

No. S6/7366/2009

Police Headquarters
Kerala, Thiruvananthapuram
Dtd. 20/01/2009

Circular No. 05/2009

Sub :- Police Dept – Constitution of a mechanism for avoiding unnecessary litigation on service matters – Formation of Service Grievance Cell – Reg.

Presently, large number of Police personnel approach the Hon'ble High Court for redressal of their grievances on service matters. The District Police Offices, Offices of Armed Police Battalions and Police Headquarters are constantly bogged down by Court related issues. In majority of the Writ Petitions, the Hon'ble High Court disposes the Writ Petitions by directing the appropriate authority (Government, Director General of Police or Superintendent of Police), to dispose of the petition within a prescribed time limit.

Considerable time and effort are lost in various Offices for dealing with these litigations. As a result, the normal administrative work suffers, which contributes to even more litigation.

The Police Personnel, who have to approach the Judicial Forums, for redressal of their grievances, also have to spend a lot of money, besides devoting their time and effort. Thus, it can be seen that excessive litigation for redressal of grievances pertaining to service matters has got serious adverse consequences on the functioning of the Department.

In view of the above, a Service Grievance Cell (SGC) is hereby formulated in this department with IGP Administration as Chairman and AIG-I and Legal

Advisor as members with its Headquarter in PHQ, Thiruvananthapuram. They will hear grievances as scheduled below and suggest solutions to the competent authority :

- Pre-publicised grievance hearings will be done once in a quarter at Kannur/Kozhikkode, Thrissur, Ernakulam and Kollam.
- Monthly grievance hearings will be held at PHQ once in a non-working day for all.
- All officers of and above the rank of ASIs can represent before the Service Grievance Cell (SGC) for redressal of grievance.
- With regard to grievances of PCs/HCs on service matters, generally most decisions are to be made at the level of SP/CP. However, on such matters in spite of decision taken by SP/CP, if any PC/HC has a grievance, the same can also be brought before the Service Grievance Cell (SGC).

This circular will be communicated upto the Police Station level for bringing the same to the notice of all the staff in the department. Date of each hearing will be intimated sufficiently, in advance.

Director General of Police