

**CHAPTER – 17**  
**[Section 4(i)(b)(xv)]**

**Particulars of the facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use**

The information about Raj Nivas shall be obtained in official website of this Secretariat <https://rajnivas.py.gov.in/rti.html>.

A **Knowledge Communication Centre** is available in the premises of Raj Nivas, Puducherry for public use which will be open between 9.30 am to 1.00 pm and 2.30 pm to 5.30 pm on all working days.

The Public Petitions can be submitted by the public to Lt. Governor in <https://lgredressal.py.gov.in/pgrs/> and same are forwarded to the respective departments and progress monitored using the “Petition Monitoring Software Package”. The information stored in database is retrieved and petitioners are informed about the progress, on request.

The details regarding the operation of the Lt. Governor’s Discretionary Grant Fund and Lt. Governor’s Welfare Fund can be obtained from the copies of the documents prescribed for implementation.

