

MANUAL 1

Particulars of Organization, Functions and Duties

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

1. Aims and Objectives :-

Directorate of Family Welfare (DFW) is responsible for planning, co-coordinating, supervising the implementation, monitoring and evaluating following programs / initiatives related to Maternal, adolescent, newborn and child health along with implementation of certain statutory Acts like MTP Act, PC & PNDT Act, ART & Surrogacy Acts.

1. Provision of Antenatal, Natal and Post Natal services to pregnant women with an aim to reduce maternal morbidity and mortality.
2. Implementation of maternal health programs i.e. Janani Suraksha Yojana, Janani Shishu Suraksha Karyakram, PMSMA, LaQshya.
3. Provision of Essential new born care (at every 'delivery' point at time of birth).
4. Operationalization of Facility based sick newborn care (at FRUs & District Hospitals) through Special Newborn Care Units.
5. Provision of Home Based Newborn Care (HBNC) & Home Based Young Child Care (HBYC) Programmes.
6. Promotion of Infant and Young Child Feeding Practices (IYCF) under Mother's Absolute Affection (MAA) Programme.
7. Prevention & Management of Childhood Diarrhoeal Diseases.
8. Prevention and management of Acute Respiratory Infections & Social Awareness and Action to Neutralize Pneumonia Successfully (SAANS) Programme.
9. Provision of Kangaroo Mother Care (KMC) at Delivery Points.
10. Setting up of District Early Interventions Centre (DEIC): To counter 4Ds (Defects, Deficiencies, Diseases, Developmental Delays & Disabilities).
11. Nutritional Rehabilitation Centre (NRC): Establishment & Strengthening of NRC to take care of severely malnourished children (SAM).
12. Establishing Centre of Excellence (CoE) for Early Intervention Centre (EIC) at Medical College Hospital of Delhi..
13. Provision of family planning services (Basket of Contraceptives, female/male sterilization, Counseling, follow-up, support & referral etc.).

14. Support ASHA in providing support to eligible couples through scheme likes Home Delivery of Contraceptive (HDC).
15. Implementation of UIP (Universal Immunization Program).
16. COVID VACCINATION of the entire eligible population of 12 years plus age group.
17. Surveillance of VPD (Vaccine Preventable Diseases) Services.
18. Bi-annual rounds of National De-Worming Day (NDD) are held in the state as part of Anemia prevention and control strategy among children and Adolescents.
19. Operationalization of“ UDAAN” scheme with an aim to improve accessibility of Sanitary napkins for adolescent girls (non-school going) and also to increase their awareness of Menstrual Hygiene Management.
20. Weekly Iron & Folic Acid Supplement (WIFS) program to ensure provision of a weekly prophylactic dose of IFA tablet to adolescents to prevent Anemia.
21. IFA Supplementation program for under-5 children.
22. Operationalization of IFA supplementation initiative for children in 6-10 years’ age group.
23. Health & Wellness programs in schools by training of teachers who then work as Health & Wellness Ambassadors with focus on adolescent centric issues with school children.
24. Prevention and control of the growing menace of Anemia, as public health problem especially among Adolescents, Organization of Test-Treat-Talk(T3) Anemia camps across schools & colleges of Delhi, under Anemia Mukh Bharat Scheme, and also as a part of POSHAN Maah.
25. Implementation of PC & PNDT & MTP (Medical Termination of Pregnancy) Act.
26. Co-ordination and execution of IEC activities, campaigns through Mass Education Media.
27. Procurement of vaccines (through CPA), stocking, maintaining cold chain, disbursing vaccines and family welfare logistics to all health providing agencies in the state.
28. Capacity Building to update knowledge & skills of various categories of health functionaries by providing RMNCHA+N trainings by the H&FW Training Centre.

2. Mission & Vision:-

In spite of being the smallest state in the country with an area of around 1483 sq. km. Delhi stands tall with a population of 1, 67, 53,235 (Census 2011) and the density of population among the highest in the country. The population due to its dynamic nature as a result of better opportunities and services availability in Delhi, imposes an additional burden on health and family welfare infrastructure. Further, as the curative (secondary and tertiary care services) growth cannot match the exponential population growth, the role of primary (preventive and promotive) health care services and thus the role of DFW, GNCTD becomes vital and paramount.

Vision of this Directorate is to reach every corner of the state and provide various reproductive and child health (RCH)/ Family Welfare services to all beneficiaries in the best possible and in equitable manner, so that the survival rate and overall quality of life including of the most vulnerable improves over time.

3. Brief History and background:-

The Directorate of Family Welfare was established in the year 1976 as a part of the Directorate of Health Services subsequently around 1992-93, the department of Family Welfare was separately administratively from Director of Health Services.

DFW, GNCTD is the State level administrative Deptt. (HQ) for implementation, coordination & monitoring of various Reproductive & Child Health (RCH)/Family welfare (FW) Services under RMNCHA+ Programme of GOI e.g. Maternal Health, Family Planning, Child Health, Adolescent Health, Immunization (i.e. Routine Immunization, Pulse Polio and COVID-19 Vaccination including storage and supply of Vaccines/COVID-19 Vaccines & related logistics etc.) Services, related Schemes (e.g. JSY, JSSK, FPIS, WIFS, NDD, AMB etc.) and Acts (e.g. MTP, PC & PNDT, ART, Surrogacy Act etc.) in the State of Delhi. Besides, this Directorate runs two Central Medical Stores (for receipt, storage & distribution of vaccines, various Family Welfare items & all related logistics in r/o services stated above) and a state level Health & Family Welfare Training Centre.

4. & 5. Allocation of Activities & Duties to be Performed :-

Directorate of Family Welfare is responsible for planning, implementing, coordinating, monitoring, supervising and evaluating following primary health care activities under RMNCHA+N program of MoHFW, GoI along with other agencies of Delhi Govt. including Non Govt. Partners:

- To facilitate provision of antenatal and natal services to pregnant women.
- To facilitate implementation of Post-partum program.
- To facilitate provision of family planning services (Basket of contraceptives, female/male sterilization, Counseling etc.)
- Implementation of UIP (Universal Immunization Program).
- Surveillance of VPD (Vaccine Preventable Diseases) Services
- Implementation of Pulse Polio Program.
- Implementation of PC & PNDT (Pre conception & Pre Natal Diagnostic Techniques Act 1994 Prevention of Sex Selection) and MTP (Medical Termination of Pregnancy) Act.
- Co-ordination and execution of IEC activities through Mass Education Media.
- Procurement of State Specific vaccines such as MMR, Typhoid & Pentavalent Vaccines. Stocking, maintaining cold chain, disbursing vaccines and family welfare logistics to all health providing agencies in the state.
- To release Grant-in-Aid to Unified MCD (Health Department, M & CW division) under various SFS and CSS under National Family Welfare Program.
- To facilitate provision of Adolescent Health Services in the state of Delhi.
- Implementation of Child Health program and provision of various services thereunder.
- Capacity Building to update knowledge & skills of various categories of health functionaries by providing RCH trainings by the H&FW Training Centre.
- Maintaining two state level Medical Stores in r/o various Family Welfare items and logistics.

6. Detail of Services Rendered:-

➤ Immunization

Directorate of Family Welfare under the Immunization Unit is engaged in delivery of routine immunization services through more than 600 health delivery points. The immunization program aims to protect the children against more than 13 diseases namely tuberculosis, poliomyelitis, Hepatitis-B, Diphtheria, Pertussis, Tetanus, Hib related diseases (meningitis, pneumonia and septicemia), measles, mumps, rubella, PCV and typhoid.

Certain vaccines are unique to the State Immunization Schedule and their details are as under: -

- State Introduced MMR vaccine in its EPI schedule in Nov 1999 & is the first state to have done so.
- Delhi State has also included Typhoid vaccine in its immunization schedule since November 2004, with the aim to reduce the prevalence of multi drug resistant cases of typhoid fever among children in the State.

The percentage of fully immunized children is 94% for 2022-23 as per MoHFW, Go data. The State envisions to always maintain the status of Universal Immunization. The State has taken various initiatives to achieve this objective. The State has observed Special Immunization Weeks under Intensified Mission Indradhanush Campaigns, to focus on high risk areas which have been identified through house to house activity and cover LODOR (Left Out Drop Out and Refusal cases). Community health workers like ASHAs are also involved in improvement of immunization coverage and are provided incentive for full immunization and provision of booster dose to the children.

Health delivery units also liaison with Anganwadis under ICDS / WCD to immunize the children in Anganwadis. The Govt. Health facilities in the State observe Wednesday and Friday as Universal Immunization Days, whereas hospital provide this service on all working days of the week.

As a digital initiative, the state has universally implemented eVIN(Electronic Vaccine Intelligence Network) which aims at improving efficiency of vaccination systems through operationalization of web-based vaccine management systems in all districts. The eVIN is a smartphone and cloud technology-based app that digitizes information on vaccine stocks and temperatures.

Also, the Portal of Co-WIN and U-WIN have been universally implemented in the State, catering to COVID-19 Vaccination and Routine Vaccination record digitization, respectively.

MR Campaign

Measles Rubella (MR) Campaign started in NCT of Delhi from 6th February 2023, and continued till 29th March 2023. The campaign targeted to vaccinate children in the age group of 9 months to 5 years, with one additional dose of MR Vaccine, irrespective of the previous vaccination status, through fixed sessions in health facilities i.e. dispensaries, maternity homes, hospitals etc. and outreach sessions in the community. The target population i.e. around 11 lacs beneficiaries has been successfully vaccinated.

➤ **Family Planning**

Family Planning is the pillar of Reproductive Health and the first health program to be implemented in Independent India. The main aim is to fulfill need of contraception among eligible couples. The implementation of the programme is done by the Directorate of Family Welfare in coordination with various health agencies of Delhi (including Delhi Govt., MCD, NDMC, ESI, CGHS, Railways, etc.) to provide a basket of choice of Contraceptives in a Cafeteria approach. Contraceptives are supplied free of cost to all the agencies. The contraceptives available at all the health care facilities include condoms, Intra Uterine Contraceptive Device (IUCD) (of 5 yrs & 10 yrs durations), Oral contraceptive pills (Daily pill- Mala N and weekly pill (Chhaya), Injectable contraceptive (Inj. MPA). Emergency Pills are also available for women in sudden need of contraception. Two new methods are also being introduced as additional option in the choices of contraception's.

As far as permanent methods are concerned, hospitals & some Maternity Homes provide Female & Male Sterilization services. The adverse events after sterilization are covered under Family Planning Indemnity Scheme (FPIS) and there are incentives for adoption of various methods under different schemes.

As per the recent survey, the Unmet Need has reduced from 15 (NFHS 4;2015-16) to 6.1 (NFHS 5: 2019-2021)

➤ **Child Health**

Child Health is one of the important components of RCH Programme, State is making concerted efforts to reduce Mortality and Morbidity among children. Improvement in the under-5 Child Mortality Indicators achieved as per SRS data which is evident from the decreasing trend from 2016 and presently as per SRS 2020, Neonatal Mortality Rate (NMR) is 9, Infant Mortality Rate (IMR) 12 & Under-5 Mortality (U-5 MR) 14. Delhi is placed in the category of bigger States/UTs and Delhi stands 2nd rank after Kerala and has shown 63 % decline in Infant deaths/1000 live births (Infant Mortality Rate) from 2010 to 2020.

- Delhi has New Born Care Corners (NBCCs) at 59 delivery points in the State ensuring essential New born care and 30 functional Specialized Newborn Care Unit (SNCUs) in public hospitals which provide intensive and resuscitative care to the babies who are sick & small newborns with an average of 85% successful discharge rate.
- Delhi has 04 Nutritional Rehabilitation Centers (NRC) at Kalawati Saran Children Hospital (KSCH), Hindu Rao Hospital (HRH), Lok Nayak Hospital (LNH) and Bhagwan Mahavir Hospital (BMH) to take care of severely malnourished children (SAM), NRCs are facility based units providing medical and nutritional care to under 5 year children with SAM who have medical complications and also improve the skills of mother on child care and feeding practices. The 2 new NRCs at BMH and LNH have been operationalized in F.Y. 2022-23.

- Under RBSK program Delhi is participating by establishment of a) District Early Intervention Centre (DEICs): Delhi has 1 Centre of Excellence –Early Intervention Centre (COE-EIC) at Lok Nayak Hospital and one DEIC at SDNH became functional in March 2023, for children born with 4 Ds (Defects, Deficiencies, Diseases, Developmental Delays and Disabilities) for identification and management of such children. b) Comprehensive New born screening is being done in Delhi under Mission NEEV in 32 birthing facilities of Delhi.
- Intensified Diarrhoea Control Fortnight (IDCF-2023) was observed across the State to sensitize and bring awareness among the masses to reduce morbidity and mortality due to Diarrhoea. 95% of households of under 5 children were prepositioned with ORS packets, and children were also treated for diarrhea with ORS & ZINC during the fortnight.
- SAANS Campaign: to promote awareness against Childhood Pneumonia by generating awareness on protection, prevention and treatment aspects, to enhance early identification and care seeking behaviors (management) among parents and caregivers, to reduce morbidity and mortality due to Pneumonia.
- Mother Absolute Affection Programme (MAA): Increasing the awareness in the community, to improve the breastfeeding within 1 hour of birth & exclusive breastfeeding for 6 months followed by complementary feeding practices, imparted through all health care facilities of Delhi.
- Effective Child Death Review is being done in all 11 districts for surveillance and to find out the gaps in child health delivery mechanisms to take corrective actions.
- MusQan Certification: 5 hospitals of Delhi have achieved State certification for MusQan, includes medical college Baba Saheb Ambedkar Medical College & Hospital, which is a quality initiative for Pediatric OPD, ward, SNCUs/NICUs.

➤ **Maternal Health**

Maternal Health aims to provide respectful, equitable, quality antenatal, (intranatal) delivery and postnatal care services to all Pregnant Women (PW) in the state. The program strives to achieve zero preventable Maternal Mortality through various public welfare services and schemes.

Directorate of Family Welfare is involved in coordinating, monitoring and supervising all the health agencies/facilities (UPHC, Polyclinic, maternity homes, hospitals etc.) in the state providing quality maternal health services to pregnant mothers, promotion of safe delivery and post-partum care.

Several schemes and campaigns are being implemented with intent to improve maternal and child health.

- **Janani Suraksha Yojana (JSY):**

It is a safe motherhood intervention under the National Rural Health Mission (NRHM) being implemented with the objective of reducing maternal and infant mortality by promoting institutional delivery among the poor pregnant women. It integrates cash assistance to pregnant women belonging to SC, ST and BP category for delivery and post-delivery care. The accredited social health activist (ASHA) is being identified as an effective link between the Government and the pregnant women to facilitate in implementation of this programme.

- **Janani Shishu Suraksha Karyakram (JSSK):**

Under this scheme free and cashless services will be provided to all pregnant women irrespective of any caste or economical status including normal deliveries and caesarean operations and to sick infants (from birth to 1 year of age) in all Government health institutions in both rural and urban areas. JSSK aims at mitigating the burden of out of pocket expenses incurred by pregnant women and sick infant. Besides this, it would be a major factor in enhancing access to public health institutions and help bring down the Maternal Mortality and Infant mortality rates.

The Free Entitlements under JSSK would include: Cashless Delivery, C-Section, treatment of sick infants up to 1 year, Exemption from User Charges, Drugs and Consumables, Diagnostics, Diet during stay in the health institutions for 3 days in case of normal delivery and 7 days in case of caesarean section, Provision of Blood, Transport from Home to Health Institutions, between facilities in case of referral and also Drop Back from Institutions to home after discharge from the Govt. facility

- **Pradhan Mantri Surakshit Matritv Abhiyaan (PMSMA):**

Pregnant women are given special attention especially those with high risk factors on 9th of every month. The scheme has also been extended to cover post-natal women upto 6 weeks and ASHAs give due care to high risk pregnant and delivered women (Extended PMSMA and Optimizing postnatal care schemes).

- **Capacity Building** for all tasks under the program are done through various trainings e.g. DAKSH, DAKSHTA, MPCDSR, Comprehensive Abortion Care, Gestational Diabetes Miletus, Antenatal Care, Respectful Maternal Care,
- High quality of Care Around Birth (CAB) is maintained through adoption of LaQshya Labour Room initiatives.

- **MTP Act:**

The Indian abortion law is governed by the Medical Termination of Pregnancy (MTP) Act, which came into effect from April 1, 1972 and was amended in 1975, 2002 and 2021. The MTP Act of India clearly states the conditions under which a pregnancy can be ended or aborted, the persons who are qualified to conduct the abortion and the place of implementation. MTP Act has been decentralized in Delhi and DFW is engaged in co-ordination and overall supervision of implementation of the MTP Act at the State level.

➤ **Adolescent Health**

- **Roll out of School Health Wellness Program (SHWP)**

The program aims to equip our children and adolescents acquire healthy behaviors early in life and make informed choices. The program has already been rolled out in 143 schools with 286 Health and wellness Ambassadors. Till date the program has reached out to more than 400000 Adolescents. The project is being implemented in close coordination with Directorate of Education, GNCTD.

- **Weekly Iron & Folic Acid Supplementation (WIFS) Program**

IFA supplementation program for all children and adolescents (6 month to 19 year) has been rolled out in the State and the same is being strengthened with an aim to achieve universal coverage. The program is being implemented through 1259 schools (Delhi Govt. + aided). The project is being implemented in close coordination with Directorate of Education, and Women and Child Development, GNCTD

- **National Deworming Day (NDD)**

Bi-annual Deworming Campaign is being implemented in all schools in accordance with MoHFW, GoI guidelines for prevention and control of Soil Transmitted Helminths (Intestinal worms), one of the important causes of malnutrition and anemia among children and adolescents. Mass deworming is done using an age appropriate dose of tablet albendazole. A total of 38.37 lakh children were covered during the last round held in April, 2022 (Against a target of 48.85 lakh i.e. coverage of 78.55%).

- **UDAAN**

UDAAN, under Menstrual Hygiene Scheme, targets to provide knowledge, awareness and product access to Out of School Adolescent Girls and Girls Enrolled in Municipal Schools. Beneficiaries include around 50,000 Adolescent Girls (Out of school), 20,000 municipal school girls, 6000 ASHAs and 11000 Anganwadi workers.

- **Health & Wellness Day**

This is organized in every quarter to increase awareness among Adolescent and in sensitizing youth about various health services available for nearby AHFCs and to provide information on health issues and address various misconception through health talks and discussion, to dispel various myths and misconceptions. The activity was conducted at 50 venues across Delhi in F.Y. 2022-23.

➤ **PC & PNDT**

- **Preconception & Prenatal Diagnostics Techniques Act 1994 (Prevention of Sex Selection)**

Directorate of Family Welfare is the nodal department for the implementation of PC & PNDT Act in Delhi. The PC PNDT Act is being implemented through duly constituted statutory bodies i.e., State Supervisory Board, State Advisory Committee, State Appropriate Authority, District Appropriate Authority & District Advisory Committee as per the provisions of PC & PNDT Act. Sincere efforts are being made to improve the sex ratio of Delhi by taking various actions under the purview of PC & PNDT Act to stop the misuse of the techniques for sex selection and sex selective abortions, to create the awareness among the society and to rope in the society for this particular cause.

As per Civil Registration System (CRS) data sex ratio at birth of Delhi (SRB) 2021 is 932/ 1000 males, as per NFHS 5 (2020-21) Data SRB is 923.

- **The Assisted Reproductive Technology (Regulation) Act 2021 & Surrogacy(Regulation) Act 2021**

The Assisted Reproductive Technology (Regulation), Act 2021 & Surrogacy (Regulation), Act 2021, have come into force on 25th January, 2022 for the regulation and supervision of the ART clinics, the ART banks, and Surrogacy clinics, prevention of misuse, safe and ethical practice of assisted reproductive technology services for addressing the issues of reproductive health where assisted reproductive technology is required for becoming a parent, or for freezing gametes, embryos, embryonic tissues for further use due to infertility, disease or social or medical concerns and for regulation and supervision of research and development and for matters connected therewith and for regulation of the practice and process of surrogacy and for matters connected or incidental thereto.

➤ **Health & Family Welfare Training Center (Human Resource Development)**

Capacity building is an important intervention for successful implementation of any health program. Health & Family Welfare Training Centre (H&FWTC) is a State Level training institute under the Directorate of Family Welfare. The training Centre enhances knowledge and skills by imparting trainings to various categories of health functionaries of different agencies like Delhi Govt., MCD, NDMC, CGHS, ESI, NGO's and Railways etc. The skill based training programs are conducted in collaboration with major hospitals of Delhi Govt. Trainings are conducted on all the five components under the Reproductive and Child Health Program, i.e. Maternal Health, Child Health, Population Stabilization, Adolescent Health and RTI/STI's. The various trainings conducted under each component are as under:-

Types of training conducted

Maternal Health Training: DAKSH & DAKSHTA, Comprehensive Abortion Care(CAC), Trainings on Maternal Health program, Skilled birth Attendant (SBA), Basic Emergency Obstetric care(BEmOC) & Maternal Death Review trainings(MDR)

Child Health Training : Facility Based Newborn Care(FBNC), SAANS trainings for Pneumonia, Child Health trainings viz. IMNCI, F-IMNCI & Navjaat Shishu Suraksha Karyakram (NSSK) training

Adolescent Health Training : Adolescent Friendly Health clinics, Peer Educator Programme & Trainings under School health wellness program, Menstrual Hygiene Scheme (MHS)

Family Planning Training :Laparoscopic sterilization, IUCD & PP- IUCD insertion, FP counselors trainings, No Scalpel Vasectomy & Injectable & Oral contraceptives trainings

Immunization Training : Safe Immunization practices

Nutrition Training :- Infant Young Child Feeding, Severe Acute Malnutrition, National Deworming Day training & Prevention and Management of Childhood Diarrhoea under IDCF fortnight.

➤ Intensified Pulse Polio Immunization Programme (IPPIP)

- Delhi initiated Pulse Polio Program in the year 1994 and set the ball rolling for the eradication of Polio from our country since 1995. **India** had been declared **polio free along with countries of South East Asian Region of WHO** on **27th March 2014** as the last case of wild polio virus (WPV) was seen in 2011 in District Howrah (West Bengal).
- The last case of WPV in Delhi was seen in **June 2009**. **The state is able to immunize around 17-20 lac children in each phase of the Pulse Polio Immunization Program.** More than **7100 polio booths** are created each time for conducting Booth Activity and about **9200 teams** (each team comprising of 2 members) deployed for carrying out House to House Activity from around **389 Team Movement Points** supported by **1717 Supervisors**, during each phase for vaccinating all children under five years of age. **More than 50 lac household** on an average are visited during House to House activity in each round to cover all eligible children which clearly reflects the mammoth ness of the entire exercise undertaken during each phase. **Delhi has conducted 160** phase of polio programme since 1994

Polio Rounds Coverage During 2022-23

Round	Total children vaccinated in booth	Total houses visited by team	Total children vaccinated in HTH	Total Children vaccinated in Booth ++ HTH
19th June 2022	582212	5283064	1238451	1820663
18th Sep 2022	596967	5325193	1279864	1876831

- **Post-Partum Program**

PPP is a hospital based maternity center approach for family welfare program as at this time women are most receptive to adopt Family Welfare services. DFW, GNCTD supports number of P.P. units in various public hospitals of Delhi under administrative control of different agencies including MCD.

- **Supporting MCD**

To release Grant-in-Aid to Unified MCD (Health Department, M & CW division) under various SFS and CSS under National Family Welfare Program.

- **IEC Section**

Publicity being the back-bone of any Public Health Programme, IEC Section in consultation with respective State Program Officers & Departmental IEC Committee plans, develops, distributes and executes the overall awareness generation activities utilizing various modes to ensure that public Health/Welfare Programs do reach to the target beneficiary and the purpose/objective of the programme is achieved.

IEC section ensures focus on Inter Personal Communication (IPC), mass media, mid-media activities & other on-ground activities including Folk Media, Community Media & outdoor publicity.

Section also puts a lot of emphasis on community & tradition media like Nukkad-Natak, Magic & Puppet Shows through the agency of Pvt. registered troupes empanelled by Song & Drama division, GOI.

IEC section is also looking to strengthen the systematic & judicious inclusion of “Influencers” who can contribute in effective delivery of messages.

- **Medical Stores**

DFW, GNCTD runs /maintains two state level medical stores for receipt, storage and distribution of vaccines and logistics related to various Family Welfare programs under RMNCHA+N to the entire state of Delhi.

- **Monitoring & Evaluation**

The directorate collects, compiles, analyses the information/data regarding family welfare activities undertaken by the health providing agencies.

7. Citizen Interaction:-

No direct public dealing

8. Postal Address of the office:-

Directorate of Family Welfare,
Govt. of NCT of Delhi,
'B' & 'C' Wing 7th Floor, Vikas Bhawan –II,
Near Metcalf House, Civil Lines, Delhi -110054

9. Map of the office location:-



10. Working hours both for office and public:-

Working hours for office: - 09:30 AM to 06:00PM.

11. Public interaction, if any:-

No public dealing

12. Grievance redress mechanism:-

Grievances as received are dealt by RTI/PGMS section.