



No.DGP/23/54/Grievance/1121 of 2012
Office of the Director General of Police,
M.S., Mumbai. Dt. 22nd June, 2012.

Sub: **GRIEVANCE REDRESSAL DAY.**

CIRCULAR

It has been noticed that several complainants are approaching Hon'ble High Court for transfer of investigation to C.I.D. Crime. Besides the Hon'ble Court, cases are also transferred to State C.I.D., by the D.G.P., M.S., and by the Govt. Even Unit Commanders are also empowered to transfer investigation from Police Station to the L.C.B./Crime Branch, considering the seriousness of the case. Following instructions are issued to all the Unit Commanders with a view to ensure that grievances of the complainants not only pertaining to investigation but other general complaints are also attended to by the Unit Commanders which will certainly reduce the number of petitioners approaching the Hon'ble Court in this regard.

- (a) A **Grievance Redressal Day** shall be observed once a week in each Police Station of the State.
- (b) That can be every Saturday (between 1000 – 1130 hrs.)
- (c) A board of reasonable size shall be displayed in/around the charge room of the Police Station containing name, contact no., e- mail id of the Supdt. of Police/Commissioner of Police,
- (d) All I.Os. will remain present in Police Station. Where I.O. is away due to unavoidable reasons, P.I. Crime/P.Stn. i/c will attend to the complainants.
- (e) The progress/status of enquiry/investigation would be easily provided to the complainants.

- (f) If not satisfied, the complainant will be free to approach the Supdt. of Police/D.C.P./higher authorities.
- (g) Information about '**Grievance Redressal Day**' be put up on the website of the particular unit in advance.

2. These measures will certainly bring succour and transparency to the grieving members of Public and sense of satisfaction to the police.

- 3.
- (i) All Unit Commanders should ensure compliance of the above instructions.
 - (ii) Should personally monitor status and efficacy of these measures by surprise visits etc.
 - (iii) It will be their responsibility to effectively implement these instructions.


(Dr. B.K. Upadhyay)

Spl. Inspector General of Police (L & O)
for Director General of Police, M.S., Mumbai.

To

All Commissioners of Police,
All Supdts. of Police.

Copy to:

Addl.D.G.(C.I.D.), M.S., Pune
All Range I.Gs.P.