

GOA STATE INFORMATION COMMISSION

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

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Complaint No. 17/2025/SCIC

Shri Govalal Patel,
H.No. 5/49/1-10,
Near Barkatli Building,
Pixem Dongri, Vasco da Gama-Goa.

----Complainant

V/s

1.Public Information Officer,
O/o. The Executive Engineer, PWD,
W.D. IX (PHE), Fatorda,
Margao-Goa.

2.The Assistant Public Information Officer,
O/o. The Assistant Engineer,
Sub- Div-III (PHE), P.W.D. Baina,
Vasco-Da-Gama, Goa 403802.

----Opponents

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

Relevant Facts Emerging from the Complaint

Complaint received on	25/03/2025
First hearing held on	05/06/2025
Decided on	16/09/2025

Information sought and background of the Complaint

1. Shri. Govalal Patel filed a complaint dated 25/03/2025 before the Commission stating that Opponent PIO has not furnished information to his two RTI applications dated 28/10/2024 seeking following information with regards to **Water Connection bearing Consumer Code No. VVIH0800382002/Consumer ID No.25091544** issued to Mr. Vidyadari Pal :

- i. "Furnish certified copies of full files pertaining to Water Connection bearing Consumer Code No. VVIH0800382002/Consumer ID No.25091544.*
- ii. Furnish copies of Permission/NOC for the said water connection granted by Technical Section of Mormugao Municipal Council to Mr. Vidyadari Pal.*
- iii. Provide copies of Action Taken Report regarding Complaint dated 03/01/2023 submitted by me for disconnection of the water connection".*

2. According to the Complainant, Opponent PIO gave vague information as under :
- i. *"Water connection file is not traceable. Efforts are being made to trace the files.*
 - ii. *Once the concerned water connection file is traced, necessary documents will be furnished.*
 - iii. *As the water connection file is not traceable, correct facts are not known and as such the water connection was not disconnected.*
 - iv. *Once the water connection file is traced necessary documents will be furnished".*
3. The First Appellate Authority (SSW,PWD) vide order dated 30/01/2025 had directed the Respondent PIO to file Police Complaint/FIR for loss of file and further directed the Respondent to provide copy of NOC once it is received from the office of the Municipality.

FACTS EMERGING IN COURSE OF HEARING

4. Pursuant to the filing of the present complaint, parties were notified fixing the matter for hearing on 05/06/2025 for which Complainant appeared in person and the Opponent PIO was represented by his authorised person.
5. During the hearing on 16/07/2025, the Opponent PIO filed a revised point wise reply to the Appellant's RTI application dated 28/10/2024 furnishing the information as under :

<i>"Point No.1</i>	<i>The original water connection file towards Consumer Code No. VVIH0800382002/Consumer ID No.25091544 is not traceable. The said domestic water connection was released on 11/10/2006. The letters made to Mormugao Municipal Council and Urban Health Centre, Vasco along with the copies of their reply is enclosed herewith.</i>
<i>Point No.2</i>	<i>As the original water connection file is not traceable, efforts were made to obtain the NOC granted by Mormugao Municipal Council and Health Officer.</i>

	<i>However the same was not made available by the concerned Offices, claiming the information is not available. The complaint towards missing of file was lodged with the Police Inspector, Mormugao-Goa and it was informed that the said complaint stands registered at the police station</i>
<i>Point No.3</i>	<i>Since the original water connection file was not traceable/available with the office of the Assistant Engineer, SD.III (Rev), Div. IV. DDW, Vasco-da-Gama, the same could not be furnished as reply to the RTI application dated 12/01/2023.</i>
<i>Point No.4</i>	<i>The Superintendent Surveyor of Works, PWD, Altinho-Panaji-Goa.</i>
<i>Point No.5</i>	<i>The date and time for inspection will be intimated once the original water connection file is traced by the office of the Assistant Engineer, SD.III (Rev), Div. IV. DDW, Vasco-Goa.</i>

6. In response to the letter of Assistant Engineer, Revenue SD-III, Baina, Vasco to the Health Officer, Urban Health Centre, Vasco and Chief Officer, Mormugao Municipal Council, Vasco seeking copy of the NOC issued to obtain the abovesaid water connection by Shri. Vidyadari Pal both the offices replied that they are not in possession of the NOCs issued for the abovesaid water connection.

7. Complying with the order dated 30/01/2025 passed by the FAA directing the Respondent PIO to file Police Complaint/FIR for loss of files, Assistant Engineer, Revenue SD-III, W.D IV, Baina, Vasco vide letter dated 24/02/2025 filed a Complaint to the Police Inspector, Mormugao Police Station, Vasco, Goa requesting to investigate into the missing of 08 consumer files including the one mentioned in the RTI application of the Complainant.

On 16/07/2025, Opponent PIO furnished the complainant a copy of this police complaint, reply of the Mormugao Police vide letter dated 04/06/2025 stating that based on the Complaint, a missing Article Register No.111/2025 dated 04/06/2025 registered at Mormugao Police Station and

some other documents including letters from Mormugao Municipal Council and Urban Health Centre, Vasco intimating non availability of NOC files pertaining to the water connection in question in their records.

8. When the matter took up for further hearing on 07/08/2025, Opponent PIO present in person and Complainant appeared along with his lawyer Hyder Khilji. Opponent PIO in his written argument dated 07/08/2025 submitted that :
- i. Complainant Govalal Patel vide his letter dated 03/01/2023 had requested for disconnection of domestic water connection released to Shri. Vidhyadari Pal with Consumer No. VVIH0800382002/Consumer ID No.25091544 but the department could not take any action as the original file in respect of the said water connection released on 11/10/2006 is not traceable.
 - ii. Subsequently Govalal Patel filed two RTI applications dated 28/10/2024 seeking certified copies of all the documents submitted by the applicant Vidhyadari Pal to avail the said water connection.
 - iii. As the original file pertaining to the said water connection could not be traced, O/o. APIO/(AE) SD-III, PWD, Baina, Vasco vide letter dated 16/01/2025 sought copies of NOC, issued to release the water connection by the Urban Health Centre, Vasco and Mormugao Municipal Council.
 - iv. Both the above public authorities intimated vide letter dated 26/02/2025 and 21/02/2025 that NOC file in respect of the said 2006 water connection release could not trace in their offices.
 - v. Office of the A.E, SD-III (Rev), Div. IX, PWD, Vasco vide complaint dated 24/02/2025 requested the Police Inspector, Mormugao Police Station to institute an investigation into 8 missing water connection files including the one referred by the Complainant and Police vide letter dated 04/06/2025 intimated that the Mormugao Police Station has registered a missing Article No.111/2025 dated 04/06/2025 in this regard.
 - vi. Since the original file of the Complainant mentioned water connection is not traceable, documents sought by his vide RTI application dated 28/10/2024 could not be furnished but the copies of the afore mentioned communication to the Mormugao Municipal Council, Urban Health Centre,

Vasco and Police Inspector, Mormugao Police Station in connection with missing of the water connection file in question and their replies/letters have been furnished to the Complainant.

9. Matter took up on 16/09/2025 for final arguments by the parties to the Complaint and based on the arguments, submissions and perusal of records, Commission has come to the conclusion that :
- i. **Despite all efforts, the Respondent PIO and his office could not trace the file pertaining to the water connection referred by the Complainant.**
 - ii. **Respondent PIO's effort to obtain documents pertaining to the said water connection from the office of the Mormugao Municipal Council and Urban Health Centre, Vasco also not succeeded as the said offices has no records pertaining to the said water connection.**
 - iii. **When all attempts to trace the missing file and to gather said water connection related documents from other government offices did not yield any result, Opponent PIO filed a complaint to the Mormugao Police Station seeking an investigation into the missing of 08 files including the one referred by the Complainant and in turn police registered missing Article Register No.111/2025 dated 04/06/2025.**

DECISION

- i. **Since the Complainant submitted that the water connection with Consumer Code No. VVIH0800382002/Consumer ID No.25091544 has been availed by Shri. Vidyadari Pal by manipulating the records/documents and the offices of the Mormugao Municipal Council and Urban Health Centre, Vasco informed the Opponent PIO about the non-availability of files pertaining to the NOCs issued by them for the said Water Connection, Commission hereby directed the Opponent PIO to ask the water consumer Shri. Vidyadari Pal to produce the relevant documents for**

verification and ascertain the genuiness of the documents submitted to avail water connection.

- ii. **If the concerned water consumer Shri. Vidyadari Pal fails to submit valid documents establishing his claim, over the said water connection, based on the complaint and after due verification of the documents furnished by the Complainant, office of the Opponent PIO has to act under appropriate provision/rules on the application filed by the complaint for disconnection of the water connection installed at H. No. 45, Pixem Dongri, Vasco on 11/10/2006.**
- iii. **Opponent PIO is directed to file compliancereport to the Commission within three weeks from this order dated 16/09/2025.**

Proceedings in the complaint stands closed and matter disposed.

- Pronounced in Open Court.
- Notify the parties.

Aggrieved party if any, may move against this order by way of a Writ Petition as no further Appeal is provided against this order under the Right to Information Act, 2005.

Sd/-

(ARAVIND KUMAR H. NAIR)
State Chief Information Commissioner, GSIC