

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

Appeal No.CIC/BS/A/2016/001212

Appellant: Mr. Ajnish Kumar Singhal,

Respondent: Central Public Information Officer,
Addl GM (Admn.) BSNL
O/o. Sr. General Manager Telecom
Distt., Ludhiana.

Date of Hearing: 02.08.2017

Dated of Decision: 02.08.2017

ORDER

Facts:

1. The appellant filed RTI application dated 16.11.2015 seeking information on 6 points regarding his phone number 0161-2563861 viz. how many times the complaint was lodged for 'Phone Fault' from 01.03.2017 to 04.10.2017; details of complaint number; how many times the complaint for broadband net was lodged; whether his telephone number was out of order due to technical error; details of the speed and bandwidth of broadband internet given on the tariff plan; etc.
2. The CPIO responded on 17.12.2015. The appellant filed first appeal dated 17.12.2015 with First Appellate Authority (FAA). The response of FAA is not on record. The appellant filed second appeal on 19.01.2016 before the Commission on the ground that information should be provided to him.

Hearing:

3. The appellant participated in the hearing through VC. The respondent Sh. Charan Singh, CPIO participated in the hearing through VC.

4. During the hearing, the Commission asked the appellant to present his case. The appellant stated that only CPIO/single representative should be present and no other person should be allowed to assist the CPIO/representative. He objected to the presence of other officials of respondent. He stated that this is as per condition at S.No. 8 of the hearing notice. It was not found possible to even start the hearing.

Discussion/Observation:

5. The case is adjourned.

Decision:

6. The Deputy Registrar is directed to fix a re-hearing in the matter after 30 days. Separate notice of hearing will be issued to both the parties, wherein S.No. 8 of hearing notice may be deleted.

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

Sd/-

(Radha Krishna Mathur)
Chief Information Commissioner

Authenticated true copy

Sd/-

(S.C. Sharma)
Dy. Registrar

CENTRAL INFORMATION COMMISSION

Appeal No.CIC/BS/A/2016/001212

ADJUNCT ORDER 09.10.2017

Facts:

1. The instant matter was listed for hearing on 02.08.2017. However, the matter could not be heard due to objection of the appellant and matter was adjourned.

Hearing:

2. The appellant participated in the hearing through VC. The respondent Sh. A.K. Devra (Dy. GM) participated in the hearing through VC.

3. During the hearing, the Commission asked the appellant to present his case. The appellant stated that his stand has been given in the letter (diarised in the Commission vide diary no. 162366 dated 06.09.2017). In this matter, he has expressed lack of faith in the proceedings. The appellant left the hearing stating that he has nothing further to say in the matter.

4. The respondent stated that the point wise reply had been given in 2015 to the appellant. On query from the Commission the respondent read out the reply. The respondent stated that the information has been provided to the appellant vide email dated 04.07.2017. On query from the Commission with regard to query no. 5 (viz action taken on appellant's complaint dated 01.10.2015 and paper work thereon), the respondent stated that the action taken has been informed to the appellant. The respondent stated that due to technical error, the telephone was disconnected and that has been sorted out. However, no paper work/note sheet has been created in this matter. The respondent stated that only the electronic record of the complaint having been resolved remains in the system/computer. The respondent stated that this record is old. However, if available, they will provide it to the appellant. Further, on query from the Commission, the respondent stated that the speed of the internet is affected by various factors. The respondent stated that internet speed does not remain constant all time. The respondent further stated that they have no record of any officer being held guilty regarding speed of the internet.

Discussion/Observation:

5. The Commission observed that the appellant vide aforesaid letter alleged that the Commission is biased in the matter against him. The Commission observed that appellant during this hearing had left the hearing. During the last hearing dated 02.08.2017, he had spoken aggressively. Further, no hearing had taken place on the last date of hearing as the matter was adjourned. The allegation of bias in the matter does not stand. On the other hand it is the appellant who has not maintained decorum of the hearing.

6. The Commission is of the view that the respondent should provide an electronic record of redressal of appellant's complaint (if available) on their record.

Decision:

7. The respondent is directed to take action as per para 6 above, within 15 days from receipt of this order.

The appeal is disposed. 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