

## **Frequently Asked Questions**

### **Making an Application under the Right to Information Act, 2005**

Citizens of India will have to make the request for information in writing, clearly specifying the information sought under the Right to Information Act, 2005. The application for request should give the contact details (postal address, telephone number, fax number, email address) so that the applicants can be contacted for clarifications or the information. Since as per the Act, information can be furnished only to citizens of India, you will have to give your citizen status as well. Citizen can also lodge request through online portal by accessing the link <https://rtionline.gov.in/> where the RTI fees can be paid online and the requester gets the registration number upon submission of the request and can track the application.

### **How do I send my application?**

As per the Right to Information act 2005 and the Right to Information rules 2012 prescribed by the Government of India: a request for obtaining information under Section 6(1) of RIA needs to be accompanied by an application fee of Rs.10 by way of cash against proper receipt or by DD or bankers' cheque payable to the Accounts Officer of the public authority.

You could send your request by post accompanied by the application fee of Rs.10/- payable by demand draft or bankers' cheque or Indian Postal Order favouring Punjab National Bank. The fee can also be paid in cash along with the application. Citizens can also submit request through online portal by accessing the link <https://rtionline.gov.in/> where the RTI fees can be paid online and upon submission of the request the requester gets the registration number and can track the application.

### **Where do I send my request?**

The details of the CPIO in Punjab National Bank are as under:

Shri E.J Jerome John  
Dy. General Manager  
Punjab National Bank  
Law Division  
3<sup>rd</sup> Floor, East Wing (A), Plot No. 4,  
Sector - 10, Dwarka,  
HO: New Delhi - 110075  
(E- Mail: [rticellho@pnb.co.in](mailto:rticellho@pnb.co.in))  
Phone No. 011-28044540

### **How long will PNB take to provide information?**

Punjab National Bank will, within 30 days of receipt of the application for information along with the fee, communicate to the requestor whether it can or cannot provide the information.

### **Will I have to pay to get the information?**

As per the Right to Information (Regulation of Fee and Cost) Rules, 2005, the public authority shall charge:

- Rs.2/- for each page (in A-4 or A-3 size paper) created or copied; • actual charge or cost price of a copy in larger size paper;
- actual cost or price for samples or models; and
- for inspection of records, no fee for the first hour; and a fee of Rs.5/- for each subsequent hour (or fraction thereof)

Further, to provide information under Section 7(5) of the Right to Information Act, 2005, the public authority shall charge:

- Rs. 50/- per diskette or floppy; and
- for information provided in printed form at the price fixed for such publication or Rs. 2/- per page of photocopy for extracts from the publication

### **At what stage will I have to pay this cost?**

If Punjab National Bank has the information and can provide it to you it will, within 30 days of its receiving the application along with appropriate fees, communicate to you the cost of providing the information as prescribed under Section 7(1) of Right to Information Act.

### **When will I get the information?**

You will get the information, once the Punjab National Bank receives the payment towards providing the information.

### **Can Punjab National Bank refuse to give me information?**

The Right to Information Act, 2005 under Sections 8 and 9 exempts certain categories of information from disclosures. These include:

- Information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence.
- Information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure of which may constitute contempt of court;
- Information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;
- Information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;
- Information available to a person in his fiduciary relationship, unless the competent authority

**Do I have a right to appeal?**

Under the Right to Information Act, 2005 you have the right to appeal if you are not satisfied with the information provided by the Punjab National Bank or its decision not to provide the information requested.

**Who should I address my appeal to?**

You can address the appeal to following First Appellate Authority:

Sh. Pulin Kumar Pattanaik  
(General Manager)  
Punjab National Bank  
3<sup>rd</sup> Floor, East Wing  
Plot No. 4, Sector 10, Dwarka  
H.O.: New Delhi – 110075  
Phone No. 011-28044540