

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 the URL www.eeslindia.org. Citizens can visit this portal to obtain the desired information, as has already been described in various sections of the mandatory disclosures under the RTI Act.

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

Citizens can also 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. The company offers a library facility/ reading room, but it is not open to the public.

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

Shri Santosh Kumar Thakur
Central Public Information Officer (CPIO)

Energy Efficiency Services Limited
4th Floor, FC-24C, The Ikon Tower,
Film City, Sector 16A,
Noida, Uttar Pradesh – 201301
Email: rti@eesl.co.in
Phone: 0120-6541600

Shri Shankar Gopal
RTI First Appellate Authority

Energy Efficiency Services Limited
4th Floor, FC-24C, The Ikon Tower,
Film City, Sector 16A,
Noida, Uttar Pradesh – 201301
Email: aa@eesl.co.in, rti@eesl.co.in
Phone: 0120-6541600

Working hours and business hours:

Business hours are from 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 at EESL, the RTI filing facility is available to citizens 24/7 through the Government of India's robust portal: <https://rtionline.gov.in>. All RTI requests or appeals submitted through this portal receive prompt and convenient digital responses in a paperless manner.

How to file RTI applications?

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

Alternatively, EESL does not have a set format for filing RTI applications. Simply formally write your queries on a piece of paper, annex the fee through an Indian postal Order (IPO) addressed to the Accounts Officer, EESL, and send it to EESL's PIO stationed at the Corporate Office in Delhi.

How do you file public grievances?

For complaints related to EESL supply/ services:

Toll-Free number for complaints: 08366670840, 08363520500

Email: helpline@eesl.co.in

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

For public grievances related to CPGRAMS:

Board phone: 0120-6541600 (Extension: 431)

Email: grievance@eesl.co.in

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

How to file Vigilance complaints?

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

Address of EESL Vigilance Cell:

Chief Vigilance Officer (CVO)

Energy Efficiency Services Limited

4th Floor, FC-24C, The Ikon Tower,

Film City, Sector 16A,

Noida, Uttar Pradesh – 201301

Email ID: cvo@eesl.co.in

Phone: 0120-6541600

Related web links:

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

<https://powermin.nic.in>

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