



सं / REGN NO: INSTM/R/2017/50014

भारत सरकार / GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

(आईएसओ 9001:2015 संस्था / AN ISO 9001:2015 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),

ओलोफ पाल्मे मार्ग, नई दिल्ली - 110067 / OLOF PALME MARG, NEW DELHI - 110067

दूरभाष / TELEPHONE - 011-26105592; टेलीफैक्स / FAX - 011-26104183

दिनांक / Date 11/09/2017

**Subject : Information sought under RTI Act, 2005**

Sir/Madam,

Please refer to your RTI application received on 07/09/2017.

2. The response to your request is below: -

Information Sought Under RTI Act, 2005	Response Under RTI Act, 2005
Our office has conducted a Limited Department Competitive Exam 2016 for the post of ASO. The under mentioned question was asked in Noting, Drafting & precis writing paper: Draft a D.O. letter on behalf of Joint Secretary (Admn.) Deity to the head of all the Field offices etc. requesting them to take steps to: 1. Improve cleanliness and lay out of offices including proper manning of reception. 2. Inculcate a spirit of courtesy and politeness amongst staff who come in contact with public directly. 3. To take prompt action for redressal of public complaints. 4. To maintain cordial staff relations. 5. To pay adequate attention to welfare of staff. You are requested to provide the format for aforesaid D.O. letter.	As per the guidelines issued vide DoPT O.M. No.1/69/2007-IR dated 27/02/2008 "only such information is required to be supplied under the RTI Act, 2005 which already exist and is held by the Public Authority or held under the control of the Public Authority. The CPIO is not supposed to create information; or interpret information; or to solve the problems raised by the applicants; or to furnish reply to hypothetical questions." As such no information can be provided to the query raised by the applicant seeking the reply to a question asked in one of the exams conducted as per Section 2(f) of the RTI Act, 2005. However, the format of a Demi Official letter (D.O.) letter is at page 20 of the CS-MOP published by DARPG, which can be seen at URL: <a href="http://darpg.nic.in/sites/default/files/CSMOP_0_0.pdf">URL:darpg.nic.in/sites/default/files/CSMOP_0_0.pdf</a>

3. In case you are not satisfied with the above response, you may prefer an appeal before the Appellate Authority i.e., Shri Sanjay Kumar Sharma, Additional Director, ISTM, Room No. 112, Administrative Block, ISTM JNU Campus (Old), Olof Palme Marg, New Delhi, email [sanjaysharma.148p@gov.in](mailto:sanjaysharma.148p@gov.in) within 30 days of the receipt of this information.

Yours faithfully

(H. Govind)  
Deputy Director & CPIO  
Email: [govind.h13@nic.in](mailto:govind.h13@nic.in)