

The particulars of facilities available to citizens for obtaining information and grievance redressal mechanism.

A. Information Facilitation Counter

A Computerized Information and Facilitation Counter (IFC) is operating under the aegis of Joint Secretary (Administration), who has been designated as Director (Public Grievances), to provide information and assistance to the public, regarding the schemes, policies and procedures of the Department of Personnel & Training, as well as status of their applications and grievances.

IFC of the Department of Personnel & Training is set up in the Reception Building outside Gate No. 8, 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 etc. Efforts are also made to settle the Grievances telephonically too.

B. Public Grievance Cell

A Public Grievance (PG) Cell is functioning in the Department of Personnel & Training (DoPT), North Block, New Delhi with a counter accessible to the public at Gate No.5 of North Block, for receiving grievance petitions related to this Department. Petitioners may submit their Grievance petitions relating to the subjects dealt in DoPT, either in person, by visiting the counter at Gate No.5, North Block or they may submit their petitions by post to '*The PG Cell, DoPT*' at the address given below.

Further, Applicants may also lodge their Grievance online at the CPGRAMS web-site operated by DARPG, at the following web-address- <https://pgportal.gov.in/>. Applicants can also track and view the status/reply of their online Grievance petitions at the CPGRAMS web-site.

The PG Cell of DoPT takes necessary actions to forward the petitions received in DoPT, to the concerned grievance redressal officers in the Department, dealing with the concerned subject, who will take appropriate redressal action and inform the Applicants directly.

C. 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/First Appeals addressed to DoPT, from the public in person, as well as through post and for further distribution of these applications to the concerned CPIOs/FAAs within the Department as well as to other Public Authorities concerned with the queries.

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.

	Information Facilitation Counter	PG Cell	RTI Cell
Address	IFC, Department of Personnel & Training, Near Gate No.8, North Block, New Delhi-110001.	The PG 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)	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	011-23040397	011-23040247
Timings	9.15 A.M to 5.30 P.M.	9.15 A.M to 5.30 P.M.	9.15 A.M to 5.30 P.M.
Facilities Available	<p>* Information required by the visitors are collected from relevant sections under this Department and provided to them by IFC.</p> <p>* Further, Circulars/Notifications etc. are all uploaded in the Website and visitors are guided about them.</p> <p>* IFC facilitates Interaction by the visitors with the concerned officials of the Sections in the Department through Intercom for clarifications required by them.</p>	<p>*Receive Grievance Applications addressed to DoPT from the Public and distribute them to concerned Grievance Officers in DoPT or transfer to other concerned organizations.</p> <p>* Facilitate the applicants by providing them information on the status of their Grievances.</p>	<p>* Receive RTI Applications/First Appeals addressed to DoPT from the Public/through Post and distribute them to concerned CPIOs/Public Authorities.</p> <p>* Accept fees in Cash against receipt and though DD/IPO in the name of <u>Accounts Officer, DoPT.</u></p> <p>* Facilitate the applicants by providing them information on the status of their Applications.</p>
Charges	Details are supplied without any charges	Grievances from the Public are received and processed free of cost.	Application Fee – Rs.10/- Additional Fees – (a) rupees two for each page in A-3 or smaller size paper; (b) actual cost or price of a photocopy in large size paper; (c) actual cost or price for samples or models; (d) rupees fifty per diskette or floppy; (e) price fixed for a publication or rupees

			<p>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><u>Exemption from Payment of Fees</u> – 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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