

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.	Single Window /GD of EOW	Status of complaints as well as RTI filed by the complainant etc.	9.30 a.m. to 6.00 p.m. (Monday to Friday)
2.	Reception Counters Enquiry counter as well as other procedures related to this Unit.	Enquiry and other procedures	9.30 A.M to 6.00 P.M (Monday to Friday)
3.	Notice Board	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	
4.	Websites		
i.	https://eow.delhipolice.gov.in	Information related to EOW, Delhi	Round the clock
ii.	https://licensing.delhipolice.gov.in	Information related to Licensing Unit, Delhi	Round the clock
iii.	https://www.delhipolice.nic.in https://www.zipnet.delhipolice.gov.in	Information related to Delhi Police Status of stolen/unclaimed vehicle	Round-the-clock
iv.	infor@delhitrafficpolice.nic.in	For any traffic related complaint/suggestion e-mails	Round-the-clock
v.	www.delhitrafficpolice.nic.in	Traffic Website providing traffic related information	Round-the-clock
vi.	addlcp.lic-dl@nic.in	For any licensing related complaint/suggestion e-mail	Round the clock
vii.	District level website http://www.districts.delhipolice.gov.in	Information related to district	Round-the-clock
viii.	Lost and Found application https://www.lostfound.delhipolice.gov.in	To registration online lost report	Round-the-clock

ix.	MV Theft https://www.mvt.delhipolice.gov.in	To registration online mv theft	Round- the- clock
x.	Safety app for women http://www.himmat.delhipolice.gov.in	For women safety	Round-the- clock
xi.	Police clearance certificate http://pcc.delhipolice.gov.in . www.delhipolice.gov.in	Online police verification	Round-the- clock
xii.	Character verification report http://cvr.delhipolice.gov.in www.delhipolice.gov.in	Online character verification	Round-the- clock
xiii.	www.spuwac.in https://spuwac.in/dpju2/ II. Name of Face Book Page 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-
xiv.	https://www.delhipolice.nic.in/recruitment.html	Information related to recruitment in Delhi Police	10 Am to 6 PM
xv.	Website of Delhi Police Training Division:- http://training.delhipolice.gov.in	Public can access about history of training division Delhi police, Basic & Promotional training, Training Calendar, Circulars etc. Trainees and Trainers can access the study material, Hand Books, Training Standing Order,	Round- the- clock

		Previous Exam Papers and Results etc.	
5.	SHORT MESSAGE SERVICE NO. 8750871271(FOR EOW UNIT ONLY)	All Type Of Official Information Relates To EOW	Round-the-clock
(i)	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
(ii)	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
(iii)	SMS- The SMS is being sent to all the passport applicants once the Police Verification Report to Regional Passport Office (RPO).	Passport Verification Status	Round-the-clock
(iv)	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

(v)	SMS 9811452220.	Pending notices only with the format (N space REGD. No.)	Round-the-clock
(vi)	Ø Traffic Training Park Punjabi Bagh Ø Traffic Training Park Pragati Maidan Ø Traffic Training Park Bal Bhawan Ø Traffic Training Park Roshanara Bagh Ø Traffic Training Park Baba Khark Singh Marg	Five Traffic Training Parks for information/education relating to Traffic Rules & Regulations.	
6.	Touch Screen	Information about Delhi Police Deptt. Including Licensing Branch.	10 AM to 6 PM
7.	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.
8.	By Mail to Licenses	Written guidance/ information	Round the year as and when need occurs.

9.	Welfare Unit		
(i)	Single Window/GD of Welfare Unit	Status of complaints as well as RTI filed by the complainant etc.	09:30 AM to 06:00 PM (Monday to Friday)
(ii)	Reception Counters Enquiry counter as well as other procedures related to this Unit.	Enquiry and other procedures	09:30 AM to 06:00 PM (Monday to Friday)
10.	Anti-Riot Cell	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)
11.	SOS Himmat plus app is functioning 24x7 in CPR for the safety of women.		
12.	Tourist Police (at important tourist place in Delhi)	To guide tourists specially foreigners.	Round-the-clock
Sl. No.	Tourist Police at Important Locations in Delhi	To Guide the tourist specially foreigner	Round the clock PH. No. 8750871111
i.	New Delhi Railway Station, Paharganj Side	-do-	Round the clock
ii.	New Delhi Railway Station, Ajmeri Gate Side	-do-	-do-
iii.	Rajghat Public gate	-do-	-do-
iv.	Jama Masjid Gate No. 03	-do-	-do-
v.	Red Fort	-do-	-do-
vi.	ISBT Kashmere Gate	-do-	-do-

vii.	Kake Da Dhaba Outer Circle	-do-	-do-
viii.	Panchkuiyan Road	-do-	-do-
ix.	Man Singh Road	-do-	-do-
x.	Qutub Minar/ Nr TB Hospital Red Light	-do-	-do-
xi.	T-3 Arrival IGI Airport	-do-	-do-
xii.	Terminal-1 Arrival Domestic Airport	-do-	-do-
xiii.	Terminal-2 Arrival IGI Airport	-do-	-do-
xiv.	World Mark Hotel Mahipalpur	-do-	-do-
xv.	Hauz Khas Village	-do-	-do-
xvi.	INA Market	-do-	-do-
xvii.	Lotus Temple	-do-	10:00AM to 06:00PM

xviii.	Neela Gummad	-do-	-do-
xix.	Delhi Zoo,	-do-	-do-
xx.	Akshardham Temple	-do-	-do-