

**Central Information Commission, New Delhi**  
**File No. CIC/SH/A/2016/000070 & CIC/SH/A/2016/001622**  
**(Two Same Cases)**  
**Right to Information Act-2005-Under Section (19)**

**Date of hearing** : 15th May 2017

**Date of decision** : 15th May 2017

**Name of the Appellant** : SHRI PARTHA S. PALODHI

**Name of the Public Authority/Respondent** : CENTRAL PUBLIC INFORMATION OFFICER,  
CANARA BANK  
CIRCLE OFFICE RANCHI,  
KAUSHALAYA, CHAMBER, 3RD  
FLOOR, P. P. COMPOUND, RANCHI,  
JHARKHAND- 834 001

**RTI Application filed on** : 21/08/2015

**CPIO replied on** : 05/09/2015

**First Appeal filed on** : 10/10/2015

**First Appellate Authority order on** : 02/11/2015

**2<sup>nd</sup> Appeal received on** : 14/12/2015

The Appellant was present at the NIC Studio, Singhbhum.

On behalf of the Respondents, Shri Nilesh Kumar, Manager (Law) was present at the NIC Studio, Ranchi.

**Information Commissioner** : Shri Sharat Sabharwal

**File No. CIC/SH/A/2016/000070**

**Information sought**

This matter concerns an RTI application filed by the Appellant, seeking information on ten points regarding various issues such as pass book printer, ATM machine placed at the branch premises, non-availability of cash counting machine, renovation of floors, compliance of RBI circular issued on 1.7.2015 in respect of customer services in the bank and related issues.

## **The CPIO reply**

The CPIO forwarded the RTI application to the PIO, Circle Office, Ranchi, for necessary action.

## **Grounds of the First Appeal**

No information provided.

## **Order of the First Appellate Authority**

The FAA gave a point wise reply to the Appellant.

## **Grounds of the Second Appeal**

Not satisfied with the response of the Respondents.

## **File No. CIC/SH/A/2016/001622**

This file contains an appeal received by the Commission on 20.7.2016 with the same facts as the appeal on File No. CIC/SH/A/2016/000070

## **Relevant facts emerging during the Hearing, Discussion and Decision**

The Appellant stated that he had made some queries in the context of the ATM services of the bank, but has not been provided the complete information sought by him. In response to our query, he stated that he is not satisfied with the information provided in response points (C) to (J) of his RTI application. The Respondents reiterated the point-wise reply given by the FAA.

2. We have considered the submissions of both the parties. With regard to point (C), the CPIO is directed to provide such information, in response to all the issues raised by the Appellant, as is available in a compiled form on the records. With regard to point (D) (iv), the Appellant has stated that with his reply dated 2.11.2015, the FAA sent an attachment, which has not been received by him. The CPIO is directed to send this attachment again to the Appellant. Regarding point (E), the

CPIO should provide the guidelines, if any available on records, regarding “half-shut main entrance with chain and locks”. We note that the information sought at points (F) and (G) is in the nature of seeking an explanation from the Respondents and such queries do not fall within the ambit of information as defined in Section 2 (f) of the RTI Act. The queries at points (I) and (J) are in the nature of grievances. However, we note that some information in response to the same has been provided by the FAA. Therefore, with the exception of the additional information, directed by us to be provided as above by the Respondents, we do not consider it necessary to interfere with the response of the Respondents to the remaining queries of the RTI application dated 21.8.2015. The CPIO should comply with our above directives for provision of additional information, within twenty days of the receipt of this order, under intimation to the Commission. Such information, as is provided, should be provided free of charge.

3. With the above directions and observations, the two appeals are disposed of.

4. Copies of this order be given free of cost to the parties.

**Sd/-**  
**(Sharat Sabharwal)**  
**Information Commissioner**

Authenticated true copy. Additional copies of orders shall be supplied against application and payment of the charges prescribed under the Act to the CPIO of this Commission.

**(S. C. Sharma)**  
**Deputy Registrar**