

## CHAPTER XVII (Manual-16)

PARTICULARS OF FACILITIES AVAILABLE TO  
CITIZENS FOR OBTAINING INFORMATION

## **CITIZENS' CHARTER**

The Directorate has formulated and operationalised Citizens' Charter setting time norms and standards of service delivery. The Charter has been uploaded on the website and its printed copies are available at the Information & Facilitation Counter of the Directorate. The Directorate has also nominated a nodal officer for monitoring the implementation of Citizens Charter. The nodal officer for the Citizens' Charter is as under:

Shri S.P. Das,  
Joint Director  
Room No. 6  
PTI Building,  
3<sup>rd</sup> Floor, Sansad Marg,  
New Delhi-110001  
Phone No. 23718790

### **WEBSITE (<http://www.davp.nic.in/>)**

The Directorate has bilingual Website (<http://www.davp.nic.in>) containing details of the organization and various rules and regulations including forms in downloadable format have been made available for the convenience of clients. The Website also contains amount of business with newspaper clients. Website also has Citizens Charter besides contact details of senior officers. The status of bills can be accessed by the newspaper clients through website from anywhere.

## **INFORMATION AND FACILITATION COUNTER**

The Directorate has set up a computerized Information and Facilitation Counter to provide information and assistance to the public. The details of the information and facilitation counter and the contact officer of IFC is as under:

Information and Facilitation Counter  
3<sup>rd</sup> Floor, PTI Building,  
Sansad Marg, N.Delhi.  
Tele: 23710552

Contact Officer:

Shri Sanjay Singh,  
Section Officer(Room No. 25)  
PTI Building,3<sup>rd</sup> Floor,  
Sansad Marg, New Delhi-110001  
Phone No. 23719876

## **PUBLIC GRIEVANCE REDRESS MECHANISM**

The Directorate has set up a public grievance redress mechanism in the Directorate. A senior officer has been designated as the Grievance Redress Officer of the Directorate whose contact details are as under:

Shri S.P. Das,  
Joint Director  
Room No. 5  
PTI Building,  
3<sup>rd</sup> Floor, Sansad Marg,  
New Delhi-110001  
Phone No. 23718790

Any person not satisfied by the service of DAVP or is aggrieved by any other action of this Directorate can seek redressal of his/her grievances through Grievance Officer and he shall be entitled to information about the action taken on his /her grievance within a period of 30 days from the date on which the complaint is received in the office. The Grievance Officer can be reached without prior appointment on Wednesdays between 3PM and 4PM. In case he/she is not satisfied by the response of the grievance officer of the DAVP, he/she can refer the matter to the grievance officer of the Ministry of Information & Broadcasting whose particulars are as under :-

Shri P.K. Tripathi,  
Joint Secretary (Policy & Public Grievances),  
Room No. 659, A Wing, Shastri Bhawan,  
Dr. Rajendra Prasad Marg,  
New Delhi – 110001  
Phone No. : 23383857.

## **PUBLIC DAY**

Public day is maintained in DAVP on Wednesdays between 3 PM and 4 PM when any person can meet the Director, DAVP, and other senior officers without prior appointment.

## **ANNUAL REPORT**

The annual report of the Ministry of Information & Broadcasting contains necessary information on the Directorate of Advertising & Visual Publicity in addition to amount of business given to publications on DAVP panel.