

# **CITIZEN'S CHARTER**

Department of Delhi Archives was established in the year 1972 with a sole aim to preserve the rich cultural heritage of Delhi in the form of rare documents, manuscripts, books, maps and other record materials for historical research purposes and for administrative use. This Department is in possession of rich and unique collections of original records, maps and microfilms relating to events, which took place in 1785 onwards. Department is functioning in consonance with the Public Records Act, 1993 & rules framed thereunder.

## **1. Vision & Mission of Department**

### **(A) Vision**

To help in spreading a feeling of national pride in our documentary cultural heritage and ensuring its preservation for the posterity.

### **(B) Mission**

- To encourage the scientific Management, Administration and Conservation of records in Government of NCT of Delhi.
- To encourage greater liberalization of access to archival holdings.
- To help in developing greater professionalism and a scientific temper among creators, custodians and users of records for proper care and use of our documentary heritage.

## **2. Our Activities**

- Preserving the records of Government of NCT of Delhi in its custody, and regulating the Access and Record Management policy of the Govt. as per the provisions of the Public Records Act, 1993.
- Preparing Inventories, Indices, Catalogues and other Reference Media of the public records.
- Accepting records from any private source for safe custody and preparing the Reference Media thereof.
- Promoting utilization of available space and maintenance of equipments for preserving public and private records.

- Providing training in various aspects of Archival Science at professional and sub-professional levels.
- Bringing Archival awareness among the general public through Exhibitions, Seminars, and Outreach programmes.
- Computrization & Digitalization of archival records for quick access of information and to save the original from human vandalizm.

### **3. Our clients**

Our Clients are: -

- a. Bonafide Resarch Scholars (of both Indian & Foreign nationality).
- b. All Government Departments including Autonomous Bodies/ Public Sector Undertakings of Government.
- c. Individuals for research purposes.
- d. Citizens with grievances against Departments of NCT of Delhi and its allied bodies etc.

### **4. Types of services being provided**

- Providing facilities for the public use of reference media, records and publications available among our holdings.
- Searching and issuing of certified extracts of documents to the public for their use in accordance with rules laid down for the purpose.
- Providing assistance to documentary filmmakers and other professionals in locating, selecting and filming material of their interest.
- Organizing conducted tours to our various Sections for the benefit of officials/trainees from educational and professional Institutes, as well as groups of individuals, with a view to apprising them with the different activities of the Department.
- Extending professional expertise to Institutions by deputing officers to deliver lectures, conduct workshops on management, administration and preservation of records.
- Supply of certified copy of SR office records within 21 day as provisions of the Registration Act, 1908.

## 5. INFORMATION DELIVERY SYSTEM

### Under Right to information Act 2005

State Public Information Officers and Assistant State Public Information Officers have been nominated for the redressal of public grievances under Right to Information Act.

**State Public Information Officers** : Archivist

**First Appellate Authority the** Spl. Secretary (ACL), Art, Culture & Languages Department.

## 6. GRIEVANCES REDRESSAL MECHANISM

Additional/ Spl. Secretary (ACL)) is also the Competent Authority to look into the grievances with regard to the services provided.

## 7. OFFICERS OF ARCHIVES DEPARTMENT

<b>Designation</b>	<b>E-mail</b>	<b>Phone</b>
Secretary ( ACL)	<a href="mailto:secyart@nic.in">secyart@nic.in</a>	23392143(Telefax)
Director of Archives	<a href="mailto:secyart@nic.in">secyart@nic.in</a>	23392307
Archivist/ Head of Office	<a href="mailto:ddarchives@nic.in">ddarchives@nic.in</a>	26962800 26515993 26535611

**Suggestion and Complaint Box is available in the Department near Information Counter.**