

Chapter 15: the particulars of facilities available to citizens for obtaining information, including the working hours of a library or a reading room, if maintained for public use

EESL maintains a website with URL www.eeslindia.org. Citizens can visit this portal for obtaining the desired information as has already been described in various sections of the mandatory disclosures under the RTI Act.

For any information, which is not available on our website, the citizens may file an online RTI application through Government of India's robust RTI portal with address: <https://rtionline.gov.in>

Citizens can also choose to visit the EESL offices for desired information with prior intimation. They can meet the Public Information Officer(s) at the Corporate Office or other representatives through the PIO, EESL. At this point in time, the company provides no facility of a library or a reading room for the public.

Following are the details of the officers of EESL designated under the RTI Act for obtaining the desired information:

Shri Jaspal Singh Aujla

Public Information Officer (PIO)

Energy Efficiency Services Limited
5th & 6th Floor, Core – 3, Scope Complex
Lodhi Road, New Delhi – 110003
Email: rti@eesl.co.in
Phone: 011-47450010

Shri Bhawanjeet Singh

Executive Director (Technical) and First Appellate Authority (FAA)

Energy Efficiency Services Limited
5th & 6th Floor, Core – 3, Scope Complex
Lodhi Road, New Delhi – 110003
Email: aa@eesl.co.in, rti@eesl.co.in
Phone: 011- 40855809

Working hours and business hours:

9:30 AM to 6:00 PM, Monday to Friday at Corporate Office, EESL

In addition to the working hours of the PIO and First Appellate Authority, EESL, the RTI filing facility is available to citizens 24X7 through Government of India's robust portal: <https://rtionline.gov.in>. All RTI requests or appeals filed through this portal are quickly and conveniently responded to in a digital and paperless manner.

How to file RTI applications?

- 1) Logon to <https://rtionline.gov.in>
- 2) This will create an account
- 3) Type in your contact details and text of your application.
- 4) Choose a respective public authority
- 5) File the application after paying the respective fee digitally.

Alternatively, EESL is not stringent on a set format for filing of RTI applications. Simply formally write your queries on a piece of paper, annex fee through Indian Postal Order addressed to Accounts Officer, EESL and send it to EESL's PIO

stationed at Corporate Office in Delhi.

How to file public grievances?

Government of India has a swift and high-functioning portal for filing of public grievances: <https://www.pgportal.gov.in>. As per the guidelines on this portal, it is important to note that the matters which are sub-judice, personal and family disputes, RTI matters or anything that impacts upon territorial integrity of the country or friendly relations with other countries shall not be taken up for redressal. Just like the RTI online portal, this functionality is available to citizens 24X7 for filing of public grievances.

Toll- Free number for complaints: 1800180-3580

Email: helpline@eesl.co.in

Dedicated consumer complaints portal of EESL: <https://support.eeslindia.org>

For any escalations in case the regular complaint systems are not satisfactory, please contact EESL Grievance Cell and speak directly to the Grievance handling officer:

Direct phone: 011-42259017

Board phone: 011-45801260 (Ext. 367)

Email: grievance@eesl.co.in

Register a grievance directly on Government's portal: <https://www.pgportal.gov.in>.

How to file Vigilance complaints?

Members of public can rightfully file their vigilance complaints at EESL. The Vigilance Division of EESL is headed by Chief Vigilance Officer (CVO). Following is the contact information of EESL Vigilance Cell:

Address of EESL Vigilance Cell:

Chief Vigilance Officer (CVO)
Energy Efficiency Services Limited
NFL Building, 5th & 6th Floor
Core – III, SCOPE Complex
Lodhi Road, New Delhi – 110003
Phone: 011-45801260
Email ID: cvo@eesl.co.in

Related weblinks:

<https://eeslindia.org/en/about-us/>

<https://Powermin.nic.in>

<https://www.cvc.nic.in>