

CENTRAL INFORMATION COMMISSION

(Room No.315, B-Wing, August Kranti Bhawan, Bhikaji Cama Place, New Delhi 110 066)

CIC/SA/A/2014/000120

Appellant : **Sarla Verma**
Respondent : **Delhi Jal Board**
Date of hearing : **9.10.2014**
Date of decision : **10.10.2014**

Information Commissioner : **Prof. M. Sridhar Acharyulu**
(Madabhushi Sridhar)

Referred Sections : **Section 3, 19(3) of the**
RTI Act

Result : **Appeal allowed/**
Disposed of

Heard on 9.10.14. Appellant was represented by Shri Arjun Verma. Respondent is represented by Shri V.P.Tanwar and two other officials.

2. The appellant had filed RTI application dated 30-05-2013 whereby he stated that he had submitted an application dated 21-03-2013 to the department and sought information as to (i) Within how many days as per the charter of duties, Water meter not working cases were to be dealt with, (ii) that the authorised plumber had affixed new water meter bill and it was not working, he sought to know who was the person responsible for the delay and the reason for it, he also sought the guarantee/warranty of the meter, (iii) when will the work be done. PIO replied on

1-7-2013 (N.A). Being unsatisfied with the information provided, the appellant preferred First Appeal on 23-07-2013. FAA by his Order dated 27-09-2013 had upheld the information provided by the PIO. Being unsatisfied with the information provided the appellant has approached the Commission in second appeal.

3. During the hearing, the Appellant submitted that meter was installed and a guarantee card was also given but the meter is not functioning. The Respondent submitted that meters were installed by the plumbers and since there is a guarantee card Appellant can get it replaced by the same plumber who had installed it earlier.

4. The Commission after hearing the submissions made recommends the Public Authority to treat the RTI application as a complaint and as a regulatory initiate action against the persons who had installed non-functioning meters.

5. The case is closed at the Commission's end.

Sd/-

(M. Sridhar Acharyulu)
Information Commissioner

Authenticated true copy

(Babu Lal)
Dy. Registrar