

**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 29 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 and 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, the following chain of command will be followed:

- (a) For personnel posted in GD Bns / RAF Bns / Signal Bns / Mahila Bns
 - i) Unit Commandant
 - ii) DIG Range
 - iii) Sector IG
 - iv) ADG / SDG Zone concerned.

- (b) For personnel posted in COBRA Bns / Group Centres / Training Institutions / CWSs / AWSs / SWSs / MWS / Hospitals / Adm & Ops Ranges / Adm and Ops Sectors / Zonal Headquarters and Directorate General, after the interview of HOO, appropriate chain of command existing in their respective formations will be followed.

2. 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 within 15 days from the date of interview. In the absence of HOO /competent authority, the next senior most officer present may conduct interview and submit case to the competent authority for orders. 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 that 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. While forwarding any requests to the

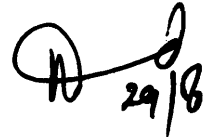
Directorate, the HOO will clearly mention the authority to which the case is referred i.e. DG/ADG/IG/DIG concerned. However, cases of extreme compassionate grounds/emergent cases on medical ground for self and dependent family members can be referred to this Directorate with supporting medical documents/certificate from specialist concerned and specific recommendation of Head of Office. All personnel reporting for interview at Range /Sector/Zone/Directorate General will carry application and recommendation of Head of Office as per specimen 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. However, requests of officers/personnel not following the due procedure will not be entertained.

4. All HOO will ensure relief of all transferees within 20 days of effective date of issue of transfer orders unless otherwise specified. Any representations for changes should be submitted to competent authority within 3 days of issue of transfer order and settled within 15 days. However, in case no reply is received within 20 days, the relief will not be delayed. No representations after due date will be entertained.

5. This 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


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

Dated, the 29 August, 2013

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 IsG (Including Ops IsG /Director/IGP- ISA CRPF, Mount Abu /CRPF Academy, Kadirpur/IG Training Directorate/IsG Medical, Composite Hospital Delhi /Hyderabad/Guwahati/Jammu.
3. All DIsG (Including Training Institutions / Ops/Medical/CTC (T & IT) /CWS-I & II/DIG Communication CRPF Directorate.
4. All DIsG Group Centres, CRPF.
5. All Commandants Bns, CRPF (Including RAF/Signal & SDG).

CoBns/P26



(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

APPENDIX-A

**DETAILS OF OFFICER/OFFICIAL SEEKING PERSONAL AUDIENCE OF
DIRECTOR GENERAL CRPF, NEW DELHI**

1	Force No/IRLA No.						
2	Rank and appointment						
3	Name						
4	Present Posting with date						
5	Contact details : Mobile No / email address						
6	Sex (Male / Female)						
7	Date of Appointment and superannuation						
8	Home address						
9	Whether living with family or alone? In case alone, place where family residing & since when?						
10	Cadre / Courses done with grading (excluding pre-promotional courses)						
11	Latest Medical Category with date						
12	Previous posting and attachment particulars						
	Sl.No	Unit / office / GC / Instn.	Location	From	To	Years	Months
13	Punishment details / Court Cases if any						
14	Any recent complaints?						
15	Rewards and Medals						

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16	Any special achievements	
17	Special Edn / Professional qualifications /	
18	Whether under order of promotion / transfer / attachment? If so its detail and authority.	
19	Reason/ground for interview (in case on medical / compassionate ground it should be supported with medical documents/certificate of specialist concerned and other supposr).	
20	In case the request is for posting	
	(i) Whether the request is within the parameters of Orders / transfer policy?	
	(ii) Whether any choice posting availed earlier, if so, details.	
	(iii) Special qualifications if any?	
	(iv) Present vacancies in the unit?	
	(v) Whether percentage of local being maintained?	
	(vi) If husband and wife case, the details of spouse.	
	(vii) In case of husband and wife case, postings availed together with place and duration.	
21	If request lies within the competency of Zone / Sector, reason for referring the case to Directorate.	
22	Designation of officer to whom case is recommended	
23	Specific Recommendation of H.O.O with reason	

It is certified that the above details have been checked with the service records and found correct.

Dated:

(Signature of H.O.O)
(Office Seal)

4/11/2013

Directorate General, CRPF, Block No.1, CGO Complex,

Lodhi Road, New Delhi-110 003.

(Ministry of Home Affairs)

No. T.IX-1/2017-Min-DA-2

Dated, the 14th June, 2017

AMENDMENT (1) TO CIRCULAR ORDER NO. 7/2013

Subject: - **PERSONAL AUDIENCE OF ADMINISTRATIVE AUTHORITIES AT DIFFERENT LEVEL OF HIERARCHY OF THE FORCE.**

In partial modification, para 3 of Circular Order No. -7/2013 is hereby amended to read as under :-

Para No.	AMENDMENT	
	FOR	READ
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. However, requests of officers/personnel not following the due procedure will not be entertained.	Personal audience of DG in respect of Force personnel will be held only on Fridays in between 1500-1600 Hours through video conferencing. The concerned office/branch will submit brief history and comments along with supported documents with regard to the grievances well in advance to the DG's Secretariat. Concerned office/branch in-charge will be present well equipped with all information related to the case. Personal audience of other authorities of Directorate will continue on any working day between 1500 to 1800 Hours. However, requests of officers/personnel not following the due procedure will not be entertained.

2. This has the approval of DG.

Sd/- 14/06/17

(S.K. Upadhyay)

DIG (Org) Dte.