

**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/2016/000089**

Appellant: P R Mogha,  
D2/20, Om Vihar, Phase-5,  
Uttam Nagar, New Delhi-110059.  
(9868206076)

Respondent: Central Public Information Officer,  
GM, (West), MTNL, O/o G.M. (West),  
Admn. Block, Rajouri Garden,  
New Delhi-0110027.

Date of Hearing: 20.04.2017

Dated of Decision: 20.04.2017

**ORDER**

**Facts:**

1. The appellant filed RTI application dated 02.09.2015 seeking information on 10 points regarding action taken on his complaints dated 27.03.2015, 16.04.2015, 25.04.2015, 05.05.2015 and 22.08.2015 pertaining to faulty internet connection viz. (i) Details of the action taken by the MTNL officials, (ii) Details of the responsible official, (iii) Reasons for not granting waiver of the internet bills, (iv) Amount of internet data used etc.

2. The CPIO responded on 19.10.2015. The appellant filed first appeal dated 27.10.2015. The FAA responded on 26.12.2015. The appellant filed second appeal on 05.10.2016 before the Commission on the ground that information should be provided to him.

**Hearing:**

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

4. The respondent stated that his complaints had been forwarded to the Area Manager telephonically on the same day. Thereafter, the sought for information has been furnished to him vide letter dated 16.10.2015. He also stated that the appellant had exceeded the internet data limit of 25 GB as the plan was of Rs. 999/-. In such case the internet speed automatically slows down when a consumer exceeds the data limit of the plan. Some significant internet breakdowns in the months of March and April were due to repair of the cable network at Uttam Nagar in Delhi. His actual data usage was huge, about 68 GB in March, 2015 and 61 GB in April, 2015. That is why his bills have not been waived. He also stated that the mechanism to calculate the data consumption/speed is available on their online portal <http://mtnl Delhi.in/>.

**Discussion/ observation:**

5. The sought for information has been provided to the appellant.
6. The action/steps taken by the respondent in dealing with the RTI application is satisfactory.

**Decision:**

7. 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**