



OFFICE OF THE COMMISSIONER OF POLICE: DELHI
POLICE HEADQUARTERS, JAI SINGH ROAD, NEW DELHI 110001.

CIRCULAR

No. 06 /2026

Subject: Conduct of “Thana Divas- Jan Sunwai” for Public Hearing and Redressal of Grievances at Police Stations.

1. In continuation of the Standing Order No. L&O/77/2024 dated 11/12/2024 regarding ‘Guidelines for Holding Jan Sunwai’ and ‘Instructions for Holding Jan Sunwai’ dated 07/03/2025, following instructions are issued to strengthen public outreach, enhancing accessibility of police services, ensuring prompt redressal of public grievances, and improving accountability at all levels. However, the following instructions will supersede/override the instructions issued earlier to the extent of inconsistency. Rest instructions and format for record keeping will continue to apply.
2. Accordingly, ‘Thana Divas-Jan Sunwai’ will be organized at every Police Station on at least two fixed days every month, preferably on alternate Saturdays, from 10:00 AM to 2:00 PM. The programme shall commence from the coming week and shall be conducted regularly thereafter.
3. This shall serve as an open public hearing platform where members of the public may present their grievances, complaints, suggestions, requests for assistance, or matters relating to police functioning and public safety.
4. To ensure effective supervision and accountability, all supervisory officers from the level of Spl. CP/Joint CP/Addl. CP/DCP/ACP shall attend Jan Sunwai compulsorily in rotation, as per a schedule to be drawn up by the concerned District. The presence of senior officers shall be ensured to facilitate expeditious resolution of grievances and to strengthen public confidence in the grievance redressal mechanism.
5. The following instructions shall be adhered to scrupulously:
 - i. **Documentation:** Every Police Station shall maintain a separate information sheet for recording grievances received during the public hearing. The format prescribed at Annexure A and Annexure B under the SO No. 77/2024, dated 11/12/2024 will continue whereas **Annexure-C** has now been revised and is enclosed herewith.
 - ii. **Time-bound Action:** Grievances requiring inquiry, verification, or field action shall be assigned immediately and disposed of within a reasonable timeframe.

- iii. **Review of Pending Cases:** Pending grievances shall be reviewed periodically by the concerned ACP and DCP to ensure timely disposal.
 - iv. Any complainant who comes in Jan Sunwai shall be heard, irrespective of facts that his/her complaint is registered on ICMS or not. Complaints received during the Jan Sunwai shall be accepted and subsequently uploaded on ICMS.
 - v. **Public Facilitation:** SHOs shall ensure proper seating arrangements, assistance desks, and a citizen-friendly environment during the conduct of 'Thana Divas- Jan Sunwai'.
6. The disposal of grievances received during Jan Sunwai shall be monitored closely at all supervisory levels. Particular emphasis shall be laid on quality, timeliness, and effectiveness of redressal. Any undue delay, negligence, or casual handling of grievances shall be viewed adversely.
 7. District DCsP shall ensure wide publicity of 'Thana Divas- Jan Sunwai' through Police Station notice boards, social media platforms, Resident Welfare Associations (RWAs), Market Welfare Associations (MWAs), beat staff, and other suitable public communication channels, so as to maximize public participation.
 8. The concerned SHOs, ACsP, and District DCsP shall be personally responsible for strict implementation of these instructions.
 9. A fortnightly report regarding conduct of 'Thana Divas- Jan Sunwai', number of grievances received, disposed of, and pending, along with significant issues identified, shall be submitted by each District to Vigilance Division and concerned Addl. CP/Jt. CP Range on every Monday as per the format prescribed herewith at **Annexure-C**.

All District DCsP shall circulate these instructions down to the level of Police Stations and ensure meticulous compliance. Non-compliance of these instructions shall be viewed seriously and adversely.


(SATISH GOLCHHA)
COMMISSIONER OF POLICE:
DELHI.

No. **651-800** / Record Branch/PHQ, Delhi, dated **11/06/2026**.

Copy forwarded for information and necessary action 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, FRRO and Deputy Director/Delhi Police Academy, Delhi/New Delhi.
6. DCP/IT Centre/PHQ with the direction to upload the Circular Order on Intra-DP.
7. LA to C.P. and FA to C.P., Delhi.
8. All ACsP/Insprs./PHQ, Delhi.
9. PS/Reader to C.P., Delhi.
10. Inspr./Record Br./PHQ, Delhi.
11. Inspr./Knowledge Centre/PHQ, Delhi.

SMS for Jan-Sunwai

Proposed SMS- JS
Dear _____, reference to your petition number: _____ at Police Station _____. In case you don't receive any update of your enquiry by dd/mm/yyyy, you are requested to attend Jan-Sunwai of ACP/Sub-division on dd/mm/yyyy at 10:00 AM. Regards Police Station _____.

JAN SUNWAI REPORT
(See SO No. L&O/77/2024)

Police Station: _____

Sub-Division: _____

Request for Jan Sunwai received in the office of DCP, ACP, SHO	No. _____ Date _____
ICMS No.	
Name & Address (Phone) of Complainant.	
Name & Address (Phone) of Alleged, if any.	
Nature of Complaint	
Enquiry Officer (E.O.) (Inspr./SI/ASI)	
Asstt. Enquiry Officer (ASI/HC/Ct.)	

Parties Appeared

S.No.	DATE	ACTION TAKEN (To be filled -in-by EO or AEO)
1.		
2.		
3.		
Response of the complainant		

Remarks of SHO:**Remarks of ACP:**

FORTNIGHT REPORT OF THANA DIWAS-JAN SUNWAI

District: _____

Fortnight Ending: _____

S.No.	Name of Police Station	No. of complaints / applications received for Jan Sunwai, (including walk-in complaints) during the fortnight and their ICMS Nos.	No. of matters taken up in Jan Sunwai	No. of complaints not taken up during the Jansunwai and reasons thereof.	No. of complaints marked to EO's	No. of Complaints disposed of and their ICMS Nos.	No. of pending Jan Sunwai matters with reasons	Significant issues identified	No. of Jan Sunwai held by					
									Spl. CP	Jt. CP	DCP	Addl. DCP-I	Addl. DCP-II	ACP

DCP/District _____

DCP/Vigilance

Jt. CP/Range