DELHI POLICE
CIRCULAR ORDER NO. 09/2021

It has been observed that Pensioners or their family members have to frequently visit the concerned office for settlement of their cases. Quite often, they have not been properly attended to by the pension clerk/office staff. Further, the staff deputed to disburse the financial assistance to the kith and kin of deceased police personnel do not guide the family members for completing the requisite formalities.

It is the prime duty of all Districts & Units to settle all issues related to pension & death cases as expeditiously as possible so that the retiring police personnel or their family members are not subjected to any harassment/suffering, in case of death.

The following directions must be strictly complied by the Nodal Officers ACP/HQ & Inspector Admn. of Districts & Units:-

A. VISIT OF PENSIONER/FAMILY OF PENSIONER TO PENSION OFFICE:

1. In every District/Unit, a separate room should be created for the visiting families of pensioners/deceased police personnel in the name of 'Visiting Pensioner's Room'.

2. These 'Visiting Pensioner's Room' should be equipped with facilities like drinking water and fans/coolers and comfortable chairs.

3. When a pensioner visits the office, the pension clerk shall attend such personnel/families in 'Visiting Pensioner's Room' and complete the formalities there, instead of directing them to attend various pension offices.

4. As pensioners may be physically weak and old, there should be adequate arrangements and normal hospitality must be extended.

5. The Pension Clerk must ensure that all the formalities are completed in a single visit of the pensioner/family of the pensioner to avoid frequent visits and should assist them with an advanced checklist and FAQs.

B. HOME VISIT BY THE NODAL OFFICER:-

1. A designated Nodal Officer from English office, in a District/Unit should be assigned the responsibility to meet the deceased police personnel's family and deliver the condolence letter duly signed by DCP/District/Unit.

2. The Nodal Officer shall prepare all the documents to fulfill the formalities for providing cremation charges and any other such monetary help to the family of the deceased for instant help and should obtain signatures during home visits.

3. Nodal Officer should be well versed with the welfare schemes and assistance to be given to the family of the deceased. He shall convey all such relevant information to such members as per the entitlement in a self contained file.

4. The procedure of transfer of funds should be easy through digital mode of payment.

5. The nominee must be informed about the rules and regulations to avoid any mistakes which can cause of hardship due to legal disputes.

6. All information pertaining to various Enhanced/Benefits offered by the Axis Bank in cases of Death and Disabilities arising due to accident, should be provided and all steps including interface with PHQ and Axis bank be ensured.

7. All standing instructions on compassionate appointment should be made available for the relatives/representatives of deceased police personnel and all possible assistance & information should be provided to eligible candidates in the family.

The above directions shall be meticulously followed by all Districts & Units in ensuring better facilities for all Pensioners or family members of the deceased personnel.

(S. N. Shrivastava) IPS
Commissioner of Police,
Delhi.

No. 1201-1350 /Record Branch/PHQ, dated 12/05/2021.

Copy forwarded for information and necessary action to:-

1. All Spl.CsP/Joint CsP/Addl.CsP, Delhi.
2. All DCsP, District/Unit including P/PTC, Crime, Railways, IGI Airport, Spl.Cell, SPUWAC and FRRO, Delhi.
3. SO to CP, Delhi.
4. All ACsP/PHQ.
5. All Inspectors, PHQ.
6. SO to DCP/HQ, Delhi.
7. HAR/PHQ with 5 spare copies.