

## **4. E. Governance**

S .No.	Item	Details of disclosure	Remarks
4.1	Language in which Information Manual/ Handbook Available [F No. 1/6/2011- IR dt. 15.4.2013]	(i) English	Yes
		(ii) Vernacular/ Local Language	In process of updating manual in Hindi.
4.2	When was the information Manual/Handbook last updated? [F.No. 1/6/2011-IR dt 15.4.2013]	Last date of Annual updation	03-05-2024
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	Please refer point no 3.5 as mentioned above
		(ii) Name/ title of the document/record/ other information	
		(iii) Location where available	
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the faculty	Online from official website, link to access the same is, <a href="https://www.aryavartrrb.com/disclosureRTI.pdf">https://www.aryavartrrb.com/disclosureRTI.pdf</a> for details of information please refer point no 3.5 as mentioned above.
		(ii) Details of information made available	
		(iii) Working hours of the facility	10:00 AM to 05:00PM

		<b>(iv) Contact person &amp; contact details (Phone, fax email)</b>	Please feel free to Designated CPIO as mentioned in point no 1.10			
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	<b>(i) Grievance redressal mechanism</b>	"complaints" Tab, <a href="https://www.aryavart-rrb.com/complaints.php">https://www.aryavart-rrb.com/complaints.php</a>			
		<b>(ii) Details of applications received under RTI and information provided</b>	s.no	FY	Application received	Application Disposed (including pending in at the financial year )
			1	2019-20	1037	1037
			2	2020-21	835	835
			3	2021-22	874	874
		4.	2022-23	981	981	
		5.	2023-24	870	856	
		<b>(iii) List of completed schemes/ projects/ Programmes</b>	1. ARYAVART ANNAPURNA LOAN SCHEME 2. ARYAVART AUTOFIN LOAN SCHEME. 3. ARYAVART COLD STORAGE LOAN SCHEME 4. ARYAVART HOUSING LOAN SCHEME 5. ARYAVART RURAL HOUSING LOAN SCHEME 6. Priority lending in, Kisan Credit Card, Rural housing, Solar Light			
		<b>(iv) List of schemes/ projects/ programme underway</b>				
		<b>(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract</b>	"Tender Tab" <a href="http://www.aryavart-rrb.com">Tender - Aryavart Bank (aryavart-rrb.com)</a>			

		(vi) Annual Report	<a href="https://www.aryavart-rrb.com/Annual_Report/Aryavart4thAnnualReport.pdf">https://www.aryavart-rrb.com/Annual_Report/Aryavart4thAnnualReport.pdf</a>			
		(vii) Frequently Asked Question (FAQs)	<a href="https://www.aryavart-rrb.com/rti.html">https://www.aryavart-rrb.com/rti.html</a>			
		Any other information such as Citizen's Charter	<a href="https://www.aryavart-rrb.com/banks_policy.html">https://www.aryavart-rrb.com/banks_policy.html</a>			
		b) Result Framework Document (RFD)	Not applicable			
		c) Six monthly reports on the	Not applicable			
		d) Performance against the benchmarks set in the Citizen's Charter	The citizens are provided resolutions and services as per citizen charter.			
4.6	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]	(i) Details of applications received and disposed	s.no	FY	Application received	Application Disposed (including pending in at the financial year )
			1	2019-20	1037	1037
			2	2020-21	835	835
			3	2021-22	874	874
			4.	2022-23	981	981
			5.	2023-24	870	836
		(ii) Details of appeals received and orders issued	s.no	FY	Appeals received	Appeals Disposed (including pending in previous financial year)
			1	2019-20	171	171
			2	2020-21	152	152
			3	2021-22	144	144
			4.	2022-23	218	218
			5.	2023-24	150	143

4.7	Replies to questions asked in the parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	No such question asked.