

## The Particulars Of Facilities Available To Citizens For Obtaining Information And Grievance Redressal Mechanism

### A. Public Grievance Cell

A Public Grievance Cell is functioning in the Department of Health & Family Welfare, Nirman Bhawan, New Delhi with a counter accessible to the public at facility counter Near Gate No. 5 of Nirman Bhawan, New Delhi for receiving grievance petitions related to this Department. Petitioners may submit their Grievance petitions relating to the subjects dealt in Department of Health & Family Welfare, either in person, by visiting the counter at Gate No.5, Nirman Bhawan or they may submit their petitions by post to 'The PG Cell, Department of Health & Family Welfare' at the address given below: -

Sh. Manmohan  
Deputy Secretary & Public Grievance Officer  
Room No. 432, 'C' Wing  
Department of Health & Family Welfare  
Nirman Bhawan New Delhi-110001.

Further, Applicants may also lodge their Grievance online at the CPGRAMS website operated by Department of Administrative Reforms and Public Grievances(DARPG), at the following web-address-<https://pgportal.gov.in/>. Applicants can also track and view the status/reply of their online Grievance petitions at the CPGRAMS web-site.

The PG Cell of Department of Health & Family Welfare takes necessary actions to forward the petitions received in the Department of Health & Family Welfare to the concerned grievance redressal officers in the Department, dealing with the concerned subject, who will take appropriate redressal action and inform the Petitioners/Applicants directly.

### B. RTI Cell

An RTI Cell has been set up in the Department of Health & Family Welfare in Room No. 216, D-Wing, Near Gate No. 5, Nirman Bhawan, New Delhi, for receiving RTI Applications related to this Department and the statutory fees thereof, as prescribed under the RTI Act, 2005. The RTI Cell acts as a central point for receiving the RTI Applications/First Appeals addressed to Department of Health & Family Welfare, from the public, in person, as well as through post and for further distribution of these applications to the concerned CPIOs/FAAs within the Department as well as to other Public Authorities concerned with the queries.

The RTI Cell accepts various fees prescribed under the RTI Act, both in Cash against a proper receipt, as well as **though IPO/DD/Banker's cheque** drawn in the name of **Accounts Officer, Ministry of Health & Family Welfare**.

The RTI Cell also facilitates the applicants by providing them information on the status of their applications and any other information required by them in connection with RTI Applications filed by them in Department of Health & Family Welfare.

	<b>PG Cell</b>	<b>RTI Cell</b>
Address	The PG Facility Centre, Near Gate No. 5, Department of Health & Family Welfare, Nirman Bhawan, New Delhi .	RTI Cell, Room No 216, 'D' Wing, Department of Health & Family Welfare, Nirman Bhawan, New Delhi Near Gate No. 6
Telephone No.	011-23061675	011-23063682
Timings	9.15 A.M to 5.30 PM	9.15 A.M to 5.30 PM
Facilities Available	<p>*Receive Grievance Applications addressed to D/o Health &amp; Family Welfare from the Public and distribute them to concerned Grievance Officers in D/o Health &amp; Family Welfare or transfer to other concerned organizations.</p> <p>*Facilitate the applicants by providing them information on the status of their Grievances.</p>	<ul style="list-style-type: none"> <li>❖ Receive RTI Applications/First Appeals addressed to D/o Health &amp; Family Welfare from the Public/through Post and distribute them to concerned CPIOs/Public Authorities.</li> <li>❖ Accept fees in Cash against receipt and though DD/IPO in the name of <b>Accounts officer, M/o Health &amp; Family Welfare.</b></li> <li>❖ Facilitate the applicants by providing them information on the status of their Applications</li> </ul>
Charges	Grievances from the Public are received and processed free of cost.	<p><b>Application fee – Rs. 10/-</b></p> <p><b>Additional Fees –</b></p> <ul style="list-style-type: none"> <li>(a) rupees two for each page in A-3 or smaller size paper;</li> <li>(b) actual cost or price of a photocopy in large size paper;</li> <li>(c) actual cost or price for samples or models;</li> <li>(d) rupees fifty per diskette or floppy;</li> <li>(e) price fixed for a publication or rupees two per page of photocopy for extracts from the publication;</li> <li>(f) No fee for inspection of records for the first hour of inspection and a fee of rupees 5 for each subsequent hour or fraction thereof; and</li> <li>(g) So much of postal charge involved in supply of information that exceeds fifty rupees.</li> </ul> <p><b><u>Exemption from Payment of Fees-</u></b> No fee shall be charged from any person who, is below poverty line provided a copy of the certificate issued by the appropriate Government in this regard is submitted alongwith the application.</p>