

**4.5. Such Other information as may be prescribed under Section 4(1)(b)(xvii)**

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| 4.5 | Such other information as may be prescribed under section 4(1)(B) (xvii) | 4.5.1. Grievance re-dressal mechanism   | All grievances, including grievances on PG portal are addressed timely by the designated officials of Management of the Corporation.  |
|     |  | 4.5.2. Details of applications received under RTI and information provided  | 45 (April, 2019 to till date)<br>45 disposed  |
|     |  | 4.5.3. List of completed schemes/projects/programmes  | Available on NBCFDC website. <a href="http://www.nbcfdc.gov.in">www.nbcfdc.gov.in</a>   |
|     |  | 4.5.4. List of schemes/projects/programmes underway   | N.A.  |
|     |  | 4.5.5 Details of all contacts entered into including name of the contractor, amount of contact and period of completion of contract | M/s. Ramkumar Ahlawat Security Agency – Rs. 8.08 lakh<br>M/s. Saamarth India (Rs.33.03 Lakhs)<br>M/s. Neopost India Pvt. Ltd. (AMC) – Rs.0.33 lakhs<br>M/s. Web Inforcom (Two Xerox machines) – Rs.0.36 lakhs<br>M/s. NCI Global Infratech – Rs. 7.78 lakhs<br>M/s. Om Aryan Dyeings (Tea & Coffee) – Rs.1.90 lakhs |
|     |  | 4.5.6. Annual Report  | Available on NBCFDC Website   |
|     |  | 4.5.7 Frequently Asked Question   | Available on NBCFDC site ( <a href="http://www.nbcfdc.gov.in">www.nbcfdc.gov.in</a> )   |
|     |  | 4.5.8 Any other information such as<br>a) Citizen's Charter   | As per Quality Manual   |
|     |  |   | b) Result Framework Documents   |
|     | c) Six monthly reports on the  | N.A.  |   |
|     | d) Performance against the benchmark set in the Citizen's Charter        | N.A.  |   |