

GOA STATE INFORMATION COMMISSION

"Kamat Towers" 7th Floor, Patto Plaza, Panaji, Goa – 403 001

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Appeal No. 159/2024/SCIC

Rosette Lilian Gonsalves,
3, Marinisha, 15 A,
Dr. Peter Dias Road,
Bandra, Mumbai, 400050.

-----Appellant

V/s

1.Public Information Officer.
The Secretary,
Office of the Village Panchayat,
Calangute, Goa 403516.

2.BDO/FAA for Mamlatdar Office,
Mapusa Goa 403507.

-----Respondents

Shri. ARAVIND KUMAR H. NAIR - State Chief Information Commissioner, GSIC

Relevant Facts Emerging from the Appeal

RTI application filed on	- 05-10-2023
PIO replied on	- Nil
First Appeal filed on	- 10-11-2023
First Appellate order on	- 27-11-2023
Second appeal received on	- 02-07-2024
Decision of the Second Appeal on	- 10-06-2025

Information sought and background of the Appeal

1. Mrs.Rosette Lilian Gonsalves filed an application dated 05/10/2023 under RTI Act, 2005 to the PIO, Village Panchayat Calangute seeking details about '*Why Shop No.1 owned by her and husband in St. Alex Apartment in 1992 does not figure in the Tax Register of the Calangute Village Panchayat*'.
2. Failing to receive any reply/information from the PIO, Appellant filed first appeal dated 10/11/2023 stating that Appellant has not received any information/reply from the Respondent PIO within the stipulated time period.
3. Perusal of records revealed that pursuant to the first appeal filed by the Appellant, notice was served to both the Appellant and Respondent PIO by the FAA (BDO, Bardez) fixing the matter for hearing on 27/11/2023.

However, there is no document found with the Second appeal to confirm that first appeal was heard and an order was passed by the FAA.

4. Subsequently, the Appellant, resident of Bandra, Mumbai filed Second appeal dated 02/07/2024 before the Commission simply enclosing the copies of RTI application and first appeal to the FAA. The Appeal filed before the Commission did not contain any grounds for appeal or prayer.

Facts Emerging in the Course of Hearing

5. Pursuant to the present appeal dated 02/07/2024, parties were notified fixing the matter for hearing on 13/03/2025 for which Appellant, Senior citizen residing in Mumbai, appeared in person but none present for Respondents. Commission directed to issue notice to the Respondent PIO for physical presence on the next date of hearing slated for 26/03/2025. Appellant submitted that her RTI application was not replied by the PIO, Village Panchayat Calangute.
6. Perusal of appeal memo revealed that the RTI application, first appeal and the present appeal filed by the Appellant are not under the prescribed format of RTI application or appeal. The Appellant in fact not sought any information under RTI Act, 2005 and whatever application submitted before the PIO is an application or a grievance over not figuring the Shop No.1 owned by the Appellant (along with a flat No. C-5 at St. Alex Apartments CHMS Ltd. Naika Vaddo, Calangute) in the Tax Register book of the Calangute Village Panchayat. The sale deed of the said property was made by the Appellant in July 2013 and house tax for the flat No. C-5 has been paying since 2013. Moreover, Shop No. 2-5 which are part of the above said St. Alex Apartments are figured in the Tax Register of Village Panchayat Calangute without a mention of Shop No. 1.
7. When the matter called out for hearing on 26/03/2025 Adv. Swati Verlekar, appeared on behalf of Respondent PIO, and submitted that she would file Respondent's reply to the appeal on the next date of hearing.

8. Even though the query raised by the Appellant does not falls under ambit of RTI Act, 2005, considering a genuine grievance of a senior citizen, Presiding Commissioner instructed the Respondent PIO's authorised person (Advocate) to look into the matter of the Appellant on humanitarian grounds and address the grievance of the Appellant.

Adv. Swati Verlekar promptly assured to extend whatever possible assistance for the redressal of Appellant's grievance on the direction of the Commission. Subsequently, the grievance of the Appellant got addressed through Adv. Swati Verlekar, authorised person of Respondent PIO.

9. When matter called out for hearing today i.e. 10/06/2025, Adv. Swati Verlekar, authorised person of Respondent PIO, submitted that on the direction of the Hon'ble Commission she has addressed the grievance raised by the Appellant through her application to the PIO, Village Panchayat, Calangute and the Appellant is fully satisfied with the action on the part of the public authority in the appeal (Village Panchayat Calangute).

Registry has submitted an email dated 09/06/2025 received from the Appellant stating that "*the matter concerning her application to the PIO, Village Panchayat Calangute has been resolved and hence the Hon'ble Commission is free to close the case.*"

Commission's Observation

- i. Despite the RTI application and subsequent appeals filed by the Appellant marred by serious procedural errors, the Commission allowed the present appeal filed by a senior citizen from Mumbai purely on humanitarian ground.
- ii. Even though the subject matter raised by the Appellant in her application and appeals does not falls under the true definition of 'information', Commission paid a sympathetic consideration as the Appellant has been confronting with a genuine grievance for the past 2 decades.

- iii. *Prompt personal interest and initiative taken by Adv. Swati Verlekar, authorised person of Respondent PIO, to address the grievance of the Appellant, a senior citizen, on the direction of the Presiding Commissioner need to be appreciated.*
- iv. In the present appeal, Presiding Commissioner had to move out of the box to help the Appellant, a senior citizen living in Mumbai.

DECISION

Since the issue of the Appellant is resolved to her full satisfaction by the Public Authority in the present appeal on the direction of the Presiding Commissioner and Appellant vide email requested to close the matter as the matter pertaining to her application has been resolved, Commission decided to dispose off the appeal today i.e. 10/06/2025.

- Proceeding stands closed.
- Pronounced in open Court.
- Notify the parties.

Sd/-

(ARAVINDKUMAR H. NAIR)
State Chief Information Commissioner, GSIC