

**Directorate General, Central Reserve Police Force
Block No.1, CGO Complex, Lodhi Road New Delhi-110 003
(Grih Mantaralaya/Bharat Sarkar)**

No:T.IX-1/2013-Min(Inst)

Dated, the August,2013

Circular Order No.7/2013

Subject:- **Personal audience of administrative authorities at different level of hierarchy of the force.**

A large number of officers/personnel are approaching this Directorate for personal audience of DG and other senior officers for redressal of their grievances relating to transfer/posting/deputation/other service/welfare issues. Further, Officers/personnel are sending their applications to this Directorate through e-mails/fax etc. or approaching through VIPs. It is also observed that in most of the cases petition/request of the interviewee concerned could have been addressed at Range/Sector/Zonal level or in some cases even at unit level. As such, there is a reason to believe that interviews are not being conducted at various levels of the hierarchy in a manner to resolve grievances of the officer/personnel concerned thereby compelling him/her to approach this Dte directly. Therefore, in order to address the various issues of Force personnel in true spirit and to the extent possible, it is ordered that henceforth they will approach following chain of command :-

- i) Head of Office.
- ii) DIG Range(Except in case of GCs)
- iii) Sector IG
- iv) ADG/SDG Zone concerned.

2. In case Head of Office is not able to address the request/grievance of the officer/person concerned, he/she will explicitly mention it in writing with his

specific recommendation/remarks and refer it to the next authority who is competent to take decision i.e. Range/Sector/Zone/Dte as the case may be. In case the officer/person is not satisfied with the decision of the competent authority, he/she may approach next higher authority with details of case with specific remarks/recommendation of the Head of Office. In case, request is for inter zonal transfer, the Head of Office will refer the case to this Directorate with his recommendation/remarks clearly addressing the authority to whom the case is referred i.e. DG/ADG/IG/DIG concerned. However, cases of extreme compassionate grounds/emergent cases on medical ground for self and dependent family members can be referred to this Directorate with supporting medical documents/certificate from specialist concerned and specific recommendation of Head of Office. All personnel reporting for interview at Range /Sector/Zone/Directorate General will carry detail/recommendation of Head of Office as per proforma attached as Appendix-"A".

3. Such officers/personnel can take interview during their leave period (in case they are leaving their Hqr) on any working day between 11 to 1 PM. The interviewing officers will ensure that the personnel appearing for interview are heard and their grievances/requests are suitably addressed and reasoned orders are passed. In the absence of HOO/competent authority, the next senior most officer may conduct interview & submit case to the competent authority for orders. However, requests of officers/personnel not following the due procedure will not be entertained.

4. This circular order supersedes all the previous instructions on the subject and will take effect from the date of its issue.

Encl: Appendix-"A"

(Dilip Trivedi) IPS
Director General

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Copy for favour of information and necessary action forwarded to: -

1. Spl DsG/Addl DG, CRPF NEZ/CZ/JKZ/SZ/Trg. Dte.
2. All Sector IsGP (Including Ops IsGP /Director/IGP- ISA CRPF, Mount Abu /CRPF Academy, Kadarapur/IGP Training Directorate/IsGP Medical, Composite Hospital Delhi /Hyderabad/Guwahati/Jammu.
3. All DIsGP (Including Training Institutions / Ops/Medical/CTC (T & IT) /CWS-I & II/DIGP Communication CRPF Directorate.
4. All DIsGP Group Centres, CRPF.
5. All Commandants Bns, CRPF (Including RAF/Signal & SDG).

(Sanjay Kumar Agarwal) IPS
Inspector General (Pers)

Internal

SO to DG./Sr. PS to DG

AC(PS) to ADG (Hqr)/(Trg)/(Works)/AS & FA

AC (PS)/PS to IG (Pers)/Prov/(Ops)/(Adm)/(Works & Comn)/Trg/(Int)/Director (Med).

All branches / Sections of Dte.

I/C Co-ordination Cell/Master File.