

**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**

**A. Information Facilitation Counter**

**B. RTI Cell**

**A. Information Facilitation Counter**

Computerized Information and Facilitation Counter (IFC) has been set up under the Chairmanship of Joint Secretary (AT & Admn.) who has been designated as Director (Public Grievances) to provide information and assistance to the public regarding the schemes and procedures of the Department of Personnel & Training as well as acknowledgement and status report of individual applications and grievances.

IFC of the Department of Personnel & Training is set up at North Block, New Delhi which is outside the security zone with a view to facilitating the dissemination of the information to the citizen/user at one place without the hassle of getting an entry pass. Information is disseminated through print-outs, brochures of SCs/STs, OBC, and Ex servicemen and booklets on Right to Information Act, 2005 etc. The Grievances are settled down telephonically too. The Annual Reports of Ministry of Personnel, Public Grievances & Pensions are also circulated free of cost at the IFC Counter.

**B. RTI Cell**

An RTI Cell has been set up in the Department of Personnel & Training (DoPT), North Block, New Delhi, with a public Counter facing Gate No.5, North Block, for receiving RTI Applications related to this Department and the statutory fees thereof, as prescribed under the RTI Act, 2005. The RTI Cell acts as a central point for receiving the RTI Applications addressed to DoPT, from the public as well as through post and further distribution of these applications to the concerned CPIOs within the Department as well as to the other Public Authorities.

The RTI Cell accepts various fees prescribed under the Act, both **in Cash** against a proper receipt, as well as **through IPO/DD/Banker's cheque** drawn in the name of **Accounts Officer, DoPT.**

The RTI Cell also facilitates the applicants by providing them information on the status of their Applications and any other information required by them in connection with RTI Applications filed by them in DoPT.

	<b>Information Facilitation Counter</b>	<b>RTI Cell</b>
Address	IFC, Department of Personnel & Training, Near Gate No.8, North Block, New Delhi-110001.	The RTI Cell, Department of Personnel and Training, Room No.7, North Block New Delhi – 110001. (Public Counter in R.No.7, facing Gate No.5 of North Block)
Telephone No.	011-23040263	011-23094112
Timings	9.30 A.M to 5.30 P.M.	9.30 A.M to 5.30 P.M.
Facilities Available	* Information required by the visitors are collected from relevant sections under this Department and provided to them by IFC.  * Further, Circulars/Notifications etc. are all uploaded in the Website and visitors are guided about them.	* Receive RTI Applications addressed to DoPT from the Public/through Post and distribute them to concerned CPIOs/Public Authorities.  * Accept fees in Cash and through DD/IPO and issue receipt.

	* IFC facilitates Interaction by the visitors with the concerned officials of the Sections in the Department through Intercom for clarifications required by them.	* Facilitate the applicants by providing them information on the status of their Applications.
Charges	Details are supplied without any charges	<p><b>Application Fee</b> – Rs.10/-</p> <p><b>Additional Fees</b> –</p> <p>(a) rupees two for each page in A-3 or smaller size paper;</p> <p>(b) actual cost or price of a photocopy in large size paper;</p> <p>(c) actual cost or price for samples or models;</p> <p>(d) rupees fifty per diskette or floppy;</p> <p>(e) price fixed for a publication or rupees two per page of photocopy for extracts from the publication;</p> <p>(f) No fee for inspection of records for the first hour of inspection and a fee of rupees 5 for each subsequent hour or fraction thereof; and</p> <p>(g) so much of postal charge involved in supply of information that exceeds fifty rupees.</p> <p><b>Exemption from Payment of Fees</b> – No fee shall be charged from any person who, is below poverty line provided a copy of the certificate issued by the appropriate Government in this regard is submitted alongwith the application.</p>

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