

**OFFICE OF THE APPELLATE AUTHORITY**  
**DELHI RIGHT TO INFORMATION ACT 2001**

**PUBLIC GRIEVANCES COMMISSION**  
**Govt. of National Capital Territory of Delhi**

Date of hearing: 19<sup>th</sup> April, 2018

Appellant : **Shri Anil Dutt Sharma**

Competent Authority : **Deputy Commissioner (Shahdara North Zone),  
East DMC**  
Nigam Bhawan, Keshav Chowk,  
Near Shyam Lal College, Shahdara, Delhi – 110032.

Appeal No. : 195/2016/PGC/DRI/EDMC  
Application filed on : 30/04/2016  
Response of Competent Authority : Appellant is not satisfied with the response  
Appeal filed on : 15/06/2016  
First hearing in PGC on : 21/09/2016

**1. Brief facts of the Appeal**

Shri Anil Dutt Sharma sought information, during April, 2016, from the Competent Authority under Delhi RTI Act, 2001, i.e Deputy Commissioner (Shahdara North Zone), East DMC, seeking information on total 2 queries.

Shri Anil Dutt Sharma did receive a reply from the Office of Deputy Commissioner (Shahdara North Zone), East DMC, but he was not satisfied with the same. Hence, he filed an Appeal during June, 2016, before the Appellate Authority / PGC, under Section 7 of the Delhi Right to Information Act, 2001.

**2. Proceedings in the Public Grievances Commission**

The PGC has so far convened six hearings on 21<sup>st</sup> September, 2016, 5<sup>th</sup> December, 2016, 7<sup>th</sup> March, 2017, 12<sup>th</sup> June 2017, 7<sup>th</sup> September, 2017 and 19<sup>th</sup> April, 2018. At the hearing on 19/04/2018, the attendance was as follows :

Appellant : Absent

Respondent : Sh. S.D. Tomar, EE (B)-II, Shahdara North Zone, EDMC

### 3. **Relevant facts emerging during the hearing**

3.1 At the last hearing held on 07/09/2017, the directions of PGC were as follows:

***“It is directed that the Competent Authority shall furnish a point-wise comprehensive reply to the queries of the appellant before next date of hearing, with a copy endorsed to this Commission. Further, Competent authority shall submit a status report on on the suggestions made by the Appellate Authority in para 3.5 and 3.6 above.***

*The reply should be furnished to the appellant under the signatures of Competent Authority, properly stamped, having the name of the Competent Authority (documents, if any, appended with the reply should be certified either by the Competent Authority or an official deputed by the Competent Authority).*

*A senior representative from the office of Dy. Commissioner (Shahdara-North) Zone shall also be deputed to attend the next hearing in this appeal case”*

3.2 At today's hearing on 19/04/2018, the appellant was not present. Sh. S.D. Tomar, E.E. Shahdara North Zone, EDMC submitted that a reply had already been provided to the appellant vide letter dated 07.09.2017.

3.3 On perusal of the appeal file, it has been observed that so far six hearings were held before the Commission and the department had filed four replies before the Appellate Authority on 07.09.2017, 25.05.2017, 07.03.2017 and on 10.12.2016. On the last hearing held on 07.09.2017, the Competent Authority was directed to furnish a point-wise comprehensive reply to the appellant and also to submit a status report on the suggestions made by the Appellate Authority in para 3.5 and 3.6 of the order.

3.4 Appellate Authority / Member (PGC) perused the queries raised by the appellant in his DRTI application, replies furnished by the department and previous orders announced by the Appellate Authority and it has been observed that the Competent Authority has, to a large extent, furnished sufficient information to the appellant.

### 4. **Directions of the PGC**

4.1 In view of the discussion above, the Appellate Authority is of the opinion that so far as the application under DRTI is concerned, the department had provided sufficient information to the appellant, hence no further action is required in the matter.

4.2 However, as observed by the Commission in its order dated 7<sup>th</sup> September, 2017, Competent Authority is advised to either adopt guidelines issued by the Government of India, Ministry of Personnel, Public Grievances and Pensions in respect of Grievance Redress Mechanism or alternatively issue fresh guidelines to ensure that within the

available manpower, the best possible system is adopted to redress the complaints / grievances of the public.

With the above observations / directions, the present appeal case is ordered to be closed before the Appellate Authority / Member (PGC)

(SUDHIR YADAV)  
APPELLATE AUTHORITY / MEMBER (PGC)

**Copy to:**

1. The Commissioner, East Delhi Municipal Corporation, Udyog adan, Plot No. 419, FIE, Patparganj Industrial Area, Delhi – 110 092
2. Chief Vigilance Officer, (Shahdara North Zone), East Delhi Municipal Corporation, Udyog adan, Plot No. 419, FIE, Patparganj Industrial Area, Delhi – 110 092.
3. Deputy Commissioner (Shahdara North Zone), East DMC, Nigam Bhawan, Keshav Chowk, Near Shyam Lal College, Shahdara, Delhi – 110 032.
4. Shri Anil Dutt Sharma