

വിവരാവകാശ നിയമപ്രകാരം പബ്ലിക് ഇൻഫർമേഷൻ ഓഫീസർ നടത്തുന്ന എല്ലാ കമ്മ്യൂണിക്കേഷനുകളും രേഖാമൂലം തന്നെ ആയിരിക്കണം വാക്കാൽ മറുപടി നൽകരുത്

4. The SPIO had submitted that the Complainant was orally informed that more than Rs.2000/- would have to be remitted as cost for the information to be provided.
5. There is no provision for giving oral replies to RTI requests. A request had to be replied to in writing; and, the calculation of cost, mode of payment and head of account for remitting the amount if the same was to be paid through Treasury Challan/Demand Draft/Pay Order etc.
6. In the circumstances, the Respondent is directed to allow the Complainant to peruse the records and take copy of requisite documents after remitting the cost, on a mutually convenient date and time, within 15 days from the date of receipt of this order and, report compliance to the Commission. The public authority should also display the details of the ASPIO, SPIO and first AA at a prominent place in the bank for public information.
7. The complaint petition is disposed off, accordingly.