

Ministry of Law & Justice
Department of Legal Affairs

The particulars of facilities available to citizens for obtaining information and grievance redressal mechanism.

A. Facilitation Center (FC)

A Computerized Facilitation Counter is operating under the aegis of the Additional Secretary, to provide information and assistance to the public, regarding the redressal of their Grievances, RTI Matters, Empanelment of Panel Advocates, Notaries etc. as well as status of their applications and grievances. The Applicant submits their Grievances petitions, RTI applications, Notary forms and other documents at the Facilitation Center.

The Facilitation Center of the Department of Legal Affairs is set up in the Reception Building at Garaje No. 15, Shastri Bhawan, New Delhi, with a view to facilitating the dissemination of the information to the citizen/ user at one place, without the hassle of getting an entry pass to buildings. Efforts are also made to settle the Grievances/queries telephonically too.

Information Facilitation Center	
Address	FC, Department of Legal affairs, Near Garaje No. 15, Shastri Bhawan, New Delhi - 110001
Telephone No.	23070594
Timings	9:00 A.M. to 5:30 P.M.
Facilities Available	<ul style="list-style-type: none">• Information required by the visitors are collected from relevant sections under this Department and provided to them by FC. • Further, Circulars/Notifications etc. are all uploaded in the Website and visitors are guided about them. • FC facilitates Interaction by the visitors with the concerned officials of the Sections in the Department through intercom for clarifications required by them.
Charges	Details are supplied without any charges

B. Public Grievance Cell (PG Cell)

A Public Grievance Cell (PG Cell) is functioning in the Department of Legal Affairs, Shastri Bhawan, New Delhi, at the Facilitation Center for receiving grievance petitions related to this Department. Petitioners may submit their Grievance petitions relating to the subjects dealt in MLJ, either in person, by visiting the counter at Gate No. 1, Shastri Bhawan or they may submit their petitions by post.

Department of Legal Affairs manages to dispose of public Grievances received both online and offline methods. Redressal of online applications to be managed on CPGRAMS (Centralized Public Grievance Redress and Monitoring System) an online web-enabled system over NIC-NET developed by NIC, in association with Department of Administrative Reforms and Public Grievances (DARPG).

CPGRAMS is the platform based on web technology which primarily aims to enable submission of Grievances by the aggrieved citizens from anywhere and anytime (24x7) to Ministries/Departments/Organizations, who scrutinize and take action for speedy and favourable redress of these Grievances.

Tracking grievances is also facilitated on this portal through the system generated unique registration number' On CPGRAMS portal grievances receives direct as well as transferred from DARPG, DPG, Prime Minister's Office and President Secretariat. There is one platform online where any can lodge their grievances for quick redress.

Issues which are not taken up for redressal :-

- sub-judice cases or any matter concerning judgment given by any court
- Personal and family disputes. .
- RTI matters.
- Suggestions.
- Any Grievance sent by email will not be attended to / entertained One should have to lodge their grievance at the website.

All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are to be redressed by the State/ UT/ NCT Government concerned. Citizens are advised to take up matter regarding pendency of their grievance directly with the State Government concerned.

Information regarding Public Grievance Cell	
Address	The PG cell Department of Legal Affairs, Room No. 413 (A) Wing, Shastri Bhawan, New Delhi
Telephone No.	23380014
Timings	9:00 A.M. to 5:30 P.M.
Facilities Available	<ul style="list-style-type: none">• Receive Grievance Applications addressed to this Department from the Public and distribute them to concerned Grievance Officers or transfer to other concerned organizations.• Facilities the applicants by providing them information on the status of their Grievance.
Charges	Grievances from the Public are received and processed free of cost.

C. RIGHT TO INFORMATION CELL (RTI CELL)

The RTI Cell has been set up in the Department of Legal Affairs, Shastri 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 concerned FAA, 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 Act, both **in Cash** against a proper receipt, as well as **through IPO/DD/Banker's cheque** drawn in the name of **Accounts Officer, Department of Legal Affairs**

The RTI Cell also facilities 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 Legal Affairs.

Information regarding the Right the Information Cell (RTI Cell)	
Address	The RTI Cell , Department of Legal Affairs, Room No. 405 'D' Wing, Shastri Bhawan, New Delhi
Telephone No.	23387168
Timings	9:00 A.M. to 5:30 P.M.
Facilities Available	<ul style="list-style-type: none">• Receives RTI Applications/First Appeals addressed to Department of Legal Affairs from the Public/through Post and physically by the applicant directly and distribute them to concerned CPIOs/ Public Authorities.• Accept fees in Cash against receipt and through DD/IPO in the favour of <u>Accounts Officer, Department of Legal Affairs.</u>• Facilitate the applicants by providing them information on the status of their Applications.• Miscellaneous information as required by the applicant.
	<p>Application Fee – Rs. 10/- Additional Fees –</p> <ul style="list-style-type: none">(a) Rupees two for each pages in A-3 or smaller size paper;(b) Actual cost or price of a photocopy in large size paper;(c) Actual cost or price for samples or models;(d) Rupees fifty per diskette or floppy;(e) Price fixed for a publication or rupees two per page of photocopy for extracts from the publication;(f) No fee for inspection of record for the first hour of inspection and a fee of rupees 5 for each subsequent hour or fraction thereof; and(g) So much of postal charge involved in supply of information that exceeds fifty rupees. <p>Exemption from Payment of Fees – No fee shall be charged from any person who is below poverty line provided a copy the certificate issued by the appropriate Government in this regard is submitted along with the application.</p>