

CHAPTER 14
Particulars of Facilities available to Citizens for Obtaining Information
[Section 4 (1) (b) xv]

Describe the particulars of Information dissemination mechanisms in place/ facilities available to the public for accessing 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	
Information Counter	Metro Customer Care Center, Single Window Cell, Rain Water Harvesting Cell.	
Publications	HMWSS Act, 1989.	
Office Library	Library at Board Office, Khairtabad.	
Websites	http:// www.hyderabadwater.gov.in.	