

**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/2015/002100**

**Appellant:** Amit Kalia, S/o Shri Chimman Lal,  
Guru Nanak market, Air Force gate,  
Distt. Bareilly, U.P.-243002.

**Respondent:** Central Public Information Officer  
GM, BSNL, Doorsanchar, Distt.  
Bareilly, U.P.-243002.

**Date of Hearing:** 03.03.2017

**Date of Decision:** 03.03.2017

**ORDER**

**Facts:**

1. The appellant filed RTI application dated 06.06.2015 seeking information on 10 points regarding action taken on his complaint letter dated 27.05.2015 including progress report of the action taken on daily basis, names, appointment dates, post, salary, contact numbers, etc. of officers and officials accountable for initiating such action, etc. with regard to application for new telephone connection.

2. The CPIO responded on 29.07.2015 stating that due to technical reasons, telephone connection cannot be provided. The appellant filed first appeal dated 06.08.2015 before the first appellate authority (FAA). The FAA responded on 15.09.2015. The appellant filed second appeal to the Commission on 10.11.2015 on the ground that information should be provided to him.

**Hearing:**

3. The respondent participated in the hearing. The appellant did not participate in the hearing.

4. The respondent stated that the appellant vide letter dated 29.07.2015 was informed that the new telephone could not have been installed due to technical feasibility. On query from the Commission on delay, the respondent stated that they have provided RTI application on 29.06.2015. The respondent stated that from the date of receiving the RTI application, the RTI routed from Corporate Office, Delhi, to Circle Office and then concerned office.

**Discussion/ observation:**

5. On receipt of the RTI application, present respondent has replied within 30 days but overall the RTI has not been responded within 30 days as required under the RTI Act. However, BSNL corporate office did not take quick action to transfer to ensure reply within 30 days as per the requirement of the RTI Act. The Commission observed that the action taken on appellant's letters has not been provided to the appellant.

**Decision:**

6. Respondent has provided the sought for information. However, he may allow an inspection of the records to the appellant within 30 days of this order. During inspection, copies of relevant identified records may be given to the appellant free of cost.

7. The CMD, BSNL is directed to streamline the RTI application response system to ensure compliance of the timelines prescribed in the RTI Act.

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

CC: CMD, BSNL through First Appellate Authority, office of the General Manager, Telecom, Distt. Bareilly, UP.s