

# MANUAL-15

## Particulars of facilities available to citizens for obtaining information

[Section 4(1)(b)(xv)]

### Facilities available for obtaining information

Sl. No.	Facility available	Nature of Information available	Working hours
1.	<b>Information Counter</b>  Single Window Enquiry Cell of EOW and Intranet Cells of all Districts /Units.	Status of complaints lodged by the complainant etc.	9.30 a.m. to 6.00 p.m.  (Monday to Friday)
	<b>Reception Counters for License Branch</b>  Enquiry counters as well as forms and other procedures related to this unit	Enquiry/Forms and other procedures	9.30 A.M to 6.00 P.M (Monday to Friday)
	<b><u>Rashtrapati Bhawan</u></b>  As specified in the RTI Act-2005.	Information available on service matters of Police personnel.	09:30 AM to 06:00 PM on all working days
	<b>Office</b>	<b>Email ID</b>	<b>Phone</b>
	SPL.CP/EOW	<a href="mailto:splcp.eow@delhipolice.gov.in">splcp.eow@delhipolice.gov.in</a>	011-23469506
	DCP-I/EOW	<a href="mailto:dcp.eow@delhipolice.gov.in">dcp.eow@delhipolice.gov.in</a>	01123746781
	DCP-II/EOW	<a href="mailto:dcp.eow@delhipolice.gov.in">dcp.eow@delhipolice.gov.in</a>	011-23747204
	DCP-III/EOW	<a href="mailto:dcp.eow@delhipolice.gov.in">dcp.eow@delhipolice.gov.in</a>	011-23746781
	ACP/HQ/EOW	<a href="mailto:acpeow@delhipolice.gov.in">acpeow@delhipolice.gov.in</a>	011-23746748
	ACP/Sec-I	<a href="mailto:acpsec1.eow@delhipolice.gov.in">acpsec1.eow@delhipolice.gov.in</a>	011-23746754
	ACP/Sec-II	<a href="mailto:acpsec2.eow@delhipolice.gov.in">acpsec2.eow@delhipolice.gov.in</a>	011-23746749
	ACP/Sec-III	<a href="mailto:acpsec3.eow@delhipolice.gov.in">acpsec3.eow@delhipolice.gov.in</a>	011-23406713
ACP/Sec-IV	<a href="mailto:acpsec4.eow@delhipolice.gov.in">acpsec4.eow@delhipolice.gov.in</a>	011-23406756	
ACP/Sec-V	<a href="mailto:nageen.kaushik@delhipolice.gov.in">nageen.kaushik@delhipolice.gov.in</a>	011-23746715	

	ACP/Sec-VI	<a href="mailto:rknarangdp2512@delhipolice.gov.in">rknarangdp2512@delhipolice.gov.in</a>	011-23746748
	ACP/Sec-VII	<a href="mailto:ghan.shyam067@delhipolice.gov.in">ghan.shyam067@delhipolice.gov.in</a>	
	ACP/Sec-VIII	<a href="mailto:jsmishra68@delhipolice.gov.in">jsmishra68@delhipolice.gov.in</a>	
	SHO/PS/EOW	<a href="mailto:Sho-eow-dl@nic.in">Sho-eow-dl@nic.in</a>	011-23746784
	Duty office PS EOW		011-23745317
	Reception		011-23361991
	Complaint Branch	<a href="mailto:Cbeow-di@delhipolice.gov.in">Cbeow-di@delhipolice.gov.in</a>	011-23406867
2.	<b>Website</b>	<a href="https://eow.delhipolice.gov.in">https://eow.delhipolice.gov.in</a>	
i)	<a href="http://www.delhipolice.nic.in/">http://www.delhipolice.nic.in/</a> <a href="https://www.zipnet.delhipolice.gov.in">https://www.zipnet.delhipolice.gov.in</a>	Information related to Delhi Police Status of stolen/unclaimed vehicle	Round-the-clock
ii)	<a href="mailto:infor@delhitrafficpolice.nic.in">infor@delhitrafficpolice.nic.in</a>	For any traffic related complaint/suggestion e-mails	Round-the-clock
iii)	<a href="http://www.delhitrafficpolice.nic.in">www.delhitrafficpolice.nic.in</a>	Traffic Website providing traffic related information	Round-the-clock
iv)	<a href="http://www.delhipolicelicensing.gov.in/">http://www.delhipolicelicensing.gov.in/</a>	Forms/Procedures/contact details & officers no. are available on website. However, website is being redeveloped and updated. etc.	Round-the-clock.
v)	<a href="mailto:addlcp.lic-dl@nic.in">addlcp.lic-dl@nic.in</a>	For any licensing related complaint/suggestion e-mail	Round the clock
vi)	District level website <a href="http://www.districts.delhipolice.gov.in">http://www.districts.delhipolice.gov.in</a>	Information related to district	Round-the-clock
vii)	Lost and Found application <a href="https://www.lostfound.delhipolice.gov.in">https://www.lostfound.delhipolice.gov.in</a>	To registration online lost report	Round-the-clock
viii)	MV Theft <a href="https://www.mvt.delhipolice.gov.in">https://www.mvt.delhipolice.gov.in</a>	To registration online mv theft	Round- the-clock
ix)	Safety app for women <a href="http://www.himmat.delhipolice.gov.in">http://www.himmat.delhipolice.gov.in</a> .	For women safety	Round-the-clock
x)	Police clearance certificate <a href="http://pcc.delhipolice.gov.in">http://pcc.delhipolice.gov.in</a> . <a href="http://www.delhipolice.gov.in">www.delhipolice.gov.in</a>	Online police verification	Round-the-clock
xi)	Character verification report <a href="http://cvr.delhipolice.gov.in">http://cvr.delhipolice.gov.in</a> <a href="http://www.delhipolice.gov.in">www.delhipolice.gov.in</a>	Online character verification	Round-the-clock
xii)	<a href="http://www.spuwac.in">www.spuwac.in</a>	Women related circulars,	Round the Clock

	<p><a href="http://www.dpju.in">www.dpju.in</a></p> <p>II. Name of Face Book Page Special Police Unit for Women and Children</p>	<p>Standing Order &amp; judgments</p> <p>Jwo's District wise contact list juvenile Act information, search for lost/found &amp; missing children and POCSO Act.</p> <p>Updated Events, Functions, Seminars and Training conducted by SPUWAC</p>	<p>-do-</p> <p>-do-</p>
xiii)	<p><a href="https://www.delhipolice.nic.in/recruitment.html">https://www.delhipolice.nic.in/recruitment.html</a></p>	<p>Information related to recruitment in Delhi Police</p>	<p>10 Am to 6 PM</p>
xiv)	<p>Website of Delhi Police Training Division:- <a href="http://training.delhipolice.gov.in">http://training.delhipolice.gov.in</a></p>	<p>Public can access about history of training division Delhi police, Basic &amp; Promotional training, Training Calendar, Circulars etc. Trainees and Trainers can access the study material, Hand Books, Training Standing Order, Previous Exam Papers and Results etc.</p>	<p>Round- the- clock</p>
xv)	<p>Website of EOW <a href="https://eow.delhipolice.gov.in/">https://eow.delhipolice.gov.in/</a></p>	<p>Information related to EOW, Delhi</p>	<p>Round- the- clock</p>
3.	<p><b>SHORT MESSAGE SERVICE NO. 8750871271 (FOR EOW UNIT ONLY)</b></p>	<p>All Type Of Official Information Relates To EOW</p>	<p>Round-the-clock</p>
	<p><b>SHORT MESSAGE SERVICE NO 8750871271</b></p>		<p>round –the -clock</p>
	<p><b>SV&lt;Regn. No. or Engine No. or Chassis No.&gt;</b> e.g. SV DL9C5005</p> <p>If match is found, SMS Originator receive a message in the following format:</p> <p>Status, Registration Number, Chassis Number, Engine Number, Police Station, FIR Number, Model, Make, Color.</p>	<p>Stolen Vehicle Search</p>	<p>Round-the-clock</p>
	<p><b>UN&lt;Regn. No. or Engine No. or Chassis No&gt;</b> E.g. UNDLIrB6543</p> <p>If match is found SMS Originator will receive a message in the following format.</p> <p>Registration Number, Chassis Number, Engine Number, Police Station, FIR Number, Make, Model, Make, Colour.</p>	<p>Unclaimed Vehicle Search</p>	<p>Round-the-clock</p>

	<p><b>SMS</b> service has been revamped. Now applicant is informed about the date of start of verification process and date of forwarding verification process and date of forwarding verification report to RPO. 21 days timeline for completion of verification process.</p>	Passport Verification Status	
	<p><b>AR&lt;Fire Arm Number&gt;</b></p> <p>If match is found, SMS Originator will receive a message in the following format:</p> <p>FIR Number, Police Station, Make, Model.</p>	Stolen Fire Arm Search	Round-the-clock
	<p><b>SMS 981 1452220.</b></p>	Pending notices only with the format (N space REGD. No.)	Round-the-clock
4.	<p>Ø Traffic Training Park Punjabi Bagh</p> <p>Ø Traffic Training Park Pragati Maidan</p> <p>Ø Traffic Training Park Bal Bhawan</p> <p>Ø Traffic Training Park Roshanara Bagh</p> <p>Ø Traffic Training Park Baba Kharak Singh Marg</p>	Five Traffic Training Parks for information/education relating to Traffic Rules & Regulations.	
5.	<p><b>Study Centre (Library) &amp; Gym :-</b></p> <ol style="list-style-type: none"> <li>1. Ahata Kidara</li> <li>2. Shalimar Bagh</li> <li>3. Ashok Vihar</li> </ol>	Subjective books up to the 12 <sup>th</sup> standard, News Papers, Magazines and other competitive books are available as well as law proceeding books IPC Cr PC, DP Act and company law	9.00 AM to 7.00 PM
6.	<p><b>Notice Board</b></p>	<ol style="list-style-type: none"> <li>1) Written information / guidance</li> <li>2) List of Arrested persons</li> <li>3) List of wanted criminals with photo.</li> <li>4) List of missing persons with photo.</li> <li>5) Displaying information regarding directions of Supreme Court in respect of arrested persons.</li> <li>6) Directions for Duty Officers.</li> <li>7) Information regarding Legal services.</li> <li>8) The SC/ST (Prevention of</li> </ol>	

		Atrocities) Act, 1989  9)An additional Notice Board regarding list of telephone Numbers of concerned officers, CWC concerned, Child help Lines	
7.	<b>Touch Screen</b>	Information about Delhi Police Deptt. including Licensing Branch .	10 AM to 6 PM
8.	<b>Advertisement through Press/Media</b>	Written guidance/ information/ directions	On special occasions such as Dussehra / Dewali when advertisement are got published for the sale of fire crackers etc. similarly, in the month of December every year for inviting applications for registration of Eating Houses being run in the sphere of NCT of Delhi.
9.	<b>By Mail to Licensees</b>	Written guidance/ information	Round the year as and when need occurs.
10.	<b>Tourist Police (at important tourist place in Delhi)</b>	To guide tourists specially foreigners.	Round-the-clock
11.	<b>Anti-Riot Cell</b>	Information under RTI Act as per demand of the citizens, any other information related to this Cell.	9.30 AM to 6.00 PM (Monday to Friday)
12.	<b>SOS Himmat plus app is functioning 24x7 in CPR for the safety of women.</b>		
<b>Sl.No.</b>	<b>Tourist Police at Important Locations in Delhi</b>	<b>To Guide the tourist specially foreigner</b>	<b>Round the clock PH.No. 8750871111</b>
1.	<b>New Delhi Railway Station, Paharganj Side</b>	-do-	Round the clock
2.	<b>New Delhi Railway Station, Ajmeri Gate Side</b>	-do-	-do-
3.	<b>Rajghat</b>	-do-	-do-
4.	<b>Jama Masjid</b>	-do-	-do-
5.	<b>Red Fort</b>	-do-	-do-
6.	<b>ISBT Kashmere Gate</b>	-do-	-do-
7.	<b>Palika Bazar</b>	-do-	-do-
8.	<b>Janpath, Connaught Place</b>	-do-	-do-
9.	<b>India Gate</b>	-do-	-do-
10.	<b>Qutub Minar</b>	-do-	-do-

11.	<b>IGI Airport</b>	-do-	-do-
12.	<b>Terminal-1, IGI Airport</b>	-do-	-do-
13.	<b>Terminal-2, IGI Airport</b>	-do-	-do-
14.	<b>Aero City/Mahipalpur</b>	-do-	-do-
15.	<b>Hauz Khas Village</b>	-do-	-do-
16.	<b>Delhi Haat</b>	-do-	-do-
17.	<b>Lotus Temple</b>	-do-	10:00AM to 06:00PM
18.	<b>Humayun Tomb</b>	-do-	-do-
19.	<b>Delhi Zoo, Purana Qila</b>	-do-	-do-
20.	<b>Akshardham Temple</b>	-do-	12:00PM to 08:00PM

Note:- Information in respect of Licensing Branch of Delhi Police is available on the website <https://www.delhipolicelicensing.gov.in/lists/RTI-manuals-licensing-unit.pdf> separately.