

CHAPTER XV

THE PARTICULAR OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION, INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE

1. RailTel is maintaining a website www.railtelindia.com interested people can visit this website for desired information. If the required information is not available in the website, a citizen can send email to RailTel at info@railtelindia.com or write a letter seeking the required information. If the required information is available and can be provided, the same will be provided within reasonable time.
2. Any Citizen of India who desires to obtain any information under the Right to Information Act, 2005 may make a request in writing addressed CPIO/PIOs/APIO. For convenience of the Public, a format of RTI Application is notified on RailTel website under the sub-heading 'RTI'. For seeking information under 'RTI' the applicant is required to submit application fee of Rs 10/-. The mode of payment of fees are: By cash against proper receipt or by demand draft/banker's, cheque/Indian Postal Order. Persons belonging to BPL category are not required to pay any fee provided necessary documents are reduced in support of their claim. Where a decision is taken to provide the information on payment of any further fee representing the cost of providing the information, the Applicant shall be informed of the quantum of additional fees as below:-
 - i) For each page (in A-4 or A-3 size paper) - Rs. 2/- per page
 - ii) For a copy in larger size paper - Actual charge or cost price
 - iii) For samples or models - Actual cost or price
 - iv) For inspection of records - No fee for the first hour; and Rs. 5/- for each hour (or fraction thereof) thereafter
 - v) For information provided in diskette or floppy - Rs.50/- per diskette or floppy
 - vi) 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.

The mode of payment of above mentioned additional fees shall be the same as application fee.

Appeal- In case the Applicant who does not receive a decision within the time specified in sub-section (1) of clause (a) of sub-section (3) of section 7 of the Act or is aggrieved by decision of the CPIO/PIO, as the case may be, may within thirty days from the expiry of such period from the receipt of such a decision, prefer and appeal to the Appellate Authority for redressal of the grievance.

3. Library Facility for general public

Presently, RailTel does not have any Library Facility for general public.