

CHAPTER - 15

Particulars of Facilities available to Citizens for obtaining Information

[Section 4 (1) (b) 15]

15.1 Means, methods or facilitation available to the public, which are adopted by the Department for dissemination of information.

Facility	Description (Location of Facility/ Name etc.,)	Details of Information made available
Notice Board	Citizens charter placed in all offices.	Particulars of HMWSSB and information to consumers and public.
News Paper reports	Public Relation Officer Cell at Board Office.	
Public Announcements	Online collections of payments through e-pos terminals, Customer Relation Management News papers, WaLC.	
Social Media	Face book, Twitter, Whatsapp, Jal App	
Print Media	All leading regional newspapers	
Electronic Media	All leading regional channels, FM	
Information Counter	Metro Customer Care Center, Single Window Cell, Rain Water Harvesting Cell.	
Publications	HMWSS Act, 1989	
Office Library	Library at Board Office, Khairtabad.	
Website	https://www.hyderabadwater.gov.in/en/	