

S/No	Services	Service/ Performance Standards	Contact details of the responsible officer	Process	Documents required	Fee
1.	Dealing with Complaints received from CVC/through MHA	6 months to 1 year	IG(Pers)/CVO, Directorate General, CRPF, New Delhi. Tel. No. 011-24360512	(i) Examination and entry of complaints in register/ computer data (ii) Put up for orders of CVO. (iii) Forwarding complaints to Zone /Sectors for enquiry and report. (iv) Examination of report received from Zone/ Sectors (v) Submission of report to MHA/CVC/VIPs (vi) Handing over case file to concerned section for initiating disciplinary action against erring officers/ personnel	Enquiry proceedings alongwith statement of witnesses etc. received from EO, comments /recommendations of Sector IG/Zone SDG/ADG	N/A
2.	Complaints of sexual harassment against Gazetted Officers	1 to 2 year	IG(Pers)/CVO, Directorate General, CRPF, New Delhi Tel. No. 011-24360512	(i) Examination of complaint (ii) Forwarding complaint to Chairperson, Complaints Committee/ Sector IG for enquiry (iii) Examination of report received from Complaints Committee (iv) Obtaining approval of Disciplinary Authority for serving copy of report of Complaints Committee to the Charged officer/ official (v) Serving copy of report to Charged Officer (vi) Examination of reply of Charged Officer (vii) Taking up case with Disciplinary Authority for seeking advice of UPSC to decide quantum of punishment proposed to be imposed on Charged Officer if allegations are found to be proved. (viii) Forwarding to UPSC for acceptance advice to Disciplinary Authority. (ix) Issue of final orders (x) Examination of appeals/court cases if any arises	Enquiry proceedings alongwith statement of witnesses/ documents adduced during enquiry by complaints Committee.	N/A
3.	Redressal of the grievances of serving/ retired personnel and their spouse and NOKs of deceased	Within 05 days from receipt of application in Dte. Genl.	DIGP(Welfare) Tel./Fax No. 011-24365929	Processing of application by sending to concerned office i.e. Sector/Range Office, GC or Unit	On receipt of complete details from concerned office apprising factual position to applicant w.r.t his/her grievances.	N/A

	personnel received directly from applicants.						
4.	Redressal of the grievances of serving/retired personnel and their spouse and NOKs of deceased personnel received from MHA/VIPs	Within 04 days from receipt of MHA/VIP references in this Dte.	-do-	100% Weightage given for Processing of application and sending to concerned office i.e. Sector/Range Office, GC or Unit.	On receipt of complete details from concerned office apprising factual position to applicant w.r.t. his/her grievances and further submitting report to MHA/VIP	N/A	
5.	Health related facilities/ Treatment to CAPFs personnel.	Primary and Secondary level Health care services.	IG/Dir (Med) Tel-01129562479 Dy.Direct or (Med) Tel-011-29561333 Dy.Director (Med) Tel-011-29562080	For CRPF personnel through their Unit/ Offices	Medical related documents for which information required from Medical Directorate	Rs. 50/- payable to DIG(Adm) Dte. for Civilian only.	
6.	Procurement of centralized stores through Open tender, Global tender and DGS&D rate contract.	Placement of indent	Within 01 week	Comdt(Procurement), Directorate General, CRPF, Block No.1, CGO Complex, Lodhi Road, New Delhi Tel-011-24360155	a) vetting of demand	a) Tender notice	As prescribed by the Govt.
Rectify the shortcomings, if any		Within 02 days	b) Inventory management		b) Tender form		
Issue of tender		Within 01 week	c) Tender process		c) Specification		
Reply of representation, if any		Within 01 week	d) Trial and evaluation		d) Lab test report		
Opening of tender		01 week	e) Verification of credentials of genuine suppliers		e) EMD in form of BG		
Technical evaluation		7-10 days	f) E-Procurement process				
Preparation of TPC proceedings		3 – 5 days	g) Placement of supply order				
Sign. On minutes of TAC/TPC		Within 03 days	h) Letter of Authority				
Field trial		5 days	i) Booking of				
Examination of field trial report		Within 3 days					
TAC meeting after receiving of field trial report	Within 5 days						

		TAC meeting / deliberation / signing of minutes	Within 3 days		expenditure		
		Opening of price bid	Within 7-10 days		j) Post contract management		
		Sanction after concurrence / vetting	Within 7 days		k) De-listing of bad suppliers		
		If sanction is required to be taken from MHA (Proposal should be sent to MHA)	Within 3 days				
		A/T (Supply order) after receipt of sanction	Within 3 days				
7.	Ex- Gratia Lump sum compensation from GOI	05 Months (As per Guidelines of MHA)	IG(Adm), Dte.Genl.,CRPF, CGO Complex, Lodhi Road, New Delhi	<ol style="list-style-type: none"> 1. Receipt of proposal complete in all respect. 2. Processing of proposal for concurrence of FA and approval of the DG. 3. Submission of proposal to MHA. 4. On receipt of approval from MHA, issue of Sanction order 	<ol style="list-style-type: none"> 1. Proposal in prescribed proforma. 2. COI file (Part-I) 3. Death Certificate 4. FIR 5. Post Mortem Report DCRG Nomination 6. Account details of NOK/Bank address 7. Home Address of NOK 8. Recommendation of Range DIGP 9. Recommendation of Sector IGP 10. Concurrence of FA Approval of Hon'ble DG 	N/A	

8.	LPA in r/o GO's from MHA	The proposal is obtained from Sectors as soon as the incident occurs.	IG(Adm), Dte.Genl.,CRPF, CGO Complex, Lodhi Road, New Delhi	1.Receipt of proposal complete in all respect. 2.Processing of proposal for concurrence of FA and approval of the DG. 3.Submission of proposal to MHA for approval by the Hon'ble H.M. 4.On receipt of approval from MHA, issue of Sanction order	1. Proposal in prescribed proforma. 2. Last Pay Certificate of deceased. 3. Calculation Sheet 4. COI file (Part-I) 5. Death Certificate 6. FIR 7. Post Mortem Report 8. Nomination Forms 9. Form C/D/E 10.Recommendation of Range DIGP. 11.Recommendation of Sector IGP. 12.Concurrence of FA. 13. Approval of Hon'ble DG.	N/A
9.	RTI Applications	30 days	1. DIGP(Adm) & CPIO, Dte.General, CRPF, CGO Complex, Lodhi Road, New Delhi Tel.No. 24360235 E-mail- digadm@crpf.gov.in 2. Officer/ Deemed CPIO of concerned branch whose assistance has been taken.	1. Scrutiny of application 2. Transfer of application to concerned CPIO if information related to other office within 5 days from the date of receipt. 3. Seek assistance of branch concerned if required within 3 days. 4. Provide the information/reply within 30 days under RTI Act.	Ø Simple application along with RTI Fee Rs. 10/- Ø No fee is required from BPL Category. Ø Documentary proof if any allegation leveled	1.Rs. 10/- 2.Rs. 2/- for each paper A-3 and 4 Size, if photocopies of documents required.
10.	RTI Appeal	30 days & 45 days (with reason)	1. IGP(Adm), Dte.General, CRPF, CGO Complex, Lodhi Road, New Delhi Tel. No.24369751 2.Officer/Deemed CPIO of concerned branch whose assistance has been taken.	1. Scrutiny of Appeal 2. Transfer of Appeal to concerned A/A if information/appeal related to other office within 5 days from the date of receipt. 3. Seek assistance of branch concerned, if required within 3 days Provide the information/reply within 30 days or 45 days with reason under RTI Act.	1. Copy of RTI application 2. Reply of CPIO, if any 3. Documentary proof, if any, allegation leveled	No fee is required.

11.	Parliament Question	As per target date fixed by MHA/Parliament	1. DIGP(Adm)& CPIO, Dte.General, CRPF, CGO Complex, Lodhi Road, New Delhi Tel.No. 24360235 E-mail- digadm@crpf.gov.in 2. DIGP of concerned branch to whom reply is related.	1. On receipt of parliament question from MHA, submission of the same to concerned branch within a hour for providing information on the same day. 2. Keep proper watch on the matter/parliament question. 3. Submission of reply immediately to MHA on the same date or on the target date fixed by MHA through FAX/By hand.	As per requirement of MHA/Parliament.	
12.	Recruitment for 33% vacancies of Sub-Inspector (General Duty) filled up through direct recruitment on all India basis. Apart from this 17% vacancies are filled up through LDCE.	9 to 12 months	DIG(Rectt) Directorate General, CRPF, CGO Complex, Lodhi Road, New Delhi -110003 Tel- 011-24362730 DC(Rectt) Directorate General, CRPF, CGO Complex, Lodhi Road, New Delhi -110003 Tel- 011-24362730	a) Recruitment conducted by SSC. b) Written examination. c) PST/PET/MET. d) Interview e) Result f) Allocation to various Forces.	a) Application in prescribed form. b) Attested copies of educational qualification & date of birth c) Three passport size photographs. d) Caste Certificate to SC/ST/OBC e) Discharge certificate for Ex-Servicemen. f) NOC for departmental employees. g) Two self address envelops of size 25x12 cms with stamp worth Rs. 22/- h) Application fee. Note : These are not exhaustive. Hence candidates in their own interest may refer CRPF website/employment news paper & local news papers.	Application fee of Rs. 100/- (Rupees hundred) only. Fee is exempted for all women candidates and candidates belongings to SC/ST.
13.	Recruitment of Constable (General Duty) filled up through direct recruitment by SSC.	-do-	-do-	a) Recruitment conducted by SSC. b) PST/PET c) Written examination d) Medical examination. e) Merit list. f) Allocation to various Forces.	a) Application in prescribed form. b) Passport photographs on application. c) On line application for interested candidates available on SSC website. Note : These are not exhaustive. Hence candidates in their own interest may refer SSC website/employment news paper & local news papers.	Application fee of Rs. 50/- (Rupees Fifty) only. Fee is exempted for all women candidates and candidates belongings to SC/ST

14.	Recruitment of Constable (Tech./Tradesmen) filled up through direct recruitment on regional basis.	6 months	-do-	<ul style="list-style-type: none"> a) Recruitment conducted by Sectors/ GC on regional basis. b) PST/PET. c) Written examination. d) Trade Test e) Medical examination. f) Merit list. g) Allocation to Sector/Zone 	<ul style="list-style-type: none"> a) Application in prescribed form. b) Attested copies of educational qualification/ date of birth & domicile. c) Two passport size photographs. d) Caste certificate to SC/ST/OBC. e) Discharge certificate for Ex-Servicemen. f) NOC for departmental employees. g) Two self address envelops of size 25x12 CMS with stamp worth Rs. 22/- h) Application fee. i) ITI certificate for Constable(Fitter) and Transport vehicles license for Constable (Driver). <p>Note : These are not exhaustive. Hence candidates in their own interest may refer CRPF website/ employment news paper & local news papers.</p>	Application fee of Rs. 50/-(Rupees fifty) only. Fee is exempted for candidates belonging to SC/ST.
15.	Recruitment of ASI(Steno)/ HC(Min.) filled up through direct/departmental recruitment quota on all India basis. (Limited Departmental Competition will be conducted from 2013)	6 to 8 months	-do-	<ul style="list-style-type: none"> a) Recruitment conducted by CRPF. b) PST. c) Written examination d) Shorthand/Typing speed test. e) Interview. f) Medical examination. g) Merit list. <p style="text-align: center;">Allocation to Sector/Zone.</p>	<ul style="list-style-type: none"> a) Application in prescribed form. b) Attested copies of educational qualification/ date of birth. c) Three passport size photographs. d) Caste certificate to SC/ST/OBC. e) Discharge certificate for Ex-Servicemen. f) NOC for departmental employees. g) Two self address envelops of size 25x12 cms with stamps worth Rs. 22/-. h) Application fee. i) ITI certificate for Ct(Fitter) and Transport vehicles license for Ct(Driver) <p>Note : These are not exhaustive. Hence candidates in their own</p>	Application fee of Rs. 30/- (Rupees thirty) only. However SC/ST candidates are not required to attach postal orders.

					interest may refer CRPF website/employment news paper & local news papers.	
16.	Recruitment of Constable(Daftry/Peon/Farash/SK(Min)) filled up through direct recruitment quota on regional basis.	5 months	-do-	<ul style="list-style-type: none"> a) Recruitment conducted by CRPF b) PST/PET c) Written examination d) Trade Test e) Interview f) Medical examination g) Merit list h) Allocation to Sectors 	-do-	Application fee of Rs. 50/- (Rupees fifty)only. However SC/ST candidates are not required to attach postal orders
17.	Recruitment of Sub-Inspector (Civil) filled up through direct recruitment on all India basis.	6 months	-do-	<ul style="list-style-type: none"> a) Recruitment conducted by Zones/ Sectors on all India basis. b) PST/PET. c) Written examination. d) Interview. e) Medical examination. f) Merit list. g) Allocation to Sector/Zone. 	<ul style="list-style-type: none"> a) Application in prescribed form. b) Attested copies of educational qualification & date of birth. c) Two attested passport size photographs. d) Caste certificate to SC/ST/OBC. e) Discharge certificate for Ex-Servicemen. f) NOC for departmental employees. g) Two self address envelops of size 25x12 cms with stamp worth Rs. 22/- h) Application fee. i) Certificate of 3 years diploma in Civil Engineering. <p>Note : These are not exhaustive.</p>	Application fee of Rs. 50/- (Rupees fifty)only. Fee is exempted for all women candidates and candidates belonging to SC/ST

					Hence candidates in their own interest may refer CRPF website/employment news paper & local news papers.	
18.	Recruitment of Constable (Pioneer) filled up through direct recruitment on All India basis.	-do-	-do-	<ul style="list-style-type: none"> a) Recruitment conducted by Zones/ Sectors on all India basis. b) PST/PET. c) Written examination. d) Trade Test. e) Medical examination. f) Merit list. g) Allocation to Sector /Zone. 	-do-	-do-
19.	Compassionate appointment to NOKs of deceased government servant	Special messengers are being detailed to liaise with NOKs. NOKs are being requested to appear for their assessment in person/writing for their compassionate appointment time to time for speedy settlement of their cases.	Welfare Officers of all concerned offices/GCs/ Units are detailed for redresser of grievances.	<ul style="list-style-type: none"> a) Recruitment conducted by the respective GCs nearer to NOKs Home Town. b) PST/PET c) Written examination for the post of ASI(Steno)/HC(Min.) d) Trade Test for tradesmen. e) Medical examination f) Condonation. g) Merit list. h) Allocation to Sectors. 	<ul style="list-style-type: none"> a) Written application for which post the candidate wants to enlist himself in CRPF on compassionate ground (Except of Constable) in prescribed format. b) Undertaking certificate for looking after family members of deceased Govt. Servant after his enlistment in CRPF on Stamp Paper in duplicate. c) Movable/Immovable property certificate issued by Tehsildar in duplicate. d) Caste/Educational/ Domicile Certificate SC/ST/OBC) issued by the competent authority in duplicate. e) Two copies of recent photographs (P/P size) duly signed by the candidate on the back side of the photographs. f) Dependent certificate issued by the competent authority (Revenue Officer) in duplicate. g) Copy of Character certificate in duplicate. h) Copy of death certificate duly attested by G.O. in duplicate. i) Details of payable dues received by the NOKs mentioned in the application forms required to be verified. 	Rs. 25/- (Rupees Twenty Five) required in case of review medical examination appeal.

					j) H.O.D. recommendation is necessary for considering compassionate appointment case.	
20.	Recruitment for 50% vacancies of Asstt.Comdt. (General Duty) filled up through direct recruit-ment on all India basis. Apart from this 33% through promotion and 17% vacancies are filled up through LDCE. Any short-fall in LDCE will be filled by promotion.	9 to 12 months	DIG(Rectt) Directorate General, CRPF, CGO Complex, Lodhi Road, New Delhi -110003 Tel- 011-24362730 DC(SSB) Directorate General, CRPF, CGO Complex, Lodhi Road, New Delhi -110003 Tel- 011-24362730	a) Recruitment conducted by UPSC b) Written Examination c) PST/PET/MST d) Interview e) Result f) Allocation to various Forces.	a) Online using the link www.upsconline.nic.in	Rs.200/- (Rupees two hundred) only. Fee is exempted for all women candidates and candidates belonging to SC/ST.

21.	Filled up of 17% vacancies of Asstt.Comdt. (General Duty) through Limited departmental Competitive Examination. Any short-fall in LDCE will be filled by promotion.	-do-	-do-	<ul style="list-style-type: none"> a) Selection through department. b) Written Examination. c) PET Interview and personality test e) Medical examination f) Merit List 	<ul style="list-style-type: none"> a) Application in prescribed proforma b) Passport size photograph on application and Admit Card. c) Attested copies of educational Qualification d) NOC issued by appointing authority e) Service Certificate regarding completion of four years certificate 	N/A
22.	Recruitment of Spl.Medical Officer (Dy.Comdt.), Medical Officer (Asstt.Comdt.) & Dental Surgeon (Asstt.Comdt.) through Medical Officers selection Board to be detailed by MHA every year.	-do-	-do-	<ul style="list-style-type: none"> a) Recruitment conducted by MOSB to be detailed by MHA every year b) Interview c) Medical Examination d) Merit List e) Allocation to various Forces 	<ul style="list-style-type: none"> a) Application in prescribed proforma b) Attested copies of educational qualification & date of birth c) Three passport size photographs d) Caste certificate to SC/ST/OBC e) Discharge certificate for Ex-servicemen 	N/A
23.	Contractual appointment of Specialist Medical Officers and GDMO	1 to 3 months	-do-	<ul style="list-style-type: none"> a) Recruitment conducted through walk-in-interview at respective centre to be identified by the Force-Hqrs. b) Medical Examination c) Merit List 	<ul style="list-style-type: none"> a) Resume to be submitted by the candidate at the respective centre duly pasted with passport size photograph. b) Attested copies of educational/professional 	N/A
					<ul style="list-style-type: none"> qualification and experience certificate. c) Attested copy of MCI/State Medical Council d) Registration Certificate. 	
23.	Dealing with deputation related matters in r/o GOs	1 to 6 months	DIG(Pers) Directorate General, CRPF,CGO Complex, Lodhi Road, New Delhi-110003 Tel.-011-24362479	<ol style="list-style-type: none"> 1. Circulation of vacancies received from MHA as well as other organizations/ departments, to all Zone/Sector/Ranges. 2. On receipt of nominations from concerned Zone/ Sectors nominations required to be examined in terms of eligibility criteria and submitted in file for approval of DG. 3. On approval of DG, cases of nominated officers required to be submitted to MHA for cadre 	Proforma in prescribed format, photocopy of ACRs of last five years and willingness of officers.	N/A

			<p>clearance being a cadre clearance authority.</p> <p>4. After obtaining cadre clearance from MHA nomination of selected officers required to be sent to concerned department for selection.</p> <p>5. On receipt of selection orders from concerned department, cases required to be forwarded to MHA for approval for relieving the selected officers for deputation.</p>	
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