STANDING ORDER NO. Vig. & Pub. Tpt./02/2021

DISPOSAL OF COMPLAINTS/OTHER REFERENCES

This Standing Order aims at providing a coordinated, effective and prompt mechanism to deal with references/complaints. The Standing Order consists of two parts i.e. **Part-I** deals with the methodology in respect of important references/general references received from various offices in PHQ whereas **Part-II** deals with procedure in respect of complaints - their receipts, classification, examination, disposal and compilation of statistics for effective and closer supervision.

PART-I

1. Instructions have been issued time to time from various Head of Offices, regarding the imperative necessity of effective and prompt disposal of all references, particularly references received from the MHA, Lt. Governor or his Secretariat, PM's Sectt., President's Sectt., CM Office, Hon'ble Courts, Hon'ble MPs/MLAs and other important Govt. offices including various commissions. Action, as explained in this S.O. must be taken to ensure expeditious and proper disposal of all references.

2. All references pertaining to complaints/grievances received from the office of the Hon'ble Union Home Minister, received through Joint Secretary (UT) (MHA), shall be dealt with by the concerned Joint Commissioners of Police/Addl.CP (Ranges) and they shall ensure that the prompt action is taken and a factual reply is sent by them within a reasonable time. A copy of such report shall also be sent to the Vigilance Unit for record.

3. So far as the PHQ is concerned, it shall be the responsibility of the Inspector/Incharge of the branch to see that every case including Timed, Immediate and Urgent references, is dealt with utmost priority. Interim replies should be sent promptly only in those cases in which final replies cannot be sent immediately and material/information has to be collected from Districts/Units. Dispatch of final reply should be ensured within the stipulated time-frame. Reasonable margin for collecting information shall be given to the Districts/Units as far as possible. The DCsP of Districts/Units shall ensure that the time limit as prescribed in the reference is meticulously followed and replies complete in all respect, are sent in the first instance itself. All Districts/Units DCsP must ensure that references from offices as mentioned in para-I are attended to with utmost

precaution and promptness. The software to monitor various timed-references will generate automatic reminders well before the due date. All such references will be uploaded on ICMS Platform on day-to-day basis on the computer which will not only process the existing data to match with any similar reference but also indicate the pendency on daily basis to monitor references in an organized and systematic way.

4. In order to ensure expeditious disposal and to avoid infructuous exchange of paper work, the following procedure shall be followed:-

a) The addressee office, initially making a reference, shall invariably specify a definite time limit within which a reply is expected from the office addressed, in consonance with the requirements of the case. If this is not possible ab-initio due to any reason, it shall be done at the stage of the first reminder, which shall normally be issued after a fortnight in respect of references from offices as mentioned in para-I and one month for other references from the date of issue of initial reference. If the target has exceeded, the forwarding office should explain the position and indicate the further time required.

b) The recipient on receipt of such reference shall examine whether he could comply with the request within the prescribed time limit or shall seek more time for the purpose. In the later event (or on receipt of the first reminder, in all other cases) he can send interim reply explaining the expected time required for final reply.

c) A separate register for 'TIMED and 'IMPORTANT' references should be maintained in the prescribed proforma (Annexure-I) and all possible efforts be made to send the reply within the specific time frame.

d) The Diary Register maintained for the important references should be kept up-to-date and it should indicate the date of final disposal as well, as the gist of reply.

e) A daily check of Timed/Important references should be undertaken at supervisory level to ensure that these are promptly attended.

f) Once a correspondence is treated as 'TIMED' and 'IMPORTANT', it should be dealt with utmost care and urgency as is done in case of a Parliament Question.

g) The diarist (after uploading on ICMS platform, forward the reference to the ICMS Dashboard of the concerned dealing assistant) should mark such references personally and deliver such references to the concerned dealing assistant without any delay after making entry in his register containing the gist of reference.

h) The senior officers concerned should be kept informed of all such references. It would be better if the references through ICMS Dashboard also are put up to them before they are sent to the concerned branch/dealing hand.

i) The cases of such Districts/Units/Branches, which are regular defaulters, should be brought to the notice of senior officers which shall be processed by them through personal efforts.

j) Cases of exceptional delay, should be scrutinized to pin-point responsibility against the defaulter and action should be initiated in all such cases.

k) For a vigorous follows-up action on all proposals, references sent to the offices as mentioned in para-I, letter reminders (not exceeding two in number of the initial reference) shall be issued under the signatures of Asstt. Commissioners of Police concerned. Thereafter, the case shall be brought to the notice of Deputy Commissioner of Police concerned and the matter be taken up demi-officially with senior officials of the concerned offices at their level. Again, in case of non-response, the matter shall be discussed at the DCsP level and then follow up at the level of Additional/Joint/Special Commissioner of Police. Urgent cases and those requiring attention of the Commissioner of Police, Delhi shall be brought to his notice at all times.

l) A master register of all proposals regarding increase in strength and welfare of the force etc. shall be maintained by the branch concerned. Inspector/SI in charge of the branch concerned shall be responsible to maintain and keep the same up-to-date. A list of pending proposals with GNCT, Delhi/Government of India over a quarter shall be sent to Secretary (Home), Delhi Administration once every quarter for disposal.

m) For expediting decisions and disposal of pending references expeditiously and in order to ensure that no reference is pending in any office for more than a week in any case, a 'Weekly Arrear Statement' shall be prepared by all branches and sent to the ACP/DCP concerned on every Monday. The information should be sent as given in Annexure-II.

n) All communications from Members of Parliament, Legislative Assemblies, Recognized Associations and Public Bodies shall be acknowledged.

o) Language used in the replies should be courteous and as far as possible should be speaking to indicate reasons in case of rejections and the gist of reply of each reference shall be recorded in relevant register.

p) In case of missent matters, same shall be re-directed to the concerned department under intimation to the person/party concerned immediately.

PART-II

COMPLAINTS, THEIR RECEIPT, CLASSIFICATION, DISTRIBUTION, EXAMINATION AND DISPOSAL PROCEDURE FOLLOWED BY VIGILANCE UNIT.

1) CLASSIFICATION OF COMPLAINTS

(i) The Vigilance Unit Police Station Barakhamba Road receives complaints for enquiries/verification from various sources, which include complaints from individuals, PM Office, MHA, L.G House, GNCT, NHRC, CVC, PGC/PCA, CM, SC/ST Commission, NCW/DCW, Minority Commission, Hon'ble Courts, DOV, RWA and others. For convenience it may be divided in four broad categories:-

(a) Complaints requiring enquiries by Vigilance Unit;
(b) Complaints intended for Districts/Units for calling a report after enquiry by the Districts/Units concerned;
(c) Complaints intended for Districts/Units for necessary action and direct disposal at their end;
(d) Complaints not concerning police department and intended for other agencies/departments.

2) RECEIPT/CLASIFICATION AND DISPOSALS OF COMPLAINTS

(i) All complaints received in Vigilance Unit, PS Barakhamba Road, from whichever quarters they come, either by post, E-mail, fax or by hand, shall be delivered in the General Diarist/Complaint Section, Vigilance Unit, Delhi. Further procedure for their classification/disposal shall be taken as per flow chart as under:-

Flow Chart

(i) All complaints to be centrally diarised by General Diarist (Complaint) and classified by the General Diarist Complaint Section/Vigilance Office.

(a) General Diarist (Complaint):- Receive all complaints and diarise/enter in concerned registers, i.e., General, CP, LG, CM, PM, MHA, CVC, NHRC, PGC/PCA, SC/ST Commission, GNCT, NCW/DCW, Minority Commission etc. and assign serial-wise complaint number of Vigilance Unit to each of them and put up for scrutiny to DCP/Vigilance through ACP/Complaint.

(b) Flying Squad/Vig.:- After receiving complaints from General Diarist (GD) (Complaint), FS Branch shall scrutiny/study all the complaints and fill in the format/proforma accordingly, get it signed from ACP/FS and send to Computer Cell/Vig.

(c) I/C Computer:- After receiving complaints from FS/Vig., General Diarist (Complaint) shall mark & sent these complaints to ICMS Section and they shall upload all the complaints in computer under ICMS (Integrated Complaint Monitoring System), assign unique ICMS No. and transfer it to concerned desk of Vigilance Unit. Incharge ICMS Section shall be responsible to make sure that entries of these complaints are made properly.

(d) General Diarist (Complaints):- GD Branch accordingly, as per marking done by FS/Vig., make movement in relevant/concerned register and distribute the complaints to concerned branch i.e. Head Assistants-SR, NR, NDR, AU, VIP, HAG etc. for further action viz. for Enquiries, Call Report from Districts/Units and Necessary Action (NA) for Districts/Unit at their end. GD/Complaints will ensure that the missent complaints are sent to the concerned agency under information to the complainant.

(e) For easy identification of references received from VIPs, the entries will be underlined in red ink and particulars indicated e.g., PM's references, MHA's references, LG's references etc.

(f) Complaints, on which no enquiry is indicated and on which action is only to be taken by the Distts./Units concerned, shall be forwarded to the concerned DCP with a forwarding letter for taking necessary action at their end (at Annexure-'III'). Simultaneously, an entry shall be made in the N.A. diary register maintained by the GD (Complaint). Complaint not meant for Delhi Police shall be sent to the quarter concerned for direct disposal under intimation to the sender (at Annexure- 'IV'). Complaints on which a report is being called from Districts/Units should be sent to the concerned Districts/Units as per the Annexure-'V'.

(g) On completion of enquiry of a complaint by EO/Vigilance Unit, in case of default, it shall be proceeded further to implement orders passed by senior officers as per rule/orders on the subject. Summary of allegations, memo of evidence etc. if required on such enquiries, shall be prepared by the EO concerned and in the event of his transfer, by his successor. Follow-up action in Vigilance Unit will be done by the concerned EO.

(h) In cases in which enquires are taken up by Districts/Units as well as Vigilance Unit simultaneously on similar complaints because of receipt of complaints from different sources, the Enquiry by Vigilance Unit shall continue and enquiries by Distts./Units shall be held-in-abeyance. Once the Vigilance enquiry is undergoing on

any complaint, the related case shall not be charge-sheeted/finalized without the specific approval of officer who has ordered/requested for the Vigilance Enquiry. The detail instructions regarding this have been issued vide S.O.No.366.

(i) In case of PMO, CVC, PGC/PCA (Public Grievances Commission/Police Complaint Authority), NHRC and MHA references, the draft reply after being vetted by concerned Addl.CP/Jt.CP, shall be marked to Joint.CP/Addl.CP Vigilance who in turn shall forward it to senior officers whereas, replies to references from other agencies shall be sent by the respective Jt.CsP or Addl.CsP directly with a copy to Vigilance Unit for information and record. The replies sent to outside agencies have a direct relationship with our organizational bonafides and credibility. To improve quality of our replies, the reports forwarded to Vigilance Unit shall not contain avoidable jargons. The reports sent to Vigilance Unit should not be vague or self-contradictory. Therefore, only clear and concise reports should be sent. The replies forwarded to Vigilance Unit would follow an elementary composition style having three distinct elements viz. gist of allegation, evidence collected during enquiry and conclusion reached. Properly composed replies, would be forwarded to Vigilance Unit after due vetting by Joint CP/Addl.CP concerned alongwith reports/material received from their subordinate units/districts.

(j) With a view to draw immediate attention of the EOs of Districts/ Vigilance Unit on complaints received from VIPs, a stamp containing "TIMED/VIP REFERENCE" shall be affixed on the forwarding letter while calling for a report.

(k) For proper follow up of cases requiring reports, a monitoring system should be devised by Vigilance Unit. The Vigilance Unit needs to play a pro-active role and develop a computer programme where all references from MHA, LG, CM, NHRC, CVC, PGC/PCA, Hon'ble Courts and various Commissions etc. are compiled and reminders flagged from time to time so that the reports can be sent within the specified time frame. If, despite repeated reminders, report is not received, a list of such complaints shall be prepared and a consolidated reminder sent to the DCP/Addl. CP/Jt. CP concerned under the signature of DCP/Vigilance or Addl. CP/Joint. CP/Vigilance.

(l) For exercising proper watch and control over the disposal of complaints a monthly arrear statement shall be prepared by each Dealing Asstt. and submitted to DCP/Vigilance through the ACP concerned. These statements shall be sub-divided into various heads e.g. those in which replies to the Govt. of India, Prime Minister's Sectt., L.G.'s office etc. are due and reports are awaited from Distts./Units and those in which enquiries are pending with the Vigilance Officers.

(m) Each enquiry by the EOs of Vigilance Unit and Districts/Units should be done carefully and professionally covering the entire gamut of allegations and evidence etc. to arrive at a logical conclusion. All enquiry files should be maintained in three file covers as under: -

File cover No.1
It should contain the complaint (including its enclosures) and the findings of the enquiry. The findings should be summarized on the note sheet.

File cover No. 2
It should contain the documents relating to enquiry such as copies of FIR, DD entries, Seizure Memos, Kalandras, MLCs, Court Orders, PCR Call Reports, Photographers/CDs etc. These should be indexed on a separate note sheet giving the name of the documents and page number.

File cover No. 3
It should contain statements of witnesses. These statements should also be indexed on a note sheet giving names of witnesses and page numbers.

The three file covers should be named "Enquiry File", "Documents File" and "Statements of Witnesses File", respectively. A flat file folder should be used to keep the three files together.

(n) Cases under investigation in respect of which there are complaints and in which reports are required to be submitted to the PHQ/CP, Delhi should not be put into court unless there is no other alternative in view of the fact such as specific court directions, statute of limitation being attracted, accused under arrest and charge-sheet having to be submitted within a prescribed period to avoid release on bail or any other exigency etc. However, the SHO should bring this fact to the notice of his district DCP who should be aware of what is happening. Cases other than afore-mentioned must not be put in court before finalization of the action at PHQ level.

4) RECEIVING AND PROCESSING OF COMPLAINTS AT DISTTS./UNITS LEVEL

In District/Unit offices complaints shall be received and processed in the manner as specified above by the Public Grievances (PG) Cell of the Distts./Units concerned. As far as practicable enquiries into complaints in which reports have been asked for in case of important offices as mentioned in para-I and complaints of corruption/inaction/misbehaviour

on the part of police officials shall be conducted by the PG Cells of the Distt./Unit concerned. In ordinary cases, factual information required for submission of reports may be collected from the police stations concerned. No papers shall be sent directly to the police stations from Vigilance Unit. Distt./Unit DCsP should mark complaints according to the priority and sensitiveness of the issue.

5) INTEGRATED COMPLAINT MONITORING SYSTEM (ICMS)

(i) COMPLAINTS CELL IN DISTRICTS AND UNITS

Complaints Cells have been created in all Districts and Units. The staff of this cell shall be responsible for entering particulars of all complaints received in the respective Districts and Units. They shall also be responsible for entering details of day-to-day status of complaints, their final disposal and action taken on the complaints.

(ii) RECEIPT OF COMPLAINTS

On receipt of a complaint on ICMS, in Police Stations, offices of supervisory officers of Districts/Units all its details such as name of the complainant, his parentage and address (including telephone number and E-mail I.D.), name of the person or policeman complained against, name of the District/Unit and police station, date of receipt of complaint, nature of complaint are entered in the ICMS application. After registration of complaint on ICMS a unique number is generated on the complaint. The Supervisory officer assigns enquiry officer on all such complaints.

After assigning of complaint, it is the duty of the Enquiry Officer to enquire the facts put forth by the complainant in the complaint and after completing the enquiry, the Enquiry Officer shall submit its report in the ICMS Dashboard to the Supervisory Officer for finalization of complaint.

On receipt of enquiry report submitted by the Enquiry Officer, the Supervisory Officer shall choose the below mentioned options in the ICMS.

a. **Approved** - if supervisory officer agrees with the report.
b. **Return with remarks** – If not agreed with the report.
c. **Submit to higher office** - If higher office seeks the action taken on the report.

A system generated message will be delivered to the complainant at all four stages through ICMS:-

(a) Registration of Complaint.
(b) Assigning of Enquiry Officer
(c) Submission of Enquiry Report
(d) Final Disposal of Complaint.

(iii) ANALYSIS OF COMPLAINTS

The District/Unit Complaint Cells shall carry out monthly analysis of complaints received in the District (police station wise)/Unit with regard to the total number of complaints, the nature of allegations, disposal of complaints, status of VIP references, pendency of complaints and action taken on complaints. The analysis will include analysis of work done by the P.G. Cell in terms of number of complaints enquired into and the number of cases in which allegations are substantiated. Vigilance Unit will also carry out such analysis for the entire Delhi Police every six month i.e. July and December every year. The Vigilance Unit will also issue a Monthly Vigilance Bulletin covering various activities of Vigilance Unit.

6) COMPLAINTS RECEIVED THROUGH CPGRAMS, L.G'S LISTENING POST, PGMS LAUNCHED BY HON'BLE CM, GNCT, DELHI, CVC ONLINE PORTAL AND C.P'S E-MAILS, CP MAIL BOX.

The procedure for handling and disposal of complaints received under CPGRAMS (Centralized Public Grievances Redress & Monitoring System), L.G's Listening Post, CM's PGMS (Public Grievance Monitoring System) and C.P's E-Mails and CP's Post Box are as under:-

The concerned Districts/Units shall take remedial action and upload/update the status/progress/redressal response in respect of each grievance on the websites mentioned above by their User-IDs and Password at their end. The Nodal Officer shall ensure immediate remedial action by the concerned officer and put up details of pending/unredressed complaints to the senior officers on fortnightly basis. He will also issue necessary directions to the concerned officer for immediate necessary action to clear the pendency etc. The details of disposal/pendency of such cases will be submitted to the senior officers.

(1) CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM (CPGRAMS ONLINE PORTAL)

CPGRAMS is an online web-enabled system launched by the Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms and Public Grievances. It primarily aims to enable submission of grievances by the aggrieved citizens online on a (24x7) basis to Ministries/Department/Organizations which take action for speedy redressal of these grievances. Tracking grievances is facilitated on this portal through the system generated Unique Registration Number. The disposal of complaints received on CPGRAMS portal is supervised by the PM Secretariat.

INSTRUCTIONS FOR THE REDRESSAL OF CPGRAMS GRIEVANCES-AT DISTRICTS/UNITS:-

a. Transfer of complaints on the basis of jurisdiction, shall be done only with the approval of Addl. DCsP-I of the Districts, and DCsP of Units. Strict accountability should be fixed by the Jt. CsP/Ranges for jurisdiction disputes or wrong replies by the district officials.

b. All complaints against police officers should be enquired into by the PG Cell of the district. Such complaints should not be marked to the officer against whom allegations have been leveled.

c. Complainants should be informed about transfer of their complaints to other departments.

d. The quality of disposal of complaints should be given due attention. The assessment of satisfaction of the complainant is critical and should be monitored by DCsP in his meetings.

e. Only the gist (within prescribed words limit) of the findings/action taken on the complaint should be uploaded after approval by Addl. DCsP-I of the Districts and DCsP of Units.

f. DCsP Districts/Units shall review pendency on a weekly basis.

g. DCsP Districts/Units shall review disposal of at least 25% of all the complaints received in their District/Unit and should keep a record of the same.

h. Jt. CsP (Ranges/Units) shall review disposal of at least 15% of complaints (of each district of the range) received and should keep separate record of the same.

(2) L.G. LISTENING POST

LG Listening Post is a portal by Delhi Government for complaints addressed to LG Delhi. The concerned Districts/Units shall take action and upload/update the status/progress/redressal response in respect of each grievance on the website by their User IDs and Password at their end. The Nodal Officer shall ensure immediate action by the concerned officer and put-up details of pending/unredressed complaints to the senior officers on a fortnightly basis. He will also issue necessary directions to the concerned officers for immediate necessary action to clear the pendency.

(3) PUBLIC GRIEVANCE MONITORING SYSTEM (PGMS)

Earlier, a public grievance redressal system, known as "Aap Ki Sunwai" was launched by the Hon'ble CM, Govt. of NCT, Delhi in the year 2008. A toll free telephone number 155345 was circulated on which citizens were able to convey their grievances which were then transferred to the concerned departments for redressal. 'Standing Order No. 345/2008' was issued for the redressal of grievances received through above toll-free number.

In the year-2014, the existing system "Aap Ki Sunwai" was restructured and launched in a new format known as "Public Grievance Monitoring System" (PGMS). In its new format, PGMS, is a web based portal for time bound resolution of grievances. Grievances are received from the aggrieved persons online and redressed in a time bound manner. The complaints received on this portal shall be redressed within target dates mentioned in each complaint. Disposal of grievances of this portal shall also be monitored on the same level as suggested for CPGRAMS complaints.

(4) CENTRAL VIGILANCE COMMISSION ONLINE PORTAL (CVC)

The Central Vigilance Commission is mandated under the CVC Act, 2003, to enquire or cause an enquiry into complaints against public servants wherein allegations of corruption are involved. The Commission can cause an enquiry through the Chief Vigilance Officer of the organisation concerned or CBI or any other anti-corruption investigating agency under the Government of India.

Concerned Districts/Units shall take remedial action and upload/update the status/progress/redressal response in respect of each complaint received on the Commission's Portal www.portal.cvc.gov.in or through the Commission's website www.cvc.gov.in. The Nodal Officer shall ensure immediate remedial action by the concerned officer.

(5) CP's e-MAILS & CP POST BOX

Complaints received through e-mails, initially will be received in C.P's e-mail account at CP's Office/PHQ. CP Office shall forward such complaints to Vigilance Unit/concerned Addl. CsP/Jt. CsP/office under intimation to Vigilance Unit for further necessary action. Action in such cases on which CP/Delhi has indicated, will be taken accordingly. Complaints on which no specific directions have been given by the CP/Delhi, Spl. CP/Vigilance, Addl. CP/Joint. CP/Vigilance and DCP/Vigilance will examine all such complaints on daily basis and propose action to be taken on them i.e. Vigilance Enquiry, Call for Report or Necessary Action and Direct Disposal by the concerned Distts./Units. The reports received regarding compliance from the concerned officer will

be put up to senior officers on weekly basis. The details of pending complaints will also be put up to senior officers on fortnightly basis for intimation and directions.

A separate Cell i.e., CP Post Box-171 has been functioning under the close supervision of DCP/Vigilance. All mails from PO Box-171 are collected in the morning of every working day and personally scrutinized by DCP/Vigilance and diarised in special confidential register to be maintained for the purpose. Details of such cases shall be submitted to the senior officers.

7) COMPILATION OF STATISTICS

For proper monitoring and follow up action for disposing of references sent to districts, and those received at the district level itself, expeditiously, the follow up action as mentioned above, shall be ensured.

At the close of each month i.e. by 5th of the ensuing month, Dealing Asstt. shall prepare and send through his ACP, a statement showing the total number of complaints received both in Districts and Vigilance Unit. Their break-up, such as reference of PM's Office, MHA, PCA, CVC, DOV, LG's Sectt. GNCT, MP's reference and those received directly, number in which enquiries were made by District/Units and reports sent to authorities concerned. Similarly, the data regarding number of enquiries taken up by Vigilance Unit, number of officers/men punished rank-wise, number of those whose names were brought on Doubtful Integrity Lists, Secret as well as Agreed, number of those transferred, DEs ordered, etc. shall be tabulated of respective District/Units including Vigilance Unit for answering Parliament Questions and for the completion of Annual Vigilance Report.

8) NODAL AGENCIES

All matters wherein a reply is to be sent or otherwise, received from the NHRC, the Vigilance Unit/PHQ shall be the nodal agency. All such complaints/references should be marked to the Vigilance Unit and their replies be sent accordingly. In case any correspondence is received directly at Police Station/District or Unit for sending replies, the Vigilance Unit must be kept in picture. Under no circumstances, such replies should be sent directly by any of the District/Unit. However, in exceptional circumstances or in cases where the NHRC has asked for personal appearance of any officer with reply/records, the Vigilance Unit may be intimated/copy of the reply, intimation from NHRC etc. be sent to the Vigilance Unit for any future reference. However, any matter involving more than one District/Unit should invariably be referred to the Vigilance Unit to avoid any contradiction of material submitted before the Commission. This must be kept in mind even while filling any interim report.

Likewise, references/matters received from other Commissions such as NCSC/ST, Minorities Commissions, DCW, NCW or any other Commission, where reply is to be submitted in time frame manner, the concerned Joint CsP may ensure compliance. In cases where any Commission has called for personal appearance of DCP/Addl.DCP or any other senior officer, such matters should be conveyed to the Vigilance Unit for keeping a record of such matters for future references. In all such matters, copies of relevant records such as copy of reference received, reply thereto and annexure etc. should be sent to the Vigilance Unit which in turn will earmark a designated officer to keep record of such reference and would put-up the same as and when required.

9) SUPERESSION CLAUSE

This Standing Order supersedes the previous Standing Order No. 104/2010 issued vide No. 3051-3150/Record Branch/PHQ, dated 15.05.2010.

Rakesh Asthana
28.12.2021
(RAKESH ASTHANA)
COMMISSIONER OF POLICE:
DELHI.

No. 7001-7150/Record Branch/PHQ dated, Delhi the 28-12-2021

Copy forwarded to:-

1. All Special Commissioners of Police, Delhi.
2. All Joint Commissioners of Police, Delhi including Jt. Director, Delhi Police Academy, Delhi/New Delhi.
3. All Additional Commissioners of Police, Delhi.
4. OSD to C.P., Delhi.
5. All Deputy Commissioners of Police, Districts/Units including PHQ, C.P. Sectt., FRRO and Deputy Director/Delhi Police Academy, Delhi/New Delhi.
6. DCP/I.T. PHQ with the direction to upload the Standing Order on Intra-DP.
7. LA and FA to C.P., Delhi.
8. All ACsP/Insprs./PHQ.
9. P.S./Reader to C.P., Delhi.
10. HAR/PHQ.
11. Librarian/PHQ.

Annexure –I

PROFORMA

S. No.	Dy. No. & Date	Originator from whom	Subject matter
1	2	3	

No. & Date received	Gist of the references
4	5

Due date of reply	File No.	No. & Date of reply (interim reply also)	Initial of I/C Branch
6	7	8	9

Date of final disposal along with gist of reply
10

Annexure –II

WEEKLY ARREARS STATEMENT

_____Branch

Week ending _____

(A) No. of pending references

Brought Forwarded	Received during	Total of 1 & 2	Disposal of during the Week	Balance at the end of week
1	2	3	4	5

Signature of Branch Head _____

(B) Reasons of pendency of references over a week

Dy. No.	Date since when pending	Subject in brief	Pending with (Name of the EO)	Reasons of pendency pending
1	2	3	4	5

Annexure – 'III'

To

_____

_____

Sub: Complaints

Memo:

The under mentioned complaints received from the agencies noted against each, which are meant for your unit are sent herewith for further disposal:-

Sl.No.	Name & Address of the complainant	from whom received	Reference No. and date
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Deputy Commissioner of Police
Vigilance: Delhi

Annexure – 'IV'

To

_____
_____
_____

Subject: Complaint of_____

Sir,

The above mentioned complaint has been erroneously received in this office through _____. Since action on the said complaint is to be taken by your department, the complaint is sent herewith for further disposal at your end please.

Yours faithfully,

For Deputy Commissioner of Police
Vigilance: Delhi.

No. _____/Vig.AC dated_____

Copy forwarded to _____ for information with reference to No. _____ dated _____ . Further correspondence if any in this connection may please be addressed to the authority concerned.

For Deputy Commissioner of Police
Vigilance: Delhi.

Annexure – 'V'

VIP REFERENCE
TIME BOUND: REPLY BY

To

_____

_____

Sub: Complaint of_____

Dy. No._____

Memo:

The above mentioned complaint received from _____ is sent herewith for getting necessary enquiries made. A self contained report may be sent to this office by _____.

A copy of the complaint many also be returned alongwith your reply.

For Deputy Commissioner of Police
Vigilance: Delhi.

Encl: **As above**

ANNEXURE-A

POINTS REGARDING SURPRISE CHECKING OF POLICE STATIONS/PICKETS AND OTHER PLACES BY VIGILANCE OFFICER.

(i) Carrying Out surprise raids & checking at Police Staions/Other Place, keeping in view the dealing with complaints, by sending decoy complainant to PS/PP, professional working of PS staff and listening of complainant by SHO/Inspr. (Inves.) or by the senior most officer.

(ii) Cleanliness of Police Station includes overall cleanliness of PS Building, cleanliness of toilets, availability of Sweepers in the PS, renovation/repair work required and availability of wire mesh windows in residential barracks.

(iii) Availability of Water includes 24x7 water supply in toilets/bathrooms through tanks on the roof of PS building and Proper installation of taps in the bathrooms.

(iv) Running of Mess with full components includes messes run 7 days a week, full components of crockeries/utensils & water carriers and kitchen should be hygienic and well lit up.

(v) Carrying of weapons by Emergency Officers, Duty Officers and other police personnel working in front office, round the clock.

(vi) Arrival & Departure entry in Daily Diaries by the SHO includes checking of Daily Diaries and departure/arrival of SHO/Inspectors recorded in their own handwritings.

(vii) Illegal detention - There should be no illegal detention and if accused found in PS, then there should be no custodial violence.

(viii) Tenure of Chitha Munshi be checked keeping in view the tenure of Chitha Munshi is six months and working of De-facto Chitha Munshi should be checked.

(ix) Details of last meeting with RWAs, Thana Level Committee be checked through record of Reader to SHO or through Minutes of such meeting.

(x) Maintenance of Malkhana, special mention of articles lying outside Malkhana should be checked. It should not be in haphazard manner and steps initiated by SHO for disposal of case property of Malkhana.

(xi) Functioning of electronic gadgets like photocopier, Fax, CCTVs, etc. should be in working order.

(xii) Maintenance of Arrest Register.

(xiii) Display of Supreme Court's directions.

(xiv) Any other matter of interest.

(xv) Obtaining reports from the concerned DCsP in the cases/complaints where Vigilance staff does not itself conduct enquiries.