

## Manual XV

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

[Section 4(1)(b)(xv)]

### **Facilities available for obtaining information.**

<b>S.No.</b>	<b>Facility available</b>	<b>Nature of Information available</b>	<b>Working Hours</b>
1.	Website	All Orders and directives issued by DERC	24 hours
2.	Information Counter (at Reception)	General information about various :- (i) Orders and Regulations issued by DERC on payment basis; (ii) Tenders; and (iii) Name of Officers with their contact numbers	9.30 AM to 6.00 PM
3.	Notice Board	For display of important information relating to day to day activities of the Commission.	9.30 AM to 6.00 PM
4.	Right to Information Act, 2005	An applicant may submit RTI application and make payment of RTI fee.	9.30 AM to 6.00 PM