

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. Mrutyunjay Behera, EA (Public Grievances).**

**C. Sh. Mrutyunjay Behera, EA (Citizen Charter).**