



RIGHT TO INFORMATION ACT-2005

TAMILNADU INFORMATION COMMISSION

No.2, Thiyagaraya Road, Teynampet,
Chennai 600 018. Tel: 24357580

Date of Enquiry : 04.11.2020

PRESENT:

Thiru S.T.TAMILKUMAR, B.A.,B.L.,
STATE INFORMATION COMMISSIONER.

Case No. SA2958/F/2020

Thiru A.K. Gopalakrishnan

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PETITIONER

/Vs/

The Public Information Officer,
The General Manager,
Metropolitan Transport
Corporation (Chennai) Limited,
Pallavan House, Anna Salai,
Chennai – 600002.

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PUBLIC AUTHORITY

ORDER

This Commission takes the following case for enquiry through telephone and online due to Covid-19 lockdown imposed by the Government of Tamil Nadu and the constraints for conducting the enquiry in person. Hence this case was taken in to enquiry on 04.11.2020 through telephone. During the enquiry the petitioner, Thiru.A.K. Gopalakrishnan, Chennai and the Public Information Officer, The General Manager, Metropolitan Transport Corporation (Chennai) Limited, Pallavan House, Anna Salai, Chennai were present.

2. A perusal of the petition dated 21/09/2019 filed under section 6(1) of the R.T.I. Act, 2005 reveals that the petitioner has sought information regarding his complaint to the customer care on 08.01.2019, regarding his travel in the route 166 from Porur to Ayyappanthangal with a luggage ticket for a small cotton bed. The petitioner states that the conductor has misbehaved by catching the back side of neck and stopped me from taking the luggage. The Conductor used abusive language to the petitioner and snatched his luggage even though the petitioner approached the police, it was in vain. Hence the petitioner seeks information regarding why his complaint was ignored and why the action was not taken against the conductor.

3. The Public Information Officer has provided any information vide letter dated 03.10.2019 stating that action has been taken on the petitioners complaint and suitable reply has been sent already on 21.01.2019 Lr.No.07/17207/GC/MTC/2019. As the petitioner was not satisfied with the information the petitioner has preferred a First Appeal dated 05.02.2020 under section 19(1) of the RTI Act, 2005. The Appellate Authority has provided information vide letter dated 22.02.2020. As the petitioner was not satisfied with the information, the petitioner has preferred a Second Appeal under section 19(3) of the RTI Act, 2005 before this Commission on 10.03.2020 and the said appeal has been taken up for today's (04.11.2020) enquiry.

4. During the enquiry the petitioner stated that he has not received complete information from the Public Information Officer in connection with the information and the petitioner insisted this Commission to provide the complete information without any omission.

5. During the enquiry, the Public Information Officer stated that based on the complaint through RTI petition on 26.09.2019, direct enquiry was conducted on the Conductor and the conductor told that he had handed over the Bed to lyappanthangal Time Keeper and the petitioner was already informed through a letter dated 21.01.2019 to collect the same from lyappanthangal Depot by giving journey ticket and letter of acknowledgement. Also the particular conductor was severely warned and advised to behave with passengers in good manner. The concerned conductor assured that this type of mistakes will not be happened in future.

6. In the facts and circumstances of this case, this Commission finds that information sought by the petitioner was not fully provided to the petitioner. Hence, the Public Information Officer is hereby ordered:

- The Public Information Officer is hereby ordered to provide the complete information to the petitioner by RPAD within 15 days under Section 7(6) of Right to Information Act from the date of receipt of this order and report compliance to this Commission.
- The Commission further orders that if the Public Information Officer fails to provide requisite information during the said period of 15 days action will be initiated under section 20(1) of the Right to Information Act.

Sd/- (S.T.TamilKumar)
State Information Commissioner

/By order of the Commission/

Assistant Registrar.

Case No. SA 2958/F/2020

To

PUBLIC AUTHORITY:

The Public Information Officer,
The General Manager,
Metropolitan Transport Corporation (Chennai) Limited,
Pallavan House, Anna Salai,
Chennai – 600002.

PETITIONER:

Thiru A.K. Gopalakrishnan Nair,
Plot No.58 A, Door No.2/243,
Sri Vivekananda Street,
Srinivasapuram, Ayyapanthangal,
Chennai – 600 122.

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