

MANUAL-15

Particulars of facilities available to citizens for obtaining information

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

Facilities available for obtaining information

S. No.	Facility available	Nature of Information available	Working hours
1.	Information Counter Single Window Enquiry Cell of PHQ and Intranet Cells of all Distts./units. Reception Counters for License Branch Enquiry counters as well as forms and other procedures related to this unit	Status of complaints lodged by the complainant etc. Enquiry/Forms and other procedures	9.30 a.m. to 6.00 p.m. (Monday to Friday) 9.30 A.M to 12.30 P.M (Monday to Friday)
2.	Website		
i)	http://www.delhipolice.nic.in/ https://www.zipnet.delhipolice.gov.in	Information related to Delhi Police Status of stolen/unclaimed vehicle	Round-the-clock
ii)	infor@delhitrafficpolice.nic.in	For any traffic related complaint/suggestion e-mails	Round-the-clock
iii)	www.delhitrafficpolice.nic.in	Traffic Website providing traffic related information	Round-the-clock
iv)	http://www.delhipolicelicensing.gov.in/	Forms/Procedures/contact details & officers no. are available on website. However, website is being redeveloped and updated. etc.	Round-the-clock.
v)	addlcp.lic-dl@nic.in	For any licensing related complaint/suggestion e-mail	Round the clock
vi)	District level website http://www.districts.delhipolice.gov.in	Information related to district	Round-the-clock
vii)	Lost and Found application	To registration online lost report	Round-the-clock

	https://www.lostfound.delhipolice.gov.in		
viii)	MV Theft https://www.mvt.delhipolice.gov.in	To registration online mv theft	Round- the-clock
ix)	Safety app for women http://www.himmat.delhipolice.gov.in	For women safety	Round-the-clock
x)	Police clearance certificate http://pcc.delhipolice.gov.in www.delhipolice.gov.in	Online police verification	Round-the-clock
xi)	Character verification report http://cvr.delhipolice.gov.in www.delhipolice.gov.in	Online character verification	Round-the-clock
xii)	www.spuwac.in www.dpjju.in II. <u>Name of Face Book Page</u> Special Police Unit for Women and Children	Women related circulars, Standing Order & judgments Jwo's District wise contact list juvenile Act information, search for lost/found & missing children and POCSO Act. Updated Events, Functions, Seminars and Training conducted by SPUWAC	Round the Clock -do- -do-
xiii)	https://www.delhipolice.nic.in/recruitment.html	Information related to recruitment in Delhi Police	10 Am to 6 PM
xiv)	Website of Delhi Police Training Division:- http://training.delhipolice.gov.in	Public can access about history of training division Delhi police, basic & promotional trainings, training calendar, circulars etc. Trainees and trainers can access the study/course material, hand books, training S.O., previous exam papers, results etc.	Round- the- clock
xv)	Website of EOW	Information related to EOW, Delhi	Round- the- clock

	https://eow.delhipolice.gov.in/		
3.	SHORT MESSAGE SERVICE NO. "9811599901"(FOR <u>EOW UNIT ONLY</u>)	All Type Of Official Information Relates To EOW	Round-the-clock
	SHORT MESSAGE SERVICE NO 9811599901		round –the -clock
	SV<Regn. No. or Engine No. or Chassis No.> e.g. SV DL9C5005 If match is found, SMS Originator receive a message in the following format: Status, Registration Number, Chassis Number, Engine Number, Police Station, FIR Number, Model, Make, Color.	Stolen Vehicle Search	Round-the-clock
	UN<Regn. No. or Engine No. or Chassis No> E.g. UNDLIrB6543 If match is found SMS Originator will receive a message in the following format. Registration Number, Chassis Number, Engine Number, Police Station, FIR Number, Make, Model, Make, Colour.	Unclaimed Vehicle Search	Round-the-clock
	SMS 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.	Passport Verification Status	
	AR<Fire Arm Number> If match is found, SMS Originator will receive a message in the following format: FIR Number, Police Station, Make, Model.	Stolen Fire Arm Search	Round-the-clock
	SMS 9811452220.	Pending notices only with the format (N space REGD. No.)	Round-the-clock
4.	Ø Traffic Training Park Punjabi Bagh Ø Traffic Training Park Pragati Maidan	Five Traffic Training Parks for information/education relating to Traffic Rules & Regulations.	

	<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>		
5.	<p>Study Centre (Library) & Gym :-</p> <ol style="list-style-type: none"> 1. Ahata Kidara 2. Shalimar Bagh 3. Ashok Vihar 	<p>Subjective books up to the 12th standard, News Papers, Magazines and other competitive books are available for the school going children</p>	8.00 AM to 8.00 PM
6.	Notice Board	<ol style="list-style-type: none"> 1) Written information / guidance 2) List of Arrested persons 3) List of wanted criminals with photo. 4) List of missing persons with photo. 5) Displaying information regarding directions of Supreme Court in respect of arrested persons. 6) Directions for Duty Officers. 7) Information regarding Legal services. 8) The SC/ST (Prevention of Atrocities) Act, 1989 9)An additional Notice Board regarding list of telephone Numbers of concerned officers, CWC concerned, Child help Lines 	
7.	Touch Screen	Information about Delhi Police Deptt. including Licensing Branch .	10 AM to 6 PM
8.	Advertisement through Press/Media	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.	By Mail to Licensees	Written guidance/ information	Round the year as and when need occurs.
10.	Tourist Police (at important tourist place in Delhi)	To guide tourists specially foreigners.	Round-the-clock

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.