respondent stated that phone is presently working. However, the appellant stated that as on date of hearing, the phone was not working.

**Discussion/ observation:**

6. The Commission observed that the sought for information has been provided to the appellant.

7. The Commission further observed that the respondent should take necessary steps to ensure that the appellant's telephone remains in order.

**Decision:**

8. No intervention is required in the matter at the level of this Commission.

9. The respondent is advised to take action as stated in para 7 above.

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