

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

CESL maintains a website with URL <https://www.convergence.co.in/>. 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.

Citizens can also choose to visit the CESL offices for desired information with prior intimation. They can meet the Public Information Officer(s) at the Corporate Office (address available at <https://www.convergence.co.in/about>) or other representatives through the CPIO, CESL. At this point in time, the company provides no facility of a library or a reading room for the public.

Working hours and business hours:

9:00 AM to 5:30 PM, Monday to Friday at Corporate Office, CESL

Central Public Information Officer Shri Abhishek Srivastava (Appointed as CPIO w.e.f 29.11.2023 till date) Central Public Information Officer (CPIO) Convergence Energy Services Limited 9th Floor, Jeevan Prakash Building, 25, KG Marg, Connaught Place, New Delhi – 110001 Email: RTI_CESL@eesl.co.in Telephone No. 011-42259600.	First Appellate Authority (RTI) Shri Rajneesh Rana (Appointed as FAA w.e.f 28.10.2024) First Appellate Authority Convergence Energy Services Limited 9th Floor, Jeevan Prakash Building, 25, KG Marg, Connaught Place, New Delhi – 110001 Email: head-cesl@eesl.co.in Telephone No. 011-42259600.
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Public grievances/Compliants redressal:

Complaints may be emailed to CESL at:

- RTI_CESL@eesl.co.in
- cp-cesl@eesl.co.in
- mdcesl@eesl.co.in

CESL, being a relatively young organization, does not presently have a dedicated grievance redressal cell. Nevertheless, all complaints and grievances received through the aforementioned email IDs are duly acknowledged, examined, and responded to in a timely manner.

How to file RTI applications?

- 1) Log in to <https://rtionline.gov.in>
- 2) This will create an account (yet account creation is not mandatory).
- 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, CESL does not have a set format for filing RTI applications. Formally write your queries on a piece of paper, annex the fee through an Indian Postal Order (IPO) addressed to the CPIO, CESL, and send it to CESL's CPIO stationed at the Corporate Office in Delhi.

It is informed that online RTI applications through the RTI portal are the preferred mode due to the convenience for the applicant.