

INFORMATION PUBLISHED BY THE DEPARTMENT
UNDER SUB-CLAUSE (xv)
OF SECTION 4(1)(b) OF THE RTI ACT, 2005

**Particulars of facilities available to citizens for obtaining
information, including the working hours of a library or reading
room, if maintained for public use**

A. A FACILITATION COUNTER OF THE Department is functional at Gate No. 6, C-wing, Shastri Bhawan, New Delhi 110001. Working Hours of the Counter are from 9.00 AM to 5.30 PM on all working days.

The Facilitation Counter provides, inter alia, the following services to citizens/clients / customers:

- (1) Information regarding services provided and programmes schemes etc. supported by the Department.
- (2) Receiving and acknowledging applications/appeals submitted under RTI Act, 2005.

B. Sh. V.L.V.S.S. Subba Rao, Sr. EA (Public Grievances).

C. Sh. V.L.V.S.S. Subba Rao, Sr. EA (Citizen Charter).