

CIRCULAR No. 31/2010

Sub: **Police Department - Constitution of a mechanism for Redressal of Grievances of Retired Police Officers - Formation of Retired Gazetted Officers Grievance Cell - Reg.**

It is noticed that retired Officers of the Police Department have to spend considerable time and energy for the redressal of their grievances relating to service matters. They are confronted with issues of settling of their service matters, pension etc. and they have to approach PHQ, AG's Office, Govt. Secretariat and many other Offices to sort out their problems. Retired Officers who have settled down at different parts of the state find it extremely difficult and time consuming to get their grievances redressed by the authorities.

02. In view of the above, a Retired Gazetted Officers Grievances Cell is constituted in this department.

03. Superintendent of Police (HQ), PHQ, will be the Officer in charge of the Cell. He will receive all the requests for redressal of grievance of the Retired Gazetted Officers and forward them to the Offices/Section concerned and take follow-up action. Senior Supdt (A) Branch will give him necessary assistance in such matters which require further processing at PHQ.

04. All petitions received in this Cell will be entered in a register and proper follow-up action should be ensured by the SP (HQ). DIG (Admn) will attach two knowledgeable executive staff with SP (HQ) for liaison work in this regard.

05. SP (HQ) shall liaise with other Offices where requisite action is to be taken and ensure that proper action is taken in time.

06. Any retired Officer who has complained about any matter shall be kept posted about the progress made in the action.

07. Monthly abstract shall be prepared by the SP (HQ) and submitted to DIG (Admn.), who will be the Supervisory Officer of RGOGC.

08. SPs/CPs concerned and all Unit heads are instructed to form such Cells in their Offices in respect of non-Gazetted staff who have retired from their units.

DIRECTOR GENERAL OF POLICE

To

All Officers in List 'B'

Copy to: CAs to all Officers in PHQ
Stock File / Circular Book / Office Copy / Ops Cell