

CENTRAL INFORMATION COMMISSION
Club Building, Opposite Ber Sarai Market,
Old JNU Campus, New Delhi - 110067.
Tel: +91-11-26161796

Decision No.CIC/SG/A/2009/003179/6672
Appeal No. CIC/SG/A/2009/003179

Appellant : Mr. Omkar Nath Kapoor
10061,Gali Zameer Wali,
Nawab Ganj Pul Bangash,
New Delhi - 110006

Respondent : Mr. Rajendra Prasad
Public Information Officer & SE,
Municipal Corporation of Delhi
16, Rajpura Road, Civil Lines Zone,
New Delhi

RTI application filed on : 29/06/2009
PIO replied : 12/08/2009
First Appeal filed on : 14/01/2009
First Appellate Authority order : 00/00/0000
Second Appeal filed on : 16/12/2009
Notice of Hearing Sent on : 04/01/2010
Hearing Held on : 03/02/2010

Sl.	Information sought	PIO's reply
1.	Please give the copy of rules & regulations by which report may be given verbally	No such copy available.
2.	Please give the copy of rules & regulations to know the time limit of action taken	No such copy available
3	If complain is within time and officers fail to take action. Then what action will be taken by the department? Give the copy of concerned rules.	No such copy available
4	If officers fail to do there jobs within time, what action will be taken by the department? Give the copy of concern rules.	No such copy available
5	After completion of w/order , from inspection to clear payment to contractor What action taken by department step by step. Please give information in detail.	As per the process mention in C.P.W.D. manual action taken by Corporation. This is available in market.
6	Give details of, where & how audit work of MCD takes place	Through MCA or AGCR audit is completed in time. It's completed in different offices & then final record is maintained.

Grounds for First Appeal:

PIO supplied incomplete & unsatisfactory information.

Order of the First Appellate Authority:

No order.

Grounds for Second Appeal:

PIO has not provided the information of rules & regulation

Relevant Facts emerging during Hearing:

The following were present:

Appellant: Mr. Omkar Nath Kapoor;

Respondent: Mr. Rajendra Prasad, Public Information Officer & SE;

The PIO has provided certain information but the Appellant has certain basic issues which are being framed by the Commission as follows:

- 1- Does MCD have any norm for time taken to attend to a complaint by a citizen?
- 2- If a complaint is not attended to within a time frame decided by MCD, what action would be taken against officer responsible.
- 3- The process of issue of work orders and subsequent actions including the process by which the bill payment is made.
- 4- The process of auditing the work and certifying the work and the bills.

The information being sought must actually be part of Section-4 disclosure of the public authority. All public authorities must display their norms and the process by which complaints are attended as well as the method by which they made payment for supplies. The PIO is directed to ensure that information relating to these matters is displayed on the MCD's website in discharge of its duties under Section-4 of the RTI Act.

Decision:

The appeal is allowed.

The PIO is directed to ensure that the information directed above is made available on the website of the MCD before 20 February 2010. A compliance report will be sent to the Commission before 05 March 2010 and also ensure that a hard copy of this is given to the Appellant before 20 February 2010.

This decision is announced in open chamber.

Notice of this decision be given free of cost to the parties.

Any information in compliance with this Order will be provided free of cost as per Section 7(6) of RTI Act.

Shailesh Gandhi
Information Commissioner
03 February 2010

(In any correspondence on this decision, mention the complete decision number.) (SR)