

एस. वासुदेव राव
भा.पु.से.
विशेष आयुक्त पुलिस
S. Vasudeva Rao
IPS
Special Commissioner of Police



कल्याण और संपत्ति निरीक्षण
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D.O.No. _____

(Copy of D.O. letters sent to District/Unit DCsP vide No. 2844-2896/P.Sec. Spl CP/Welfare & E.O.S., dated 28.06.2016)

Dear

I would like to draw your attention to Circular No. 1603-1705/SO/Sec. Spl CP/W&EO dated 11.08.2015 giving an analysis of various grievances of personnel projected in Sampark Sabhas during the previous three years (copy enclosed).

Another study made by us recently reveals that most of the problems faced by the staff continue to remain around the same common issues: Delays in reimbursement of medical/LTC and other claims, non sanction of annual increments, pendency of MACP, non-issue of GPF/NPS balance statements, non-availability of Derby shoes, non-availability of drinking water, lack of cleanliness of barracks, non duty rest/leave, non-sanction of rewards for good work, non issue of pay slips, mess-related issues, transfer/relieving, CGHS cards and the like.

You would appreciate that some of these grievances are relatively minor in nature and yet appear to be of recurring nature. This would only show that our monitoring system and house-keeping need significant improvement.

It is also observed that in some units/districts, DCsP are not holding the Sampark Sabhas every month as required.

In this regard, I would like to mention that we have recently introduced an SMS alert system on more than 30 welfare-related services. Progress in making use of the same for communication of welfare related services to staff is, however, not up to the mark. Districts/units as well as PCR/IT have the data base pertaining to the mobile numbers of all personnel and it is not understood as to why DCP offices are unable to put the system in operation in an effective manner. By closer and more consistent oversight in this matter, we would achieve astounding results in maintenance of high morale and team-spirit among all ranks of personnel. It is also reported that though clear-cut directions have been given on sanction of leave/duty off for personnel on their marriage anniversary or birth days of their children, the same is not being done in full measure.

I may also refer to the circular No.945-1024/P.Sec. Spl CP/Welfare dated 23.03.2016 that sub-divisional/functional ACsP meet their staff individually (one-to-one) once in a quarter at the least and enquire about their well-being. The quarterly confirmation from DCsP of this being done is due in the first week of July, 2016. The Commissioner of Police keenly awaits outcome of the implementation of this significant initiative on welfare.

In the busy schedule of activities, we some times fail to notice certain important aspects of welfare of personnel. For example, if a member suffers from T.B., he needs an absolute rest of six months and consistent medical care. We need to know if we have any such case and if so whether the concerned member

gets full support and encouragement for recovery. Similarly, we should understand the mental agony of a member who may have a mentally retarded child to be taken care of. Everyone has his or her own ups and downs, tragedies and joyful moments in personal life. We need to appreciate the same with empathy and respond to the same appropriately. The stress management courses and counselling sessions are intended to bring greater harmony in our internal and external lives. The human side of the organisation is a sensitive one and needs to be seen in the broader spectrum of human resource development.

As unit Commanders, you are required to make use of every opportunity available for knowing who your people are and what they are capable of and what genuine difficulties are being faced by them.

In the light of above, you are requested to ensure

- 1) Regular holding of Sampark Sabhas every month and sharing of minutes of meetings with senior officers including this office.
- 2) Proper monitoring and follow up on specific grievances expressed in such meetings.
- 3) Better housekeeping that prevents recurrence of a given issue again and again.
- 4) More qualitative communication-formal and informal-with all ranks of personnel.
- 5) Better use of SMS alert system on welfare and proper implementation of distinctive of PHQ on one-to-one meeting of ACsP and their personnel once in a quarter at the minimum.

When our commitment to welfare is consistent and unswerving, positive results of the same are bound to flow in on their own.

Regards,

Yours Sincerely,

Sd/-
(S. Vasudeva Rao) IPS

Shri.....
Dy. Commissioner of Police,
....., Delhi.

No. 2897-2934 /P.Sec.Spl CP/Welfare & E.O.S. Dated 28.06.2016

Copy to:

- 1) C.P., Delhi.
- 2) All Spl CsP.
- 3) All Joint CsP.
- 4) All Addl CsP.


(S. Vasudeva Rao) IPS

CIRCULAR

The need for prompt and proper attention to grievances of personnel expressed at sampark sabhas held by DCsP was emphasised by the commissioner of police in the meeting of Spl.CsP / Joint.CsP / Addl.CsP and DCsP held on 07/08/2015.

An analysis of minutes of over a hundred Sampark Sabhas held by Distt./Unit DCsP during the last 3 year reveals that the following are the among major grievances of personnel.

- | | |
|--|--------|
| 1. Delay in reimbursement of LTC/Medical/Tuition fee/TA-DA etc. | 13.15% |
| 2. Non sanction of annual increment | 9.64% |
| 3. Non grant of MACP Scheme | 9.35% |
| 4. Non issue of CPF/NPS balance sheet | 7.30% |
| 5. Non availability of derby shoes | 6.72% |
| 6. Drinking water shortage | 3.50% |
| 7. Others :- Personal problems : 3.88% ; Transfer & Reliving : 3.50% ; Duty rest : 2.92% ; Leave : 2.92% ; Mess : 2.92% ; Staff shortage: 2.63% ; Cleanliness of barracks : 2% ; Rail ticket reservation : 2% ; Reward : 2% ; stationary shortage : 1.75% and Miscellaneous : (CGHS, I/Card, Pay slip, Water Logging, Electrical etc.) : 23.82%. | |

In the minutes of the meetings, there is no indication whether the problems mentioned in previous meetings have been properly addressed and resolved.

In the light of above, DCsP, are requested to ensure

1. Proper and effective follow up action on all genuine grievances expressed by their personnel. In case any issue is beyond their competence, the same may be brought to be the knowledge of their superiors for advice.
2. Regular holding of their meetings with the widest possible participation of staff.
3. A monitoring mechanism of their own for oversight on the redressal of grievances of personnel. For instance, they can review progress on welfare matters at the end of their periodical crime/review meetings.
4. Laying of emphasis on importance of Samphark Sabhas in bonding, team work and fostering of professional excellence and personal well-being.


(S. VASUDEVA RAO) IPS

Spl. Commissioner of Police,
Welfare & Estate Oversight

All DCsP/Distt. Units

No. 1603-1705/SO/Spl.CP/W & EO, Delhi, dated the 11/08/2015
Copy for information to:-

1. All Senior Spl. CsP
2. All Spl. CsP
3. All Jt. CsP
4. All Addl. CsP