



No. DGP/15/68/Misc/S.O./46/2010
Office of the Director General of Police,
State Police Head Quarters,
Shahid Bhagatsingh Marg, Mumbai -1

Dated : 07/05/2010

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OFFICE ORDER

Read : This office circular No. DGP/15/68/Circular/417/08 dt.5.7.2008

Sub : Streamlining procedure reg. **Complaint Applications**, with time limits, greater transparency and accountability.

In continuation of the above referred to Circular regarding "Redressal of Complaints", the following instructions should be complied with to ensure streamlining the procedure of "Redressal of Complaints", fixing time limits, responsibilities etc.

(I) Complaints : Categorisation

- (a) Nature of the Complaint Applications :
- Anonymous
 - Pseudonymous / wrong or non-verifiable address of complainant
 - Complaints containing proper details
- (b) Strict compliance of the broad guidelines on the nature of complaints already given in the circular referred to.

(II) Decision making levels :

- (a) Up to Dy.S.P. level officers / other officials / employees from other departments etc. :
IG (Estt.) to decide action to be taken within laid down time - limits.
- (b) Complaints against police officers of from Addl. S.P. to Dy.I.G.P. rank :
Inspector General of Police (Estt) will submit file to ADG (Estt.) who will decide in the time-limits laid down.
- (c) Complaints against police officers of and above the rank of Inspector General of Police.:

Addl. Director General of Police (Estt) will take action with due approval of Director General of Police, M.S. within the laid down time-limits.

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(IIA) (a) It is also necessary to process some serious and grave complaint applications in **Confidentiality**. Hence such cases should be specifically categorized as "N.G.O. (NOT TO GO TO OFFICE)".

- (b) References and files pertaining to cases falling under this category will be handled **personally** by the IG/Estt.
- (c) Detailed record of the same will be kept thereof in a **separate register** maintained by the IG/Estt.
- (d) ADG/Estt will periodically check the same.
- (e) Cases falling under this category would also include those pertaining to senior officers / or so assigned by ADG (Estt)/DGP.

(III) Time - limits :

- (a) D.O./ Dy. AIG will submit applications to the IG (Estt) **within 07 days** of receipt of a complaint application.
- (b) Complaints of serious / grave nature will be put up **immediately on receipt but not later than 2 days of receipt.**
- (c) **As per time-limits indicated :** in these rules /from courts / Commissions (HRC etc) / Govt. / DG /ADG (Estt) / IG(Estt)
- (d) Action ordered **on file** to be implemented **end - to- end** within :
 - (i) Time limit ordered on file /reference
 - (ii) Normally within 20 days
- (e) **Complete reports** in most routine cases not later than 30 days
- (f) **Final decision** by Competent Authority latest within 45 days from receipt of reference.
- (g) **Reply to Government / Complainant / any other agency** within
 - (i) Time limit specifically ordered / given
 - (ii) within 45 days in other cases

(IV) Enquiry Officers : Levels

- (a) Up to P.I. rank or equivalent :
Be got conducted at least by officer of rank of Dy. S.P.

By officer of the rank of Supdt. of Police,

(c) Up to D.I.G. rank :
By officer of at least I.G.P. rank,

(d) I.G.P. and above :
As decided by ADGP (Estt) with approval of D.G. P., M.S.

(V) Follow-up procedure :

Lack of or poor "Follow – up" procedure leads to delay in finalizing cases; hence to streamline the said procedure of Follow – up, following instructions should be complied with strictly :

- (a) **Reminders :** (i) Maximum 2 to be sent by D.O. / Dy. AIG depending upon time limits ordered in each case.
(ii) Such reminders to indicate BOLDLY in box the number of reminders.
- (b) Fax **D.O. letter** by IG (Estt) / ADG (Estt) : if no response received after reminders / time limit given.
- (c) D.O. / Dy. AIG to ensure **submission of files** as per Time-limits prescribed for every action, irrespective of any thing.
- (d) Appropriate action against concerned defaulters regarding delay as ordered on the file.

(VI) Complete Enquiry Report should contain :

- (a) All enquiry reports must cover all allegations/points raised in the complaint.
- (b) Clear findings of E.O on the above.
- (c) E.O. must indicate clearly and specifically whether complainant's statement was recorded during the enquiry and if not, why not ?
- (d) Enquiry if delayed, reasons thereof .

(VII) Submission of reports / reply :

- To Government
- To Commissions (MIIRC, NHRC etc)
- To Courts
- To Complainant

While sending reports / reply on complaint applications, it should be ensured that the following are covered :

- (a) Brief facts of the case

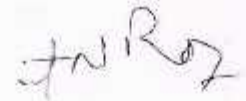
- (b) Designation of the Enquiry Officer and E.O.'s findings / conclusions
- (c) Statements recorded and received with E.O.'s report should ordinarily NOT be attached with such report / replies.
- (d) Remarks of our office indicating agreement or otherwise with the enquiry report and recommended action thereon, if any.

(VIII) Maintenance of Records :

It is necessary that an appropriate, timely and regular record of all such complaint applications is maintained in the form of Registers as well as on the computer :

- (a) **Year** - wise (To be complied on monthly basis)
- (b) **Rank** - wise
- (c) **Nature** of complaint - wise
- (d) **Source** of receipt - wise (Govt. / Court / Public / Commission / etc)

- (IX)** (a) It will be responsibility of the DO/ Dy.AIG to ensure **TIMELY** submission of files, issuance of reminders etc.
- (b) They will also be accountable for putting up references and follow up action within time limits.


(A.N. ROY)
 Director General of Police,
 M.S., Mumbai.

To,

All ADGPs in the office of the D.G.P., M.S., Mumbai.

All I.G.P./ D.I.G./A.I.G in the office of the D.G.P., M.S., Mumbai.

All Dy.A.I.G.Ps and All Desk Officers in the office of the D.G.P., M.S., Mumbai.