

# 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.			
	<b>Officers</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
	Addl.CP/EOW	<a href="mailto:Addl.cp.eow@delhipolice.gov.in">Addl.cp.eow@delhipolice.gov.in</a>	011-23746353
	DCP/EOW	<a href="mailto:Dcp.eow@delhipolice.gov.in">Dcp.eow@delhipolice.gov.in</a>	011-23746781
	DCP-I/EOW	<a href="mailto:dcp.eow@delhipolice.gov.in">dcp.eow@delhipolice.gov.in</a>	011-23747204
	Addl. DCP/EOW	<a href="mailto:dcp.eow@delhipolice.gov.in">dcp.eow@delhipolice.gov.in</a>	011-23746781
	ACP/HQ/EOW	<a href="mailto:acp.eow@delhipolice.gov.in">acp.eow@delhipolice.gov.in</a>	011-23746748
	ACP/Sec-I	<a href="mailto:acp-cbt-dl@delhipolice.gov.in">acp-cbt-dl@delhipolice.gov.in</a>	011-23746754
	ACP/Sec-II	<a href="mailto:samotaanil1989@delhipolice.gov.in">samotaanil1989@delhipolice.gov.in</a>	011-23746749
	ACP/Sec-III	<a href="mailto:kapil.parashar@delhipolice.gov.in">kapil.parashar@delhipolice.gov.in</a>	011-23406713

	ACP/Sec-IV	<a href="mailto:vs.sajwan@delhipolice.gov.in">vs.sajwan@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:rknarang.dp2512@delhipolice.gov.in">rknarang.dp2512@delhipolice.gov.in</a>	011-23746748
	ACP/Sec-VII	<a href="mailto:23746748Ghan.shyam067@delhipolice.gov.in">23746748Ghan.shyam067@delhipolice.gov.in</a>	011-23747204
	ACP/Sec-VIII	<a href="mailto:23406715Manmohan.16920023@delhipolice.gov.in">23406715Manmohan.16920023@delhipolice.gov.in</a>	011-23746610
	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-dl@delhipolice.gov.in">cbeow-dl@delhipolice.gov.in</a>	011-23406867
4.	Website	<a href="https://eow.delhipolice.gov.in/">https://eow.delhipolice.gov.in/</a> Information related to EOW, Delhi	Round the clock
5.	<b>SHORT MESSAGE SERVICE No. 8750871271</b>	All type of official information	Round the clock
6.	<b>Study Centre (Library)</b>	News papers Magazines and other competitive books are available as well as law proceeding books IPC, CrPC, DP Act and company law.	09.00 a.m. to 07.00 p.m.
7.	<b>Notice Board</b>	<ol style="list-style-type: none"> <li>1. Written information guidance</li> <li>2. Displaying information regarding directions of Supreme Court in respect of arrested persons</li> <li>3. An additional Notice Board regarding list of telephone Numbers of concerned officers.</li> </ol>	
8.	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
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>  <a href="https://spuwac.in/dpju2/">https://spuwac.in/dpju2/</a>  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-
xiii)	<a href="https://www.delhipolice.nic.in/recruitment.html">https://www.delhipolice.nic.in/recruitment.html</a>	Information related to recruitment in Delhi Police	10 Am to 6 PM
xiv)	Website of Delhi Police Training Division:- <a href="http://training.delhipolice.gov.in">http://training.delhipolice.gov.in</a>	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, Previous Exam Papers and Results etc.	Round- the-clock

xv)	<p>Website of EOW</p> <p><a href="https://eow.delhipolice.gov.in/">https://eow.delhipolice.gov.in/</a></p>	Information related to EOW, Delhi	Round- the- clock
3.	<p><b>SHORT MESSAGE SERVICE NO. 8750871271(FOR <u>EOW UNIT ONLY</u>)</b></p>	All Type Of Official Information Relates To EOW	Round-the- clock
	<p><b>SHORT MESSAGE SERVICE NO 8750871271</b></p>		round –the - clock
	<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>	Stolen Vehicle Search	Round-the- clock
	<p><b>UN&lt;Regn. No. or Engine No. or Chassis No&gt;</b></p> <p>E.g. UNDLlrB6543</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>	Unclaimed Vehicle Search	Round-the- clock
	<p><b>SMS-</b> The SMS is being sent to all the passport applicants once the Police Verification Report to Regional Passport Office (RPO).</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 9811452220.</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 BNS, BNSS, DP Act and company law	9.00 AM to 7.00 PM
6.	<b>Notice Board</b>	<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 Atrocities) Act, 1989</li> <li>9) An additional Notice Board regarding list of telephone Numbers of concerned officers, CWC concerned, Child help Lines</li> </ol>	
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>IFSO/Special Cell</b>		
	<b>Office</b>	E-mail ID	Phone Number
	<b>Jt. CP/IFSO/Spl. Cell</b>	<a href="mailto:jointcp.ifsosplcell@delhipolice.gov.in">jointcp.ifsosplcell@delhipolice.gov.in</a>	011-20892633
	<b>DCP/IFSO/SPI. Cell</b>	<a href="mailto:dcp_ifso@delhipolice.gov.in">dcp_ifso@delhipolice.gov.in</a>	011-20892631
	<b>Lab/IFSO/Spl. Cell</b>	<a href="mailto:ncrp.delhi@delhipolice.gov.in">ncrp.delhi@delhipolice.gov.in</a>	011-20892632
	<b>Training/IFSO/Spl. Cell</b>	<a href="mailto:training.cyber@delhipolice.gov.in">training.cyber@delhipolice.gov.in</a>	011-20892632
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>Tourist Police (at important tourist place in Delhi)</b>	To guide tourists specially foreigners.	Round-the-clock
13.	<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 Public gate</b>	-do-	-do-
4.	<b>Jama Masjid Gate No. 03</b>	-do-	-do-

5.	Red Fort	-do-	-do-
6.	ISBT Kashmere Gate	-do-	-do-
7.	Kake Da Dhaba Outer Circle	-do-	-do-
8.	Panchkuiyan Road	-do-	-do-
9.	Man Singh Road	-do-	-do-
10.	Qutub Minar/ Nr TB Hospital Red Light	-do-	-do-
11.	T-3 Arrival IGI Airport	-do-	-do-
12.	Terminal-1 Arrival Domestic Airport	-do-	-do-
13.	Terminal-2 Arrival IGI Airport	-do-	-do-
14.	World Mark Hotel Mahipalpur	-do-	-do-
15.	Hauz Khas Village	-do-	-do-
16.	INA Market	-do-	-do-
17.	Lotus Temple	-do-	10:00AM to 06:00PM
18.	Neela Gummad	-do-	-do-
19.	Delhi Zoo,	-do-	-do-
20.	Akshardham Temple	-do-	-do-

14.	<b>Shahdara District:-</b>		
	<b>Post with Districts</b>	<b>E-mail ID</b>	
	DCP Shahdara	dcp-shahdara@delhipolice.gov.in	
	Addl DCP, II Shahdara	acp-gandhingr-dl@nic.in	
	ACP Gandhi Nagar	acp-gandhingr-dl@nic.in	
	ACP Seemapuri	acp-seemapuri-dl@nic.in	
	ACP Shahdara	acp-shahdara-dl@nic.in	
	ACP Vivek Vihar	acp.vivekvhr@delhipolice.gov.in	
	SHO Gandhi Nagar	sho-gandhingr-dl@nic.in	
	SHO Anand Vihar	sho-anandvhr-dl@nic.in	
	SHO Farsh Bazar	sho-farshbazar-dl@nic.in	
	SHO Gandhi Nagar	sho-gandhingr-dl@nic.in	
	SHO Geeta Colony	sho-geetaclny-dl@nic.in	
	SHO GTB Enclave	sho-gtbenclave-dl@nic.in	
	SHO Jagatpuri	sho-jagatpuri-dl@nic.in	
SHO Krishna Nagar	sho-krishnangr-dl@nic.in		

	<b>SHO Shahdara</b>	<b>sho-shahdara-dl@nic.in</b>
	<b>SHO Vivek Vihar</b>	<b>sho-vivekvhr-dl@nic.in</b>

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.