



Central Information Commission
Room No. 306, 2nd Floor, 'B' Wing, August Kranti Bhavan,
Bhikaji Cama Place, New Delhi-110066
Web: www.cic.gov.in

Case No. CIC/SM/A/2013/901313/SS

Dated:19.2.2014

Name of the Appellant: Mr Anand Nallan
Name of the Public Authority: Department of Administrative Reforms & Public Grievances
Date of Hearing: 18.2.2014

ORDER

1. The appellant was not present for the hearing. The respondent was represented by Smt Pratibha Ahuja (Under Secretary & CPIO).

2. The appellant filed an RTI application dated 23.4.2013 addressed to DOP&T which was transferred to the Department of Administrative Reforms & Public Grievances under section 6 (3) vide letter dated 25.4.2013. The appellant has sought information on (13) points seeking to know total no. of complaints received at PG Portal, total complaints resolved, total number of complaints resolved in a time frame not exceeding thirty days, total no. of feed back recived against resolution of complaints, total no. of interim replies, total no. of pending complaints etc.

The CPIO replied as under:

"Since the information sought is voluminous and would disproportionately divert the resources of the public authority, therefore under sub-section (9) of section 7 of Right to Information Act, 2005, the supply of information is hereby denied. You are, therefore, requested to seek specific information."

3. The appellant filed first appeal dated 27.5.2013 on the grounds that *“it is highlighted that PG Portal is electronically maintained under Management Information System (MIS) under computer database. Further, all records are maintained as live databases.*

The first appellate authority vide order dated 5.7.2013 passed a detailed order wherein he has explained that *“there are 105 ministries/departments/organizations with over 7250 filed units under them. As there is real time updating of data, the information changes from minute to minute. In addition, the total receipts data year wise on PG portal is inclusive of grievances relating to all the 28 States, 7 Union Territories and NCT Government Delhi”*. Further the first appellate also explains that redressal is in a decentralized manner by the ministries/departments/organizations/state/UTs.

4. During the hearing, the respondent reiterates that the information sought is voluminous and the appellant should be more specific in seeking information as it would take several days and man hours to compile such data. The respondent reiterates that there are 105 departments and also the state govts. and UTs and various subordinate offices and that the grievances are sent to various departments for redressal.

5. In view of the submissions made by the respondent, the Commission concurs with the decision of the CPIO and the first appellate authority. The Commission finds merit in the submissions that there are various departments and subordinate offices and that it would take several days and man hours to compile such information for the appellant. The applicability of section 7 (9) of the RTI Act is upheld in the present appeal. The appellant is advised to be more specific in his queries.

No directions need to be issued and the appeal is disposed off accordingly.

Sushma Singh
Chief Information Commissioner

Authenticated True Copy:

(DC Singh)

Deputy Registrar

Name & Address of Parties:

1. Appellant:
Shri Anand Nallan
P 19/3. CQAE Complex,
Jalahalli Camp Road,
Yeshwantpur P.O,
Karnataka
2. Under Secretary (PG) & CPIO,
Ministry of Personnel, Public Grievances & Pension,
Department of Administrative Reforms & Public Grievance,
5th Floor Sardar Patel Bhawan,
Sansad Marg, New Delhi - 110001
3. The Dy. Secretary (PG) & FAA,
Ministry of Personnel, Public Grievances & Pension,
Department of Administrative Reforms & Public Grievance,
5th Floor Sardar Patel Bhawan,
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