DELHI POLICE

Circular No. 25 /2022

Instructions for CP's Jan Sunwai

1. Jan Sunwai (Public Hearing) by Commissioner of Police, Delhi shall commence from **24.08.2022** on a daily basis from Monday to Friday from **10 AM** to **12 Noon.**

2. Vigilance Division of Delhi Police shall be the nodal agency for Jan Sunwai and they should popularize it amongst the public through press and or social media platforms.

3. Special Commissioner of Police, Vigilance Division shall create a **'Jan Sunwai Desk' (JSD)** in PHQ at a convenient place to facilitate the public and it shall be the first point of contact for all visitors, who wish to attend Jan Sunwai.

4. An ACP from Vigilance Division shall be designated as **'ACP/Jan Sunwai'** with adequate number of Inspectors and Sub-Inspectors posted under him, who will be designated as **'Jan Sunwai Interface Officer' (JSIO).**

5. JSIOs will hear the visitors or complainants and collect their complaints. Each JSIO shall address 05 to 10 visitors/complainants on a day.

6. In case any visitor has not brought his written complaint, the JSIO should write down gist of his complaint in brief.

7. On receipt of the complaint, concerned JSIO will telephonically get brief from the concerned IO or Police Station or the Unit concerned, as to what action has been undertaken in the police station or the concerned Unit (Traffic Division, Crime Branch, EOW, Licensing Branch, etc.) on his earlier complaint.

8. The JSIO dealing with a complainant shall record all such details in the format enclosed herewith.

9. CP/Delhi would hear the complainant in the CP's Conference Hall, 17th Floor, PHQ from **12 Noon** onwards and Special Commissioner of Police/Vigilance Division or Addl. CP/Vigilance or DCP/Vigilance shall also be present there.

10. In case CP/Delhi is not available in office or busy in other important matters, Special CP/HRD or Special CP/PFD would hear the complainant and pass remarks on the format enclosed herewith.

11. If CP/Delhi, or the officer assigned by him to hear the complainant, calls for any report from concerned District or Unit, then all such reports shall be put up before the Special CP/Vigilance Division, who shall examine the same and dispose it off under intimation to the complainant.

12. Only in cases where the report indicates inappropriate action or *mala fides* or corrupt activities or gross violation of human rights or inordinately delayed action or requires CP/Delhi's personal attention, then such reports shall be put up by Special CP/Vigilance Division before the CP/Delhi, through CP Secretariat.

13. The entire process of Jan Sunwai shall be properly documented i.e. details of visitors, brief of their grievances, district or unit concerned, action taken etc. shall be digitized and maintained properly for future reference.

14. If any record is summoned by any Court or Commission or Authority, the Vigilance Division shall furnish the same accordingly.

This issues with the approval of Commissioner of Police, Delhi.

Nuzhat Hassan 22/02/2022

(Nuzhat Hassan), IPS,
Special Commissioner of Police,
Vigilance Division, Delhi.

No. 3451-3600/RB/PHQ dated, Delhi the 22/2 /2022.

Copy for favour of information:-

1. All Special Commissioners of Police, Delhi, including MD, DPHCL, Delhi.
2. All Joint Commissioners of Police, Delhi, including Director, DPA, Delhi.
3. All Additional Commissioner of Police, Delhi, including OSD to CP, Delhi.
4. All Deputy Commissioners of Police, Districts & Units, Delhi, including PRO, Delhi Police, Delhi.
5. HAR, PHQ, Delhi.

COMMISSIONER OF POLICE: DELHI

JAN SUNWAI

Sl. No.: _____ Date: _____

1.	Name, Address & phone number (e-mail ID) the of complainant	
2.	Grievances in Brief	
3.	Concerned Police Station or Unit	
4.	Brief, as asked from the IO/PS/Unit (mention name, number & designation of the officer furnishing brief).	
6.	Remarks of CP/Delhi	