

## **Section-4(1)(b)(xv)**

### **Warehousing Development and Regulatory Authority**

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

Facilitation Desk/Call Centre:- A facilitation Desk/Call Centre has been set up to address of the public queries and for providing help in obtaining information at Warehousing Development and Regulatory Authority, Government of India, 4<sup>th</sup> Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi – 110016. For Support/Query related to WDRA Portal and IT : Ph. No. 011-49092987, General - 011- 49536496, 49092978, 49092994, Website : <https://wdra.gov.in>, e-mail : [support-wdra@nic.in](mailto:support-wdra@nic.in),  twitter WDRA\_INDIA (@WDRA6).

#### **Grievance Redressal Mechanism:**

WDRA has also a Grievance Redressal System/portal is hosted on WDRA website. The system allows submission of grievances by the aggrieved users of warehouse and all other stakeholders. Guidelines on grievance redressal are also available on the WDRA website.