

Central Information Commission

Shri.Shekher Ghanshyam Pathare vs Reserve Bank Of India on 1 June, 2011

Central Information Commission, New Delhi

File No.CIC/SM/A/2010/001082

Right to Information Act-2005-Under Section (19)

Date of hearing : 1 June 2011

Date of decision : 1 June 2011

Name of the Appellant : Shri Shekher Ghanshyam Pathare
8/1, Ganesh Niketan,
Agashe Road, Dadar,
Mumbai - 400 028.

Name of the Public Authority : CPIO, Reserve Bank of India,
Customer Service Department,
Central Office, 1st Floor, Amar Building,
Sir P M Road, Fort, Mumbai.

The Appellant was present in person.

On behalf of the Respondent, Shri Mukul Shastri was present.

Chief Information Commissioner : Shri Satyananda Mishra

2. Both the parties were present during the hearing in the Mumbai studio of the NIC and made their submissions.

3. The Appellant had sought two sets of information concerning (a) the fixation of interest on home loan and (b) appeals filed against the decision of the Ombudsman. The CPIO had provided some information against his queries. The Appellate Authority had endorsed the decision of the CPIO. CIC/SM/A/2010/001082

4. During the hearing, the Appellant submitted that the information provided was inadequate. He specifically pointed out that the reference to the website of the bank was not helpful at all since the RBI website was too vast for anyone to locate the exact information one needed. Similarly, he pointed out that certain details sought by him about the appeals filed against the orders of the Ombudsman before the Appellate Authority in the RBI had not been provided

on the plea that the RBI did not have it in the desired format.

5. After hearing the please and submissions of both the parties, we are of the view that the CPIO should provide the following information:

- a) the exact link in the website relating to the information sought by the Appellant or, if no such link is possible to be identified, the hard copy of the relevant portions;
- b) the photocopy of the register or the records listing the appeals against the orders passed by the Ombudsman received during the preceding one year in the office of the Appellate Authority.

6. The CPIO is directed to provide this information within 10 working days from the receipt of this order.

7. The appeal is disposed off accordingly.

8. Copies of this order be given free of cost to the parties. CIC/SM/A/2010/001082 (S a t y a n a n d a M i s h r a) C h i e f I n f o r m a t i o n C o m m i s s i o n e r 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.

(Vijay Bhalla) Deputy Registrar CIC/SM/A/2010/001082