

Central Information Commission
2nd Floor, 'B' Wing, August Kranti Bhawan,
Bhikaji Cama Place, New Delhi-110066.

CIC/AA/A/2017/190
CICOM/A/2017/60071
CICOM/R/2017/50236

Name of the appellant : Shri Mohit Kumar Gupta
B-10, Karampura,
New Delhi – 110 015.

1.	Date of online RTI application	12.05.2017
2.	Date of reply of the RTI application	23.05.2017, 12.06.2017, 13.06.2017
3.	CPIO(s) who furnished reply	DR to CR-1, CPIO(MR), DS(GA)
4.	Online 1 st Appeal Date	08.06.2017
5.	Date of Hearing	14.06.2017

The appellant was present. Shri Krishan Avtar Talwar, CPIO cum DR to CR-1 and Shri Ashok Kumar Sharma, CPIO, RTI Cell were present.

Brief facts of the case:-

2. The appellant has sought 09 points information viz. certified copy of online second appeal filed by him vide Diary No.601634 dated 28.03.2017, date of sending and signing facilitation memo for the said diary number, whether name, telephone number, mobile number and email i/d of the Deputy Registrar or any other official mentioned in facilitation memo, complete rules/regulations/notifications/advisory in respect of writing the case title or citation of second appeal/complaint, weblink on CIC website of 'Phone directory' of all officers of the CIC, mobile number allotted to officials of CIC to which they are entitled to reimbursements from public money, time limits applicable for registration, listing and hearing of second appeals/complaints, time limits applicable for removing objections conveyed to the appellant/complainant in respect of second appeal/complaint etc.

3. Shri Krishan Avtar Talwar, DS & CPIO, CR-1 vide letter dated 23.05.2017 has provided point-wise information and transferred two points to other CPIOs.

4. Aggrieved with the response of the CPIO, the appellant has filed online first appeal.

Decision with reasons:-

5. During the hearing, the appellant has stated that the CPIO has not provided part information on Point-1 of the RTI application i.e. date of signing the facilitation memo. The appellant was shown the office copy of the facilitation memo as provided by the CPIO during the hearing on which date of signing is written as 24/04. In this context, CPIO Shri Talwar has intimated that the facilitation memo dated 29.03.2017 was generated by the system was signed on 24.04.2017 due to over workload during the period.

6. While replying on Points 1 & 2 of the RTI application, CPIO has intimated that along with facilitation memo all documents of the appellant/complainant were returned to him and no record/photocopy is kept. As such information cannot be provided. Appellant has contested it and said that he has not received any enclosure along with facilitation memo. On perusal of the case file, it was observed that no enclosure was sent along with facilitation memo. The documents were in the file. Shri Krishan Avtar Talwar, CPIO regretted it and said that this mistake was due to mixing of online and offline cases. He has been advised to be more careful, in future. At the same time it was found that the appeal was found deficient for want of signature of the appellant. To rectify it, appellant was requested that if he put signature on the documents lying with the CPIO, the same can be process further. The appellant has kindly agreed to it and signed the documents but he said that he has already sent another signed copy of the same to the Commission and to avoid duplication of the registration of the same case, he will check and if the same has not been registered then he will apprise the status directly to the CPIO telephonically to do the needful.

7. The appellant further stated that he has not received information on Points 6 & 9 of the RTI application. A copy of reply on Point-6 as furnished by Shri S.K. Rabbani, DS(GA) & CPIO vide letter dated 13.06.2017 and on Point-9 by Shri Jeewan Chandra, CPIO(MR) vide letter dated 12.06.2017 were handed over to the appellant, during the hearing. On perusal of the reply on Point 6 as furnished by Shri S.K. Rabbani, appellant argued that mobile numbers which are being paid by the public fund should also be displayed in the contact list of the CIC official on the website. The reply given by Shri S.K. Rabbani is not acceptable. It is observed that mobile numbers of CIC officials have been provided in the telephone directory on the CIC website under RTI disclosure hyperlink.

8. The appellant has further raised following issues/suggestions during the hearing:-

- (i) There is no contact details on the facilitation memo viz. Name of the Deputy Registrar, contact number, email I/D so that citizen can contact the concerned person and clear their doubts/queries, if any.
- (ii) He had filed a second appeal which had been given a diary number and date. Facilitation Memo was issued for removal of deficiencies and the said appeal was returned. He re-submitted the same after removal of deficiency, another diary number was given to it. If he submits some documents related to that second appeal thereafter, another diary number would be allotted to it, which creates confusion during follow up. There should be a provision that diary number once allotted to a document should not be changed for every document submitted later on related to that document. Such provision will definitely ease the appellant/complaint to keep track on their appeals/complaints.
- (iii) The person who files online appeals/complaints in the Commission cannot retrieve the documents once it is submitted. Hence, provision of retrieval of documents should also be made in the software so that in case of any deficiency, he/she may be able to retrieve the documents and re-submits after removal of deficiencies.

