RTI APPLICATION

(Under Section 6(1) of the Right to Information Act, 2005)

DATE: 23/12/2025

To

The Public Information Officer,

India Infrastructure Finance Company Ltd (IIFCL)

Plate A & B, 5th Floor, NBCC Tower, East Kidwai Nagar, New Delhi – 110023

PH: +91-11-24662777

Subject: Seeking Information under RTI Act, 2005 regarding Procurement and Utilisation of SMS Services for the Last Three Financial Years

Sir/Madam,

Kindly provide the following information under the provisions of the Right to Information Act, 2005 pertaining to all SMS-related services (bulk/transactional/OTP/promotional SMS) procured, awarded, utilised, or paid for by PNB Housing Finance Ltd. for the last three financial years, namely FY 2022–23, FY 2023–24 and FY 2024–25.

INFORMATION SOUGHT

1. Procurement & Tender Records

i. Provide certified copies of all tender documents, e-tenders, limited tenders, quotations, nominations, work orders, purchase/work contracts, and approvals issued for procurement of SMS services.

ii. Specify the procurement mode in each case: open tender, e-tender, limited tender, single tender, or nomination basis.

iii. In tender cases, provide tender reference number, publication date, opening date, evaluation sheet, and date of award.

iv. In nomination cases, provide the approval/note/file authorising the nomination, along with file number and date.

2. Vendor Information

i. Provide details of all vendors engaged—name, registered address, contact details, GSTIN, and nature of SMS services supplied (transactional / OTP / promotional / mixed).

3. Rate Structure & Charges

i. Provide per-SMS rate (exclusive and inclusive of GST) approved for each vendor.

ii. Provide details of all recurring and non-recurring charges such as setup fee, integration/API charges, platform/portal charges, subscription charges, AMC, or any other technical/operational fee.

4. Quantity, Utilisation & Balance

i. Provide the total number of SMS purchased/allocated for each of the three financial years.

ii. Provide the number of SMS actually used/consumed in each year.

iii. Provide the unused balance of SMS, if any, year-wise.

5. Billing, Payments & Ledger

i. Provide the total sanctioned contract value for each vendor for each financial year.

ii. Provide year-wise invoice details—invoice number, invoice date, billing period, and billed amount.

iii. Provide payment details—date of payment, amount, mode of payment, UTR/reference number, and pending dues (if any).

iv. Provide invoice/payment data in Excel/CSV format, if maintained.

6. Contract Duration & Extensions

i. Provide commencement and expiry dates of each SMS contract.

ii. Provide copies of all extension orders, renewal approvals, revised rate approvals, or amendments issued during FY 2022–23, FY 2023–24 and FY 2024–25.

If any information is denied, kindly cite the specific provision of the RTI Act invoked.

I have enclosed a Postal order of Rs. 10/- as per RTI Rules, 2012.

Kindly intimate the additional fee, if any, payable under the RTI Rules.

Regards,

Ravi Mehta

RAVI MEHTA (Advocate)

Ch. No. 175, Patiala House Court, New Delhi, 110001

Mob. - 9868539051