

	PG Cell	RTI Cell
Address	The PG Cell, Department of Telecommunication Mahanagar Doorsanchar Bhavan, Old Minto Road, Jawahar Lal Nehru Marg, New Delhi-02	The RTI Cell, Department of Telecommunication, Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110001
Telephone No.	011-23222711	01123036370
Timings	9:00 AM to 5:30 PM	9:00 AM to 5:30 PM
Facilities Available	<ul style="list-style-type: none"> • Receive Grievance Applications addressed to DoT from the public and distribute them to concerned Grievance Officers in DoT or transfer to other concerned organizations. • Facilitate the applicants by providing them information on the status of their Grievances. 	<ul style="list-style-type: none"> • Receive RTI Applications/ First Appeals addressed to DoT from the Public/through Post and distribute them to concerned CPIOs/Public Authorities. • Accept fees in Cash against receipt (to deposited with Reception, DoT HQ) and through DD/IPO in the name of Accounts Officer, DoPT • Facilitate the applicants by providing them information on the status of their applications.
Charges	Grievances from the Public are received and processed free of cost.	<p>Application Fee- Rs. 10/- Additional Fee-</p> <p>(a) Rupees two for each page in A-3 or smaller size paper. (b) Actual cost or price of photocopy in large size paper. (c) Actual cost or price for samples or models (d) Rupees fifty per diskette or floppy (e) priced fixed for a publication or rupees two per page of photocopy for extracts from the publication (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 (g) so much of postal charge involved in supply of information that exceeds fifty rupees.</p> <p>Exemption from Payment of Fees - No fee shall be charged from any person who, is below poverty line provided a copy of the certificate issued by the appropriate</p>

		Government in this regard is submitted along with the application
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The particulars of facilities available to citizens for obtaining information and grievance redressal mechanism are as follows

Public Grievance (PG) Cell

An PG Cell has been set up in the Department of Telecommunication with a public counter at Sanchar Bhawan, Ashoka Road, Delhi-110001, for receiving grievance petitions related to this Department. Petitioners may submit their Grievance petitions relating to the subjects dealt in D/o Telecommunication either in person, by visiting the Reception at DoT Hq, Sanchar Bhawan, New Delhi or they may submit their petitions by post to The PG Cell, DoT at the address given below.

Further, Applicants may also lodge their Grievance online at the CPGRAMS web-site operated by 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-sites.

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

Right to Information (RTI) Cell

An RTI Cell has been set up in the Department of Telecommunication with a public counter at Sanchar Bhawan, Ashoka Road, Delhi-110001, 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 DoT, 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, DoT.

Further, RTI applicants may also lodge their RTI request online at online RTI web-portal at the following web-address: <https://rtionline.gov.in/> . Applicants can also track and view the status/reply of their online RTI applications at the online RTI Portal.

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 DoT.
