

Frequently Asked Questions

Who can make Application under the Right to Information Act, 2005

Under the provisions of the Right to Information Act, 2005, citizens of India may request official information by submitting a clear, written application that explicitly specifies the details sought. To facilitate necessary clarifications or the delivery of information, applicants must provide complete contact details, including their full name, postal address, telephone number, and email address. Furthermore, because information under the Act is legally restricted to Indian nationals, applicants are required to formally declare their citizenship status. Alternatively, requests can be conveniently lodged through the official online portal at <https://rtionline.gov.in/>, where applicants can pay the statutory RTI fees securely online and receive a unique registration number to track the progress of their application.

Procedure for Submission of RTI Application

Pursuant to Section 6(1) of the Right to Information Act, 2005, read with the Right to Information Rules, 2012, as prescribed by the Government of India, any request for obtaining information must be accompanied by a statutory application fee of Rs. 10/- (Rupees Ten Only). For applications submitted via postal dispatch, the prescribed fee must be remitted by way of an Indian Postal Order (IPO), Demand Draft (DD), or Banker's Cheque, drawn in favor of Punjab Gramin Bank, payable at the Head Office, Kapurthala. Alternatively, eligible citizens may electronically lodge their requests through the official web portal at <https://rtionline.gov.in/>, where the requisite fee can be securely discharged through the integrated online payment gateway. Upon successful electronic submission, a unique registration number will be generated automatically, enabling the applicant to monitor and track the status of the proceedings.

Where to Submit Your RTI Application

The details of the CPIO in Punjab Gramin Bank:-

Sh. Rohit Salaria,
Central Public Information Officer
Punjab Gramin Bank,
Markfed Road,
Head Office,
Kapurthala
Pin Code 144601
Con. No. 01822509605
E-mail : pgbcpio@gmail.com

Response Timeline for RTI Requests

Pursuant to Section 7(1) of the Right to Information Act, 2005, Punjab Gramin Bank is statutorily mandated to dispose of an information request within 30 days from the official date of receipt of the application along with the prescribed fee. Within this standard 30-day window, the Central Public Information Officer (CPIO) must formally communicate its decision to the applicant, specifying whether the requested information can be provided or if it stands rejected under the exemption clauses of the Act. While a standard request must be addressed within 30 days, any failure by the bank to communicate a decision within this stipulated timeframe is legally treated as a "deemed refusal" under Section 7(2), thereby establishing grounds for the applicant to prefer a First Appeal.

Schedule of Fees and Additional Costs Under the RTI Act

Depending on the nature and volume of the information requested, additional fees may be charged. While the initial application fee is Rs. 10/-, the Right to Information (Regulation of Fee and Cost) Rules, 2005, permit the public authority to levy the following charges for providing the information:

- 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).

In accordance with Section 7(5) of the RTI Act, no shall be charged from any applicant who belongs to the Below Poverty Line (BPL) category, provided necessary proof is attached.

When Do You Pay the Fees and Get Your Information?

The bank will first check your request, and if the bank can legally share the details, the will send you a letter within 30 days telling you the exact cost for photocopying or printing. The official 30-day countdown clock pauses the moment the bank sends you this bill, and you will get your requested information immediately after the bank receives your final payment.

Can the Bank Refuse Your Request?

Yes, Punjab Gramin Bank can refuse to give you information if it falls under the legal exceptions listed in Sections 8 and 9 of the RTI Act.

Designated First Appellate Authority for RTI Appeals

If you are unsatisfied with the decision of the Central Public Information Officer (CPIO), or if you do not receive a response within the statutory 30-day period, you can file a First Appeal under Section 19(1) of the RTI Act, 2005.

Your appeal must be formally addressed to the bank's designated First Appellate Authority (FAA) at the following address:

Sh. Anil Kumar Mittal,
General Manager
Punjab Gramin Bank,
Markfed Road,
HO Kapurthala
Contact No.01822-502822
E-mail : gm4pgb@pgb.bank.in