**4. E. Governance**

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| **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) Hindi** | Yes |
| **(ii) English** | In process of updating manual in Hindi.  |
| **(iii) Vernacular/ Local Language** | In process of updating manual in Hindi as Hindi is regional language. |
| **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** | 30-04-2025 |
| **4.3** | **Information available in electronic form [Section 4(1)(b)(xiv)]** | **(i) Details of information available in electronic form** | [Please](https://www.aryavart-rrb.com/disclouserRTI.pdf) 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, <https://www.aryavart-rrb.com/disclouserRTI.pdf> 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 |
| **(iv) Contact person & contact details (Phone, fax email)** | 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)** | **(i) Grievance redressal mechanism** | “complaints” Tab, <https://www.aryavart-rrb.com/complaints.php>  |
| **(ii) Details of applications received under RTI and information provided** | 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 |
| 6. | 2024-25 | 783 | 799 |
| **(iii) List of completed schemes/ projects/ Programmes** | 1. ARYAVART ANNAPURNA LOAN SCHEME  2. ARYAVART AUTOFIN LOAN SCHEME.3. ARYAVART COLD STORAGE LOAN SCHEME4. ARYAVART HOUSING LOAN SCHEME5. ARYAVART RURAL HOUSING LOAN SCHEME6. Priority lending in, K[isan Credit Card](https://www.aryavart-rrb.com/kcc.html), [Rural housing](https://www.aryavart-rrb.com/rural_housing.html), [Solar Light](https://www.aryavart-rrb.com/solar.html) |
| **(iv) List of schemes/ projects/ programme underway** |
|  |  | **(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract** | “Tender Tab” [Tender - Aryavart Bank (aryavart-rrb.com)](https://www.aryavart-rrb.com/tenders.html) |
| **(vi) Annual Report** | https://www.aryavart-rrb.com/Annaul\_Report/Aryavart4thAnnualReport.pdf |
| **(vii) Frequently Asked Question (FAQs)** | [**https://www.aryavart-rrb.com/rti.html**](https://www.aryavart-rrb.com/rti.html) |
|  |  | **Any other information such as Citizen’s Charter** | <https://www.aryavart-rrb.com/banks_policy.html>  |
| **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 |
| 6. | 2024-25 | 783 | 799 |
| **(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 |
| 6. | 2024-25 | 132 | 180 |
| **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. |