

# **MANUAL 1**

## **PARTI CULARS OF ORGANISATION, FUNCTIONS AND DUTIES [SECTION4 (1) (b) (i)] {Updated on June 2026}**

### **1. AIMS AND OBJECTIVES**

To provide good governance and bring in a culture of transparency, accountability and provide citizen friendly services.

### **2. MISSION**

The mission of Department is to act as a facilitator, in consultation with Government of India, Departments of Delhi Government, its Autonomous Bodies and Undertakings etc. to improve Government functioning through administrative reforms in the spheres of restructuring the Government, process improvement, organization & methods, grievance handling, modernization, citizens' charters, award scheme and best practices.

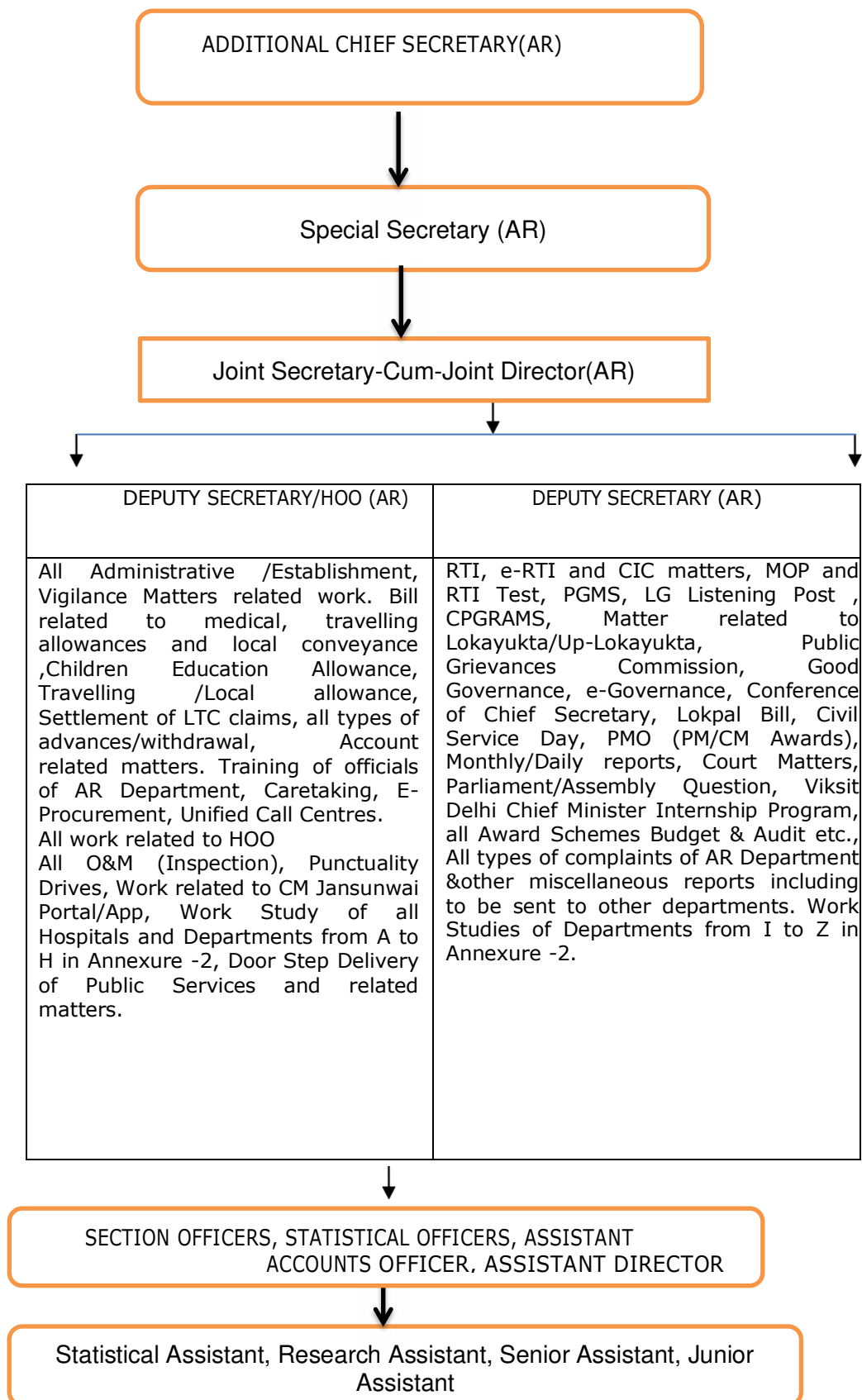
### **3. BRIEF HISTORY**

On the recommendations of the First Administrative Reforms Commission, a small cell was created in Delhi Administration to look after issues relating to administrative reforms and staff assessment studies. Its role was extended from time to time by including new activities like O&M studies, office inspections, redressal of public grievances etc.

It is working as secretariat Department for the office of Lokayukta and Public Grievances Commission. It is also working as an administrative Department for Samajik Suvidha Sangam (Mission Convergence). It is the nodal Department for implementation of Delhi Right to Information Act, 2001 and Right to Information Act, 2005. It has been declared as an independent Department in April, 2005 with administrative and financial powers.

## **Organizational Set up**

It is headed by Additional Chief Secretary (AR). He is assisted by a Special Director, Deputy Director, Deputy Secretary, Section Officer, Assistant Director, Statistical Officers and Assistant Accounts Officer besides other supporting staff. The present organizational chart is as under:-



## 5. ALLOCATION OF BUSINESS/DUTIESAND SERVICES RENDERED

The Administrative Reforms Department is responsible for performing the following activities: -

- Administrative Reforms Work Study
- Re-organization of department Organization & Method Office Inspections
- Redressal of Public Grievances Good governance activities Right to Information Act (s)
- Secretariat functions of Lokayukta Office Secretariat functions of PGC
- Incentive schemes for officers and staff in the field of Administrative Reforms Conducting of departmental tests/ examination in MOP&RTI Act, 2005.
- Monitoring of punctuality in attendance and surprise inspections. Empanelment of Consultant for projects & studies concerning administrative reforms
- Nodal agency for Citizen Charters Business Process Re-engineering

## **6. PUBLIC INTERACTION**

By and large, it is not a public dealing department but public does interact with it in connection with Right to Information and grievances redressal.

## **7. LOCATION & MAP**

It is located in Delhi Secretariat Building on 7<sup>th</sup> Floor and its postal address is:

Administrative Reforms Department, Government of National  
Capital Territory of Delhi, 7<sup>th</sup> Floor, C-Wing, Delhi Secretariat,  
New Delhi –110002

Tele Nos.: 23392240/ 23392143/ 23392422/ 23392620/ 23392421/  
23392726

TELE FAX: 23392621

Field Units: It has got no field units.

## **8. WORKING HOURS**

9.30 AM to 6.00 PM (Lunch 1.30PM to 2.00PM)

## **9. GRIEVANCES REDRESSAL MECHANISM**

The Department has set up an independent Public Grievances Commission through a Resolution for effective redressal of grievances. It is an autonomous body, which attends to complaints received against the Departments of Government of Delhi including Delhi Police, its local bodies, undertakings, autonomous institutions, undertaking etc. The Commission is responsible for speedy redressal of complaints related to acts and omission or of commission. It can also take up *suo motu* action where required. However, the grievances received in the Department online from President's Secretariat are forwarded to PGC and those received from general public are acknowledged and forwarded to PGC or the concerned Department for its redressal.

## **10 CITIZEN CHARTER OF AR DEPARTMENT**

### **1. What is the vision of Administrative Reforms Department?**

The Administrative Reforms Department aims to facilitate the pursuit of excellence in governance through:

- Improvements in government structures and processes;
- Economy in government expenditure through conducting work-studies of various organizations of Delhi Government;
- Citizen-friendly initiatives including redressal of public grievances;
- Dissemination of best practices;
- Simplification of procedures; and
- Implementation of Right to Information Act. .

### **2. What is the mission of Administrative Reforms Department?**

Its mission is to suggest remedial measures for good governance, economy in government expenditure, improve organizational functioning through administrative reforms in the spheres of restructuring the departments/organizations, process improvement through re-engineering of work processes, organization and methods, grievance handling, promoting modernization, citizen's charters, implementation of the Right to Information Act, award schemes, inculcating discipline amongst staff through regular punctuality drives.

### **3. Who are its clients?**

Our Clients are:-

- Departments of Government of NCT of Delhi.
- Autonomous Bodies/Public Sector Undertakings of Government of NCT of Delhi.
- MCD/NDMC/Delhi Cantonment Board.
- Citizens with grievances against departments of Government of NCT of Delhi and its allied bodies, etc.

### **4. What type of services are being provided?**

We provide the following services to organizations of Government of NCT of Delhi:-

- Policy support to all departments of Government of NCT of Delhi and coordination;
- Administrative reforms pertaining to simplification of procedures and improvement of organizational structure;
- Matters relating to organization and method;
- Conducting work measurement study of various departments Government of NCT of Delhi;
- Re-organization of departments;
- Office inspections;
- Public grievances;
- Implementation of Delhi Right to Information Act, 2001;
- Implementation of Right to Information Act, 2005;
- Secretarial functions for office of Lokayukta;
- Secretarial functions for Public Grievances Commission;
- Appointment of consultants for undertaking studies;
- Formulation & coordination and implementation of Citizen's Charters.

### **5. What are the commitments towards citizens?**

The citizens seeking redress of their grievances with various Departments/Autonomous Bodies/Local Bodies/Undertakings of Government of NCT of Delhi can expect that:

- i) Their grievances shall be acknowledged and forwarded to concerned departments.
- ii) The visitors to our office will be treated with courtesy and heard patiently to facilitate solving of their problems.
- iii) Necessary guidance and assistance for getting information under the Right to Information Act shall be provided.

- iv) Monitoring of pending pension cases shall be done.
- v) Punctuality drives will be conducted to ensure discipline.
- vi) Need based staff is assessed
- vii) Procedures/forms for seeking information are simplified.

## **6. What is the time schedule for redressal of grievances and pension cases etc.?**

Time schedule fixed for various activities of the department is as under:

| <b>S.No.</b> | <b>Activity</b>                                                             | <b>Time frame fixed</b> | <b>Officers to be contacted in case of non-compliance</b> |
|--------------|-----------------------------------------------------------------------------|-------------------------|-----------------------------------------------------------|
| 1.           | Forwarding of grievances to concerned department.                           | 7 days                  | Head of the Office                                        |
| 2.           | Pension cases-review.                                                       | Every month             | Head of the Office                                        |
| 3.           | Disposal of applications received under Delhi Right to Information Act 2001 | 30 days                 | Adll. Chief Secretary (AR)                                |
| 4.           | Disposal of applications received under Right to Information Act 2005       | 30 days                 | Adll. Chief Secretary (AR)                                |

## **7. What is Right to Information?**

The Government of NCT of Delhi introduced 'Delhi Right to Information Act' on 2nd October, 2001 when the citizens were given an important right to get information as a matter of right from any departments/agencies of Government of Delhi, including the local bodies viz. MCD and NDMC. However, Delhi Police, Land, Law and Order were not covered, being central subjects. During a period of eight years 15,000 applications were received under the Delhi Right to Information Act, 2001.

The Government of India too has given a parallel right to citizens through Right to Information Act, 2005 which has come into force w.e.f. 12th October 2005. It is applicable to all public authorities of Government of NCT of Delhi including Delhi Police, Land, Law and Order. The Government of NCT of Delhi is thus implementing both the Acts concurrently and the citizens are free to apply under any of the two Acts.

## **8. What is role of the Administrative Reforms Department in Citizen's Charters?**

It is the nodal agency to get the citizen's charters prepared through various departments/organizations of Government of NCT of Delhi. Various departments have framed 75 charters.

## **9. Is there any mechanism available for redressal of public grievances?**

The Government of NCT of Delhi has set up a Public Grievance Commission through a Resolution for effective redressal of grievances. It is an autonomous body, which attends to complaints received against the departments of Government of NCT of Delhi, its local bodies, undertakings, autonomous institutions/undertakings etc.

The commission is an independent body responsible for speedy redressal of complaints relating to acts of omission or of commission. It can also take up suo-motu action, where required. Its office address is as under:

**M-Block, IInd Floor,  
Vikas Bhawan, IP Estate,  
New Delhi – 110002.**

## **10. What is the role of Lokayukta and where is its office?**

The Delhi Lokayukta & Upalokayukta Act, 1995 provides a forum for attending to complaints against public functionaries to eradicate the vice of corruption, favoritism, abuse of position and power and present cleaner image. The Act takes within its ambit the Ministers including the Chief Minister of Govt. of NCT of Delhi, Members of Delhi Legislative Assembly, Members of Delhi Municipal Corporation etc.

The Lokayukta, however, shall not inquire into the allegations against any member of the Judicial Services and any person who is a member of Civil Services of the Union or All India Service or Civil Service of a State or holds a civil post under the Union or a State in connection with the affairs of Delhi. Its office address is as under:

**G-Block, Vikas Bhawan,  
IP Estate, New Delhi – 110002.**

## **11. Is there any scheme for citizen's participation?**

The officers and staff members of Government of Delhi and its autonomous bodies, undertakings etc. can participate in decision-making through the suggestion scheme and can get even cash awards up to Rs.5000/-.

The citizen's and Non-Government Organizations are welcome to extend their cooperation in bringing reforms in different fields.

**MANUAL -2**  
**Powers and duties of officers and employees**  
**[Section 4(1)(b)(ii)]**

| Sl. No | Designation                        | Powers             |                                                          |           |        | Duties Attached                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------|------------------------------------|--------------------|----------------------------------------------------------|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                                    | Administrative     | Financial                                                | Statutory | Others |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1.     | Additional Chief Secretary         | Head of Department | As per Delegation of Powers issued by Finance Department | ---       | ---    | Overall control and supervision of the Department as Head of the Department.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2.     | Special Secretary                  | ---                | ---                                                      | ---       | ---    | --                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3.     | Joint Secretary-cum-Joint Director | ---                | ---                                                      | ---       | ---    | Joint Secretary-cum-Joint Director acts on behalf of the ACS(AR). He is responsible for the disposal of matters dealt by AR Department.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4.     | Deputy Secretary/Deputy Director   | Head Of Office     |                                                          | ---       | ---    | <p>All Administrative /Establishment, Vigilance Matters related work. Bill related to medical, travelling allowances and local conveyance ,Children Education Allowance, Travelling /Local allowance, Settlement of LTC claims, all types of advances/withdrawal, Account related matters. Training of officials of AR Department, Caretaking, E-Procurement, Unified Call Centres.</p> <p>All work related to HOO</p> <p>All O&amp;M (Inspection), Punctuality Drives, Work related to CM Jansunwai Portal/App, Work Study of all Hospitals and Departments from A to H in Annexure -2, Door Step Delivery of Public Services and related matters.</p> |



|     |                                    |     |     |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|------------------------------------|-----|-----|-----|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5.  | Dy. Secretary                      | --- | --- | --- | --- | RTI, e-RTI and CIC matters, MOP and RTI Test, PGMS, LG Listening Post, CPGRAMS, Matter related to Lokayukta/Up-Lokayukta, Public Grievances Commission, Good Governance, e-Governance, Conference of Chief Secretary, Lokpal Bill, Civil Service Day, PMO (PM/CM Awards), Monthly/Daily reports, Court Matters, Parliament/Assembly Question, Viksit Delhi Chief Minister Internship Program, all Award Schemes Budget & Audit etc., All types of complaints of AR Department & other miscellaneous reports including to be sent to other departments. Work Studies of Departments from I to Z in Annexure -2. |
| 6.  | Assistant Director (Planning Post) | --- | --- | --- | --- | Vacant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7.  | Section Officer- (AR)              |     |     |     |     | All Administration/Establishment matters/Punctuality & OM/RTI/DRTI /Court Cases/Parliamentary Questions/Lokayukta etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8   | Statistical Officer                |     |     |     |     | CM Jansunwai Portal & App/PGMS Portal/CPGRAMS/ LG Listening Post                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9.  | Assistant Director (on deputation) |     |     |     |     | Work Studies for Creation /Revival/abolition of posts/ Caretaking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10. | Assistant Account Officer          |     |     |     |     | All matters related to Accounts Branch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11  | Private Secretary                  |     |     |     |     | Attached with the Senior officers of the Department to manage the administrative and secretarial workload of senior officers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|     |                                         |     |     |     |     |                                                                                                                                                                          |
|-----|-----------------------------------------|-----|-----|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12  | Statistical Assistant                   |     |     |     |     | Work related to Planning /budget matters and consolidation of all types of reports,e-office                                                                              |
| 13. | Personal Assistant                      | --- | --- | --- | --- | Attach with the senior officers of the Department to manages the administrative and secretarial workload of senior officers.                                             |
| 14. | Research Assistant (on deputation)      | --- | --- |     | --- | Assist to Assistant Directors in Work Studies of Creation /Revival/abolition of posts/ Caretaking and assist to Section Officers in Administration/Establishment matters |
| 15  | Senior Assistant (on diverted capacity) |     |     |     |     | Work related to cashier, Assist to Section Officers in RTI/DRTI matters.                                                                                                 |
| 16  | Junior Assistant                        |     |     |     |     | Diary & Dispatch/Maintenance of files & Records.                                                                                                                         |
| 17  | MTS                                     |     |     |     |     | AS per directions of the Sr. Officers.                                                                                                                                   |

## **MANUAL 3**

Procedure followed in decision-making process  
[Section 4(1) (b) (iii)]



|   |                                                                                                                                |                                       |                    |
|---|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------|
| 3 | 2. Punctuality Monitoring<br>(Nodal Officers have been appointed)                                                              | AD / DD/Secy                          | NA                 |
| 4 | 3. Transfer of Public Grievances<br>I. Examine of Reference<br>II. Submit file to AD<br>III. Approval sought                   | RA<br>RA<br>AD/DD                     | One week           |
| 5 | 4. RTI Applications<br>I. Examination of Application<br>II. Collect information and put up.<br>III. Examine and finalize reply | RARA/AD<br><br>Competent Authority/DD | 15 days to 35 days |

### **MANUAL 4**

Norms set for the discharge of functions  
[Section 4(1)(b)(iv)]

| Sl. No. | Activity                                            | Timeframe/Norm                                             | Remarks |
|---------|-----------------------------------------------------|------------------------------------------------------------|---------|
| I       | Assessment of Clerical staff                        | SIU norms followed                                         |         |
| II      | Assessment of Stenographer                          | SIU norms followed                                         |         |
| III     | Assessment of safai karamchari /Class IV            | SIU norms followed                                         |         |
| IV      | Assessment of Chowkidar/ Security guards            | Depends upon deployment reqd. for each point to be manned  |         |
| V       | Assessment of Nurses /Para medical staff            | SIU norms /Norms developed by AR Deptt. followed           |         |
| VI      | Assessment of Doctors /Sr. Residents /Jr. Residents | On work load basis / Norms developed by AR Deptt .followed |         |
| VII     | Assessment of Teaching faculty                      | MCI/ DCI norms                                             |         |
| VIII    | Assessment of Teachers (Schools)                    | As per approved norms of Education Deptt.                  |         |
| IX      | Assessment of Staff for IIT /Polytechnics           | As per norms of All India Council for Technical Education  |         |
| X       | Other type of staff                                 | Workload assessment done and staff requirement worked out  |         |

### **MANUAL5**

Rules, regulations, instructions, manuals and records for discharging functions  
[Section 4 (1) (b) (v)]

**List of rules, regulations, instructions, manuals and records**

| Sl. No. | Name of the act, rules, regulations etc.   | Brief gist of the contents                                                                                                         | Reference no., if any            | Price in case of priced publication |
|---------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------|
| 1       | Delhi Right to Information Act, 2001       | How to seek and give information                                                                                                   | Delhi Act No. 7 of 2001          | --                                  |
| 2       | Right to Information Act, 2005             | How to seek and give information                                                                                                   | Govt. of India Act No.22 of 2005 | --                                  |
| 3       | Delhi Lokayukta and Uplokayukta Act, 1995  | Functions of Lokayukta and investigation of complaints                                                                             | Delhi Act No. 1 of 1996          |                                     |
| 4       | Public Grievance Commission Resolution     | Redressal of public grievances                                                                                                     | Resolution dated 25.9.1997       |                                     |
|         |                                            |                                                                                                                                    |                                  |                                     |
| 5       | Manual of Office Procedure                 | Hand Book for guidance to the Govt. officers and staff in their day-to-day official work                                           | --                               | --                                  |
| 6       | A Compendium of Record Retention Schedules | Guidelines for record retention prescribed by Ministry of Personnel, PG & Pensions, GFR Rules, MOP, CPWD and various other Deptts. | --                               | --                                  |
| 7       | Citizen's Charter                          | Activities, Mission, types of services provided and commitment towards citizens                                                    | --                               | --                                  |

**MANUAL6**

A Statement of the categories of documents that are held by it or under its control  
[Section 4(1) (b)(vi)]

A statement of the categories of documents held

| Sl. No. | Nature of Record | Details of information available | Unit /section where available | Retention period, where available |
|---------|------------------|----------------------------------|-------------------------------|-----------------------------------|
|         |                  |                                  |                               |                                   |

|           |                                                                           |  |           |           |
|-----------|---------------------------------------------------------------------------|--|-----------|-----------|
| <b>A.</b> | <b>Related to work studies</b>                                            |  |           |           |
| 1         | Work Study files                                                          |  | AR Deptt. | 5years    |
| 2         | Work load data collected for work studies                                 |  | AR Deptt. | 1 year    |
| 3         | Old work study reports                                                    |  | AR Deptt. | 5years    |
| 4         | Snap studies reports                                                      |  | AR Deptt. | 5years    |
| <b>B</b>  | <b>DRTI Act 2001 Records</b>                                              |  |           |           |
| 1         | Applications                                                              |  | AR Deptt. | 2years    |
| 2         | Complaints                                                                |  | AR Deptt. | 2years    |
| 3         | Appeal cases                                                              |  | AR Deptt. | 2years    |
| 4         | Non compliance of orders                                                  |  | AR Deptt. | 2years    |
| 5         | Disciplinary action                                                       |  | AR Deptt. | 5years    |
| 6         | Notification of Competent Authority                                       |  | AR Deptt. | Permanent |
| 7         | State Council Meeting                                                     |  | AR Deptt. | 3years    |
| 8         | Committee constituted by State Council to look into various amendments    |  | AR Deptt. | 3years    |
| 9         | Application Register                                                      |  | AR Deptt. | 2years    |
| 10        | Clarification /Misc. Correspondence                                       |  | AR Deptt. | 2years    |
| 11        | Reports and Returns                                                       |  | AR Deptt. | 2years    |
| <b>C</b>  | <b>RTI Act, 2005</b>                                                      |  |           |           |
| 1         | Application                                                               |  | AR Deptt. | 2years    |
| 2         | Complaints                                                                |  | AR Deptt. | 2years    |
| 3         | Appeal Cases                                                              |  | AR Deptt. | 2years    |
| 4         | Clarification /Misc. Correspondence                                       |  | AR Deptt. | 2years    |
| 5         | Files of correspondence regarding instructions issued to PIOs /APIOs /AAs |  | AR Deptt. | 5years    |
| 6         | Designation PIOs/AAs                                                      |  | AR Deptt. | Permanent |
| 7         | Application Registers                                                     |  | AR Deptt. | 2years    |
| 8         | Correspondence relating to transfer of applications to other Departments  |  | AR Deptt. | 3years    |
| <b>D</b>  | <b>Pending pension cases of other Departments</b>                         |  |           |           |
| 1         | Correspondence with PAOs and concerned Departments                        |  | AR Deptt. | 3years    |

|          |                                                                                            |  |           |                                         |
|----------|--------------------------------------------------------------------------------------------|--|-----------|-----------------------------------------|
| <b>E</b> | <b>Complaints/ Public Grievances</b>                                                       |  |           |                                         |
|          | 1 Correspondence files relating to Public Grievances                                       |  | AR Deptt. | 3years                                  |
| <b>F</b> | <b>MOP Test</b>                                                                            |  |           |                                         |
|          | 1 Applications                                                                             |  | AR Deptt. | 1 year after declaration of results     |
|          | 2 Answer Sheets                                                                            |  | AR Deptt. | 1 year after Declaration of results     |
|          | 3 Unused papers                                                                            |  | AR Deptt. | 1 year after declaration of results     |
|          | 4 Results                                                                                  |  | AR Deptt. | 1 year after declaration of results     |
|          | 5 Prize Distribution Record                                                                |  | AR Deptt. | 3 years                                 |
| <b>G</b> | <b>Punctuality Drive</b>                                                                   |  |           |                                         |
|          | 1 Correspondence relating to vigilance Awareness week                                      |  | AR Deptt. | 2 years                                 |
|          | 2 Punctuality Checking Record Received from various Departments                            |  | AR Deptt. | 1 year                                  |
| <b>H</b> | <b>Other Miscellaneous Substantive Records</b>                                             |  |           |                                         |
|          | 1 Annual Inspection Records                                                                |  | AR Deptt. | 2 years                                 |
|          | 2 Weeding out reports received from Various Departments under special drive                |  | AR Deptt. | 2 years                                 |
|          | 3 General correspondence (having no policy effect)                                         |  | AR Deptt. | 2 years                                 |
|          | 4 Model NIT                                                                                |  | AR Deptt. | Permanent                               |
|          | 5 Miscellaneous correspondence relating to Model NIT                                       |  | AR Deptt. | 2 years                                 |
|          | 6 Old Circulars/Orders                                                                     |  | AR Deptt. | 2 years                                 |
|          | 7 Bhagidari meeting minutes received from various Districts of the Divisional Commissioner |  | AR Deptt. | 1 year                                  |
|          | 8 Annual Report of Lokayukta                                                               |  | AR Deptt. | 5 years                                 |
|          | 9 Annual Report of PGC                                                                     |  |           | 5years                                  |
|          | 10 Correspondence related to 5 year Plan/ Annual Plan                                      |  | ARDeptt.  | 2 years after completion of 5 Year Plan |

|    |                                      |     |           |                          |
|----|--------------------------------------|-----|-----------|--------------------------|
| 11 | Personal Files of Officers and Staff | --- | AR Deptt. | 5 years after retirement |
| 12 | Service Book of Officers and Staff   | --- | AR Deptt. | 5 years after retirement |

## **MANUAL 7**

### **[Section 4(1) (b)(vii)]**

Particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy of implementation

Since the department is not a public dealing department, no such arrangements are required.

## **MANUAL 8**

A Statement of Boards, Council, Committees and other bodies constituted

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

**List of Boards, Councils, Committees, etc.**

| Sl. No.                | Name & Address of the Body | Main functions of the body      | Constitution of the Body             |                       | Date of Constitution |
|------------------------|----------------------------|---------------------------------|--------------------------------------|-----------------------|----------------------|
| 1                      | 2                          | 3                               | 4                                    |                       | 5                    |
| NIL                    | NIL                        | NIL                             | NIL                                  |                       | NIL                  |
| Date up to which valid |                            | Whether meetings open to public | Whether minutes accessible to public | Frequency of meetings | Remarks              |
| 6                      |                            | 7                               | 8                                    | 9                     | 10                   |
| NIL                    |                            | NIL                             | NIL                                  | NIL                   | NIL                  |



## **MANUAL 9**

Directory of Officers and Employees of AR Department [Section 4

(1) (b)(ix)]

| <b>Sl. No.</b> | <b>Name and Designation</b>                                                        | <b>Office Telephone No.</b> | <b>E-mail address</b> |
|----------------|------------------------------------------------------------------------------------|-----------------------------|-----------------------|
| 1              | Sh. Prashant Goyal, IAS, Additional Chief Secretary (AR)                           | 23392047                    | arupdate@nic.in       |
| 2.             | Sh. Shamim Akhtar Tamanna, DANICS, Special Secretary (AR)                          |                             |                       |
| 3.             | Sh. Nagendra Shekhar Pati Tripathi, DANIC, Joint Secretary cum Joint Director (AR) | 23392481                    |                       |
| 4.             | Sh. Devendra Sharma, Dy. Secretary-I (AR)                                          | -                           |                       |
| 5.             | Sh. Sunita, Dy. Secretary-II (AR)                                                  | -                           |                       |
| 6.             | Sh. Shanker Dutt Khajuria, Assistant Director (IT)                                 | -                           |                       |
| 7.             | Ms. Sangita Vashisth, Section Officer (RTI/DRTI)                                   | -                           |                       |
| 8.             | Sh. Praveen Kumar, Section Officer (PGMS/CPGRAM)                                   | -                           |                       |
| 9.             | Ms. Renu Bhatia, Section Officer (Admin.)                                          | -                           |                       |
| 10.            | Sh. Narender Singh Rawat, Section Officer (Punctuality)                            | -                           |                       |
| 11             | Sh. Vivek Kumar, Assistant Accounts Officer                                        | -                           |                       |
| 12             | Sh. Sanjay Shah, PS to ACS (AR)                                                    | 23392482                    |                       |
| 13             | Sh. Samir Chharchholia, Statistical Officer                                        | -                           |                       |
| 14             | Sh. Umesh Kumar, Assistant Director                                                | -                           |                       |
| 15             | Sh. Himanshu Rawat, Assistant Director                                             | -                           |                       |
| 16             | Md. Abdul Hassib Yusuf, Assistant Director                                         | -                           |                       |
| 17             | Sh. Vikas Mishra, Assistant Director                                               | -                           |                       |
| 18             | Sh. Ayush Mishra, Assistant Director                                               | -                           |                       |
| 19             | Sh. Amit Choudhary, Assistant Director                                             | -                           |                       |
| 20             | Sh. Prashant Kumar, Assistant Director                                             | -                           |                       |
| 21             | Sh. Subash Chandra, Technical Officer (IT)                                         | -                           |                       |
| 22             | Sh. Neeraj Kumar, PA to Joint Secretary (AR)                                       | 23392481                    |                       |
| 23             | Sh. Ankit Tripathi, PA to Jt. Secretary cum Jt. Director (AR)                      | 23392481                    |                       |
| 24             | Sh. Vivekanand, Research Assistant                                                 | -                           |                       |
| 25             | Sh. Harinder Kumar, Research Assistant                                             | -                           |                       |
| 26             | Sh. Amit Kumar, Research Assistant                                                 | -                           |                       |
| 27             | Sh. Dharmendra Singh, Research Assistant                                           | -                           |                       |
| 28             | Ms. Nidhi Manchanda, Research Assistant                                            | -                           |                       |
| 29             | Sh. Vikas, Research Assistant                                                      | -                           |                       |
| 30             | Sh. Hemant, Research Assistant                                                     | -                           |                       |
| 31             | Sh. Shankar Bhardwaj, Research Assistant                                           | -                           |                       |
| 32             | Sh. Ashish Singh Rawat, Research Assistant                                         | -                           |                       |
| 33             | Sh. Rajesh Joshi, Research Assistant                                               | -                           |                       |
| 34             | Sh. Uday Kumar Sharma, Research Assistant                                          | -                           |                       |
| 35             | Sh. Deepak Kumar, Research Assistant                                               | -                           |                       |
| 36             | Sh. Mithun, Statistical Assistant                                                  | -                           |                       |
| 37             | Sh. Manvinder Mann, Statistical Assistant                                          | -                           |                       |
| 38             | Ms. Vidushi Chauhan, Statistical Assistant                                         | -                           |                       |
| 39             | Ms. Priyanka, Senior Assistant                                                     | -                           |                       |
| 40             | Sh. Nikhil, Senior Assistant                                                       | -                           |                       |
| 41             | Md. Asad, Junior Assistant                                                         | -                           |                       |
| 42             | Sh. Dhirender Singh, Junior Assistant                                              | -                           |                       |
| 43             | Ms. Manju, MTS                                                                     | -                           |                       |

## **MANUAL 10**

### Directory of Officers and Employees of AR Department {Section 4(1)(b)(x)}

| <b>Sl. No.</b> | <b>Name and Designation</b>                                                        | <b>Pay Scale / Monthly Remuneration (In Rs.)</b> |
|----------------|------------------------------------------------------------------------------------|--------------------------------------------------|
| 1              | Sh. Prashant Goyal, IAS, Additional Chief Secretary (AR)                           |                                                  |
| 2.             | Sh. Shamim Akhtar Tamanna, DANICS, Special Secretary (AR)                          |                                                  |
| 3.             | Sh. Nagendra Shekhar Pati Tripathi, DANIC, Joint Secretary cum Joint Director (AR) | Level-11 Rs.67700-208700                         |
| 4.             | Sh. Devendra Sharma, Dy. Secretary-I (AR)                                          | Level-11 Rs.67700-208700                         |
| 5.             | Sh. Sunita, Dy. Secretary-II (AR)                                                  | Level-11 Rs.67700-208700                         |
| 6.             | Sh. Shanker Dutt Khajuria, Assistant Director (IT)                                 | Level-10 Rs.56100-177500                         |
| 7.             | Ms. Sangita Vashisth, Section Officer                                              | Level-10 Rs.56100-177500                         |
| 8.             | Sh. Praveen Kumar, Section Officer*                                                | Level-10 Rs.56100-177500                         |
| 9.             | Ms. Renu Bhatia, Section Officer*                                                  | Level-10 Rs.56100-177500                         |
| 10.            | Sh. Narender Singh Rawat, Section Officer*                                         | Level-10 Rs.56100-177500                         |
| 11.            | Sh. Vivek Kumar, Assistant Accounts Officer                                        | Level-8 Rs.47600-151100                          |
| 12.            | Sh. Sanjay Shah, PS to ACS (AR)                                                    | Level-8 Rs.47600-151100                          |
| 13             | Sh. Samir Chharchholia, Statistical Officer                                        | Level-7 Rs.44900-142400                          |
| 14             | Sh. Umesh Kumar, Assistant Director                                                | Level-6 Rs.35400-112400                          |
| 15             | Sh. Himanshu Rawat, Assistant Director                                             | Level-6 Rs.35400-112400                          |
| 16             | Md. Abdul Hassib Yusuf, Assistant Director                                         | Level-6 Rs.35400-112400                          |
| 17             | Sh. Vikas Mishra, Assistant Director                                               | Level-7 Rs.44900-142400                          |
| 18             | Sh. Ayush Mishra, Assistant Director                                               | Level-7 Rs.44900-142400                          |
| 19             | Sh. Amit Choudhary, Assistant Director                                             | Level-7 Rs.44900-142400                          |
| 20             | Sh. Prashant Kumar, Assistant Director                                             | Level-7 Rs.44900-142400                          |
| 21             | Sh. Subash Chandra, Technical Officer (IT)                                         | Level-7 Rs.44900-142400                          |
| 22             | Sh. Neeraj Kumar, PA to Joint Secretary (AR)                                       | Level-7 Rs.44900-142400                          |
| 23             | Sh. Ankit Tripathi, PA to Jt. Secretary cum Jt. Director (AR)*                     | Level-7 Rs.44900-142400                          |
| 24             | Sh. Vivekanand, Research Assistant                                                 | Level-6 Rs.35400-112400                          |
| 25             | Sh. Harinder Kumar, Research Assistant                                             | Level-6 Rs.35400-112400                          |
| 26             | Sh. Amit Kumar, Research Assistant                                                 | Level-6 Rs.35400-112400                          |
| 27             | Sh. Dharmendra Singh, Research Assistant                                           | Level-6 Rs.35400-112400                          |
| 28             | Ms. Nidhi Manchanda, Research Assistant                                            | Level-6 Rs.35400-112400                          |
| 29             | Sh. Vikas, Research Assistant                                                      | Level-6 Rs.35400-112400                          |
| 30             | Sh. Hemant, Research Assistant                                                     | Level-6 Rs.35400-112400                          |
| 31             | Sh. Shankar Bhardwaj, Research Assistant                                           | Level-6 Rs.35400-112400                          |
| 32             | Sh. Ashish Singh Rawat, Research Assistant                                         | Level-6 Rs.35400-112400                          |
| 33             | Sh. Rajesh Joshi, Research Assistant                                               | Level-6 Rs.35400-112400                          |
| 34             | Sh. Uday Kumar Sharma, Research Assistant                                          | Level-6 Rs.35400-112400                          |
| 35             | Sh. Deepak Kumar, Research Assistant                                               | Level-6 Rs.35400-112400                          |
| 36             | Sh. Mithun, Statistical Assistant                                                  | Level-6 Rs.35400-112400                          |
| 37             | Sh. Manvinder Mann, Statistical Assistant                                          | Level-6 Rs.35400-112400                          |
| 38             | Ms. Vidushi Chauhan, Statistical Assistant                                         | Level-6 Rs.35400-112400                          |
| 39             | Ms. Priyanka, Senior Assistant*                                                    | Level-4 Rs.25500-81100                           |
| 40             | Sh. Nikhil, Senior Assistant*                                                      | Level-4 Rs.25500-81100                           |
| 41             | Md. Asad, Junior Assistant                                                         | Level-2 Rs.19900-63200                           |
| 42             | Sh. Dhirender Singh, Junior Assistant                                              | Level-2 Rs.19900-63200                           |
| 43             | Ms. Manju, MTS                                                                     | Level-2 Rs.19900-63200                           |

**\* Note: Sl. No.7, 8, 9, 22, 38, 39 are working in AR Deptt however these officers are**

**drawing their salary from other Deptt. Hence the same may be confirmed before uploading on the portal.**

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## **MANUAL11**

The Budget allocated to each agency [Section 4(1) (b)(xi)]

|                              |         | राजस्व    | पूंजी   | जोड़   |
|------------------------------|---------|-----------|---------|--------|
|                              |         | Revenue   | Capital | Total  |
| ब्योरा निम्न प्रकार है :     | स्वीकृत | Voted :   | 394370  | 11530  |
| The details are as follows : | भारित   | Charged : | 64800   | 8200   |
|                              |         |           |         | 405900 |
|                              |         |           |         | 73000  |

| वास्तविक  | बजट अनुमान       | संशोधित अनुमान    | (₹ हजार)         |  |
|-----------|------------------|-------------------|------------------|--|
| ACTUALS   | BUDGET ESTIMATES | REVISED ESTIMATES | (₹ IN THOUSANDS) |  |
| 2024-2025 | 2025-2026        | 2025-2026         | बजट अनुमान       |  |
| जोड़      | जोड़             | जोड़              | BUDGET ESTIMATES |  |
| TOTAL     | TOTAL            | TOTAL             | 2026-2027        |  |
|           |                  |                   | जोड़             |  |
|           |                  |                   | TOTAL            |  |

| प्रशासनिक सुधार विभाग                |       |       |                                        | ADMINISTRATIVE REFORMS                       |                                                       |
|--------------------------------------|-------|-------|----------------------------------------|----------------------------------------------|-------------------------------------------------------|
|                                      |       |       |                                        | DEPARTMENT                                   |                                                       |
| राजस्व भाग :                         |       |       |                                        | REVENUE SECTION :                            |                                                       |
| मुख्य शीर्ष "2052"                   |       |       |                                        | MAJOR HEAD "2052"                            |                                                       |
| सचिवालय सामान्य सेवाएं (मुख्य शीर्ष) |       |       |                                        | Secretariat General Services (Major Head)    |                                                       |
|                                      |       |       |                                        | 2052                                         |                                                       |
| सचिवालय (लघु शीर्ष)                  |       |       |                                        | 2052 00 090                                  |                                                       |
| प्रशासनिक सुधार विभाग (उप शीर्ष)     |       |       |                                        | 2052 00 090 81                               |                                                       |
|                                      |       |       |                                        | Secretariat (Minor Head)                     |                                                       |
|                                      |       |       |                                        | Administrative Reforms Department (Sub Head) |                                                       |
| 17736                                | 25120 | 20030 | वेतन                                   | 81 00 01                                     | Salaries                                              |
| ..                                   | 500   | ..    | मजदूरी                                 | 81 00 02                                     | Wages                                                 |
| 102                                  | 180   | 180   | पुरस्कार                               | 81 00 05                                     | Rewards                                               |
| 1417                                 | 1500  | 1500  | चिकित्सा उपचार                         | 81 00 06                                     | Medical Treatment                                     |
| 15698                                | 29500 | 20200 | भत्ते                                  | 81 00 07                                     | Allowances                                            |
| 21                                   | 300   | 700   | छुट्टी यात्रा रियायत                   | 81 00 08                                     | Leave Travel Concession                               |
| 125                                  | 400   | 100   | घरेलू यात्रा व्यय                      | 81 00 11                                     | Domestic Travel Expenses                              |
| 2090                                 | 4200  | 2425  | कार्यालय व्यय                          | 81 00 13                                     | Office Expenses                                       |
| 875                                  | 2000  | 1625  | अन्यों के लिए किराया                   | 81 00 18                                     | Rent for Others                                       |
| 38                                   | 300   | ..    | डिजिटल उपकरण                           | 81 00 19                                     | Digital Equipment                                     |
| 79                                   | 100   | 150   | व्यवसायिक सेवाएँ                       | 81 00 28                                     | Professional Services                                 |
| 158                                  | 300   | 240   | मरम्मत और रखरखाव                       | 81 00 29                                     | Repairs and Maintenance                               |
| 54                                   | 500   | 100   | अन्य राजस्व व्यय                       | 81 00 49                                     | Other Revenue Expenditure                             |
| 38393                                | 64900 | 47250 | जोड़- प्रशासनिक सुधार विभाग (उप शीर्ष) | 2052 00 090 81                               | Total - Administrative Reforms Department (Sub Head)  |
|                                      |       |       | नई पहल और प्रशासनिक सुधार (उप शीर्ष)   | 2052 00 090 72                               | New Initiative and Administrative Rreforms (Sub Head) |
| 4934                                 | 75350 | 2150  | कार्यालय व्यय                          | 72 00 13                                     | Office Expenses                                       |



|           |                  |                   |                                                                            |      |    | (₹ हजार)   |    |                                                                             | (₹ IN THOUSANDS) |  |        |
|-----------|------------------|-------------------|----------------------------------------------------------------------------|------|----|------------|----|-----------------------------------------------------------------------------|------------------|--|--------|
|           |                  |                   |                                                                            |      |    | बजट अनुमान |    |                                                                             | BUDGET ESTIMATES |  |        |
| वास्तविक  | बजट अनुमान       | संशोधित अनुमान    |                                                                            |      |    |            |    |                                                                             | 2026-2027        |  |        |
| ACTUALS   | BUDGET ESTIMATES | REVISED ESTIMATES |                                                                            |      |    |            |    |                                                                             | जोड़             |  |        |
| 2024-2025 | 2025-2026        | 2025-2026         |                                                                            |      |    |            |    |                                                                             | TOTAL            |  |        |
| जोड़      | जोड़             | जोड़              |                                                                            |      |    |            |    |                                                                             |                  |  |        |
| TOTAL     | TOTAL            | TOTAL             |                                                                            |      |    |            |    |                                                                             |                  |  |        |
| 4934      | 75350            | 2150              | जोड़- नई पहल और प्रशासनिक सुधार (रप शीर्ष)                                 | 2052 | 00 | 090        | 72 | Total - New Initiative and Administrative reforms (Sub Head)                |                  |  | 10000  |
|           |                  |                   | मुख्यमंत्री शहरी नेतृत्व फेलो कार्यक्रम (एम.यू.एल. एफ.पी.) (रप शीर्ष)      | 2052 | 00 | 090        | 41 | Chief Minister Urban Leadership Fellow Programme (MULFP) (Sub Head)         |                  |  |        |
| 733       | --               | --                | अन्य राजस्व व्यय                                                           |      | 41 | 00         | 49 | Other Revenue Expenditure                                                   |                  |  | --     |
| 733       | --               | --                | जोड़-मुख्यमंत्री शहरी नेतृत्व फेलो कार्यक्रम (एम. यू.एल.एफ.पी.) (रप शीर्ष) | 2052 | 00 | 090        | 41 | Total - Chief Minister Urban Leadership Fellow Programme (MULFP) (Sub Head) |                  |  | --     |
|           |                  |                   | सार्वजनिक सेवाओं का द्वार पर वितरण (रप शीर्ष)                              | 2052 | 00 | 090        | 40 | Door Step Delivery of Public Services (Sub Head)                            |                  |  |        |
| 11109     | 20000            | 5000              | अन्य राजस्व व्यय                                                           |      | 40 | 00         | 49 | Other Revenue Expenditure                                                   |                  |  | 20000  |
| 11109     | 20000            | 5000              | जोड़- सार्वजनिक सेवाओं का द्वार पर वितरण (रप शीर्ष)                        | 2052 | 00 | 090        | 40 | Total - Door Step Delivery of Public Services (Sub Head)                    |                  |  | 20000  |
|           |                  |                   | मुख्यमंत्री युवा दूरदर्शी नव प्रवर्तन कार्यक्रम (रप शीर्ष)                 | 2052 | 00 | 090        | 71 | Chief Minister's Young Visionaries Innovation Programme (Sub Head)          |                  |  |        |
| --        | 50000            | 5100              | वेतन                                                                       |      | 71 | 00         | 01 | Salaries                                                                    |                  |  | --     |
| --        | 50000            | 5000              | अन्य राजस्व व्यय                                                           |      | 71 | 00         | 49 | Other Revenue Expenditure                                                   |                  |  | --     |
| --        | 100000           | 10100             | जोड़-मुख्यमंत्री युवा दूरदर्शी नव प्रवर्तन कार्यक्रम (रप शीर्ष)            | 2052 | 00 | 090        | 71 | Total - Chief Minister's Young Visionaries Innovation Programme (Sub Head)  |                  |  | --     |
|           |                  |                   | दिल्ली - 311 एप (रप शीर्ष)                                                 | 2052 | 00 | 090        | 69 | Delhi - 311 App (Sub Head)                                                  |                  |  |        |
| --        | 150000           | 35000             | अन्य राजस्व व्यय                                                           |      | 69 | 00         | 49 | Other Revenue Expenditure                                                   |                  |  | 120000 |
| --        | 150000           | 35000             | जोड़-दिल्ली - 311 एप (रप शीर्ष)                                            | 2052 | 00 | 090        | 69 | Total - Delhi - 311 App (Sub Head)                                          |                  |  | 120000 |
| 55169     | 410250           | 99500             | जोड़- सचिवालय (लघु शीर्ष)                                                  | 2052 | 00 | 090        |    | Total - Secretariat (Minor Head)                                            |                  |  | 208800 |
| 55169     | 410250           | 99500             | जोड़-मुख्य शीर्ष "2052"                                                    | 2052 |    |            |    | TOTAL - MAJOR HEAD "2052"                                                   |                  |  | 208800 |
| 55169     | 410250           | 99500             | जोड़-राजस्व भाग                                                            |      |    |            |    | TOTAL - REVENUE SECTION                                                     |                  |  | 208800 |
|           |                  |                   | पूंजी भाग :                                                                |      |    |            |    | CAPITAL SECTION :                                                           |                  |  |        |
|           |                  |                   | मुख्य शीर्ष "4070"                                                         |      |    |            |    | MAJOR HEAD "4070"                                                           |                  |  |        |
|           |                  |                   | अन्य प्रशासनिक सेवाओं पर पूंजी परिव्यय (मुख्य शीर्ष)                       | 4070 |    |            |    | Capital Outlay on Other Administrative Service (Major head)                 |                  |  |        |
|           |                  |                   | निर्देशन व प्रशासन (लघु शीर्ष)                                             | 4070 | 00 | 001        |    | Direction & Administration (Minor Head)                                     |                  |  |        |
|           |                  |                   | प्रशासनिक सुधार विभाग (रप शीर्ष)                                           | 4070 | 00 | 001        | 52 | Administrative Reforms Department (Sub Head)                                |                  |  |        |
| --        | 3000             | 1900              | मोटर वाहन                                                                  |      | 52 | 00         | 51 | Motor Vehicles                                                              |                  |  | 3000   |



|           |                  |                   |                                       |      |    |        | (₹ हजार)                                             |        |
|-----------|------------------|-------------------|---------------------------------------|------|----|--------|------------------------------------------------------|--------|
|           |                  |                   |                                       |      |    |        | (₹ IN THOUSANDS)                                     |        |
| वास्तविक  | बजट अनुमान       | संशोधित अनुमान    |                                       |      |    |        | बजट अनुमान                                           |        |
| ACTUALS   | BUDGET ESTIMATES | REVISED ESTIMATES |                                       |      |    |        | BUDGET ESTIMATES                                     |        |
| 2024-2025 | 2025-2026        | 2025-2026         |                                       |      |    |        | 2026-2027                                            |        |
| जोड़      | जोड़             | जोड़              |                                       |      |    |        | जोड़                                                 |        |
| TOTAL     | TOTAL            | TOTAL             |                                       |      |    |        | TOTAL                                                |        |
| ..        | 3000             | 1900              | जोड़-प्रशासनिक सुधार विभाग (उप शीर्ष) | 4070 | 00 | 001 52 | Total - Administrative Reforms Department (Sub Head) | 3000   |
| ..        | 3000             | 1900              | जोड़- निर्देशन व प्रशासन (लघु शीर्ष)  | 4070 | 00 | 001    | Total - Direction & Administration (Minor Head)      | 3000   |
| ..        | 3000             | 1900              | जोड़-मुख्य शीर्ष "4070"               | 4070 |    |        | TOTAL - MAJOR HEAD"4070"                             | 3000   |
| ..        | 3000             | 1900              | जोड़-पूँजी भाग                        |      |    |        | TOTAL - CAPITAL SECTION                              | 3000   |
| 55169     | 413250           | 101400            | जोड़-प्रशासनिक सुधार विभाग            |      |    |        | TOTAL - ADMINISTRATIVE REFORMS DEPARTMENT            | 211800 |
|           |                  |                   |                                       |      |    |        |                                                      |        |
|           |                  |                   |                                       |      |    |        |                                                      |        |
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## **MANUAL 12**

The manner of execution of subsidy programme

[Section 4(i) (b)(xii)]

NO SUBSIDY PROGRAMMES ARE EXECUTED BY AR DEPARTMENT.

## **MANUAL 13**

Particulars of recipients of concessions, permits or authorizations granted

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

NO CONCESSIONS, PERMITS OR AUTHORISATIONS ARE GRANTED BY AR DEPARTMENT AS ON DATE.

## **MANUAL 14**

INFORMATION AVAILABLE IN ELECTRONIC FORM

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

### **DETAILS OF INFORMATION**

| Sl. No. | Activities for which electronic data available | Nature of information available | Can it be shared with public | Is it available on website or is being used as backend data base                             |
|---------|------------------------------------------------|---------------------------------|------------------------------|----------------------------------------------------------------------------------------------|
| 1       | Organizational Setup                           |                                 | Yes                          | Available in Web site at <a href="http://ar.delhigovt.nic.in">http://ar.delhigovt.nic.in</a> |
| 2       | Award Schemes                                  |                                 | Yes                          |                                                                                              |
| 3       | Right to Information                           |                                 | Yes                          |                                                                                              |
| 4       | Lokayukta                                      |                                 | Yes                          |                                                                                              |
| 5       | Circulars & Orders                             |                                 | Yes                          |                                                                                              |
| 6       | Right to Information Act, 2001                 |                                 | Yes                          |                                                                                              |
| 7       | Right to Information Act, 2005                 |                                 | Yes                          |                                                                                              |
| 8       | O & M Instructions                             |                                 | Yes                          |                                                                                              |
| 9       | Miscellaneous Circulars                        |                                 | Yes                          |                                                                                              |
| 10      | CVC's Guidelines of Tenders                    |                                 | Yes                          |                                                                                              |
| 11      | Citizen Charter                                |                                 | Yes                          |                                                                                              |

|    |                                                        |  |     |  |
|----|--------------------------------------------------------|--|-----|--|
| 12 | Public Grievances Commission Resolution                |  | Yes |  |
| 13 | Report one-enabling Citizen of Delhi                   |  | Yes |  |
| 14 | Model NIT for security, sanitation, Hiring of vehicles |  | Yes |  |

### **MANUAL15**

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       | Website<br><a href="http://ar.delhigovt.nic.in">http://ar.delhigovt.nic.in</a> | Organizational Setup<br><br>Award Schemes<br><br>Right to Information<br><br>Lokayukta<br><br>Circulars & Orders<br><br>Right to Information Act, 2001<br><br>Right to Information Act, 2001 (GOI)<br><br>O & M Instruction<br><br>Misc. Circulars<br><br>CVC's Guidelines of Tenders<br><br>Citizen Charter<br><br>Public Grievances Commission Resolution<br><br>Report one-enabling Citizen of Delhi<br><br>Model NIT for security, sanitation, hiring of vehicles | Round the clock |



**MANUAL 16****PARTICULARS OF PIOs**

List of Public Information Officers

| S No. | Designation               | Address                                                        | Telephone | Email Address   | Demarcation of Area /Activities, if more than one PIO is there |
|-------|---------------------------|----------------------------------------------------------------|-----------|-----------------|----------------------------------------------------------------|
| 1     | Ms. Sangita Vashisth (AR) | Hall, 7th Level, C-Wing, Delhi Secretariat, New Delhi- 110 002 | 23392726  | arupdate@nic.in | Whole Deptt.                                                   |

First Appellate Authority within the department

| SNo. | Designation     | Address                                                               | Telephone | Email Address   | Demarcation of Area/ Activities, if more than one appellate authority is there |
|------|-----------------|-----------------------------------------------------------------------|-----------|-----------------|--------------------------------------------------------------------------------|
| 1    | Ms. Sunita (AR) | Cabin NO. 3, 7th Level, C-Wing, Delhi Secretariat, New Delhi- 110002. | 23392483  | arupdate@nic.in | Whole Department.                                                              |

**MANUAL 17**

Other information as may be prescribed (Section 4(1) (b) (xvii))