



against them, the enquiries have to be taken up by persons authority not within the same set up. The enquiries, therefore, shall be taken up by the Chief Enquiry Officer, independent of the immediate supervisory officer of the official alleged against to ensure objectivity and transparency in the enquiries taken up. The practice and structural adjustment as mentioned below for the new institution shall come into effect immediately.

NEW STRUCTURE :

The Chief Enquiry Officer (C.E.O.) in the rank of Special I.G. of Police shall guide and supervise the enquiries into all allegations received against the police personnel or otherwise. He shall function from the office of the Director General & Inspector General of Police, Orissa, Cuttack being assisted by a Dy. Chief Enquiry Officer (Dy. C.E.O.) in the rank of D.I.G. for the enquiries and inspection of the Grievance Cells. The Dy. C.E.O. shall be assisted by two Assistant Chief Enquiry Officer (A.C.E.O.) in the rank of S.P. for enquiries in the districts to be assigned to them from time to time.

The Grievance Cells wherever sanctioned now or to be organised shortly from L.T.R. strength shall function under the direct functional control and supervision of the Chief Enquiry Officer (C.E.O.). Such staff, however, will continue to draw their salaries and other dues from the District/Establishment to which they are posted now.

PROCEDURE :

The procedure to be followed for enquiries shall be simple and expeditious. The complaints are to be received directly from aggrieved public or from

the Government, other authorities, DG & IG of Police and District S.P. concerned for enquiry. On receipt of complaints (if made orally, it should be reduced to writing), the connected case records shall be obtained promptly from the officer/P.S./O.P./TOP/C.I.'s Office, alleged against under intimation to the immediate supervisory officer or the S.P. concerned. These documents should be examined carefully by the enquiring officer of the Grievance Cells in order to find out whether remedies could have been provided and whether the same was denied due to inaction/negligence or for some ulterior reasons. If remedial action is possible the same should be initiated immediately. If lapses are noticed on the part of Police personnel either departmental action or criminal case may be initiated by the C.E.O. after examination of the Inquiry report and the views of the Dy.C.E.O. and A.C.E.Os.

The Assistant/Deputy Chief Enquiry Officer during field visits and examination of Inquiry reports and connected papers shall ensure that the enquiries were conducted in a comprehensive manner and the facts and lapses were brought out clearly by the enquiring officer of the Grievance Cell in his report. If necessary they can re-examine the case records and the witnesses examined earlier to establish the facts of the transaction alleged etc.

All these enquiries should be completed by the enquiring grievance cell officer within 10 days of receipt of complaints. The final order shall be passed by the C.E.O. within six weeks from the date of receipt of report on the remedial and disciplinary actions to be taken on the complaint.

The C.E.O. will pursue for the successful completion of the actions started on the enquiries done and submit such information in the monthly return as prescribed below:

MONTHLY STATEMENT OF GRIEVANCE CELL WORK :

The work of the Grievance Cell and the Supervising Officers mentioned above shall be assessed from the Monthly Returns to be submitted as per the format enclosed. It shall be the responsibility of each Grievance Cell Officer In-charge to send the returns to the C.E.O. within the 1st week of the succeeding month. In the second week of such succeeding month the overall position for the state should be compiled by the Chief Enquiry Officer for submission of the same with his views to the D.G. & I.G. of Police, Orissa.

The C.E.O. will also on the basis of these monthly returns compile the Annual Report for recommendation by the D.G. & I.G. of Police to Government to improve the systems and procedures for better redressal of public grievances and inform about the actions taken against the erring personnel.

*D. J. Mohapatra*  
29.8.99

kanhu/26.8.4038 Director General and Inspector General of Police, Orissa, Cuttack.

Memo No. CXXI-16-99/Gr. Cell, Dt. 30-8-99.

Copy forwarded to all Heads of Police Dists/ Estts. for information and necessary action.

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*D. J. Mohapatra*  
29.8.99

Director General and Inspector General of Police, Orissa, Cuttack.

*20/8/99*

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Copy to all Section Officers of State Police Hdqrs. for information.

MONTHLY STATEMENT OF GRIEVANCE CELL OF \_\_\_\_\_ DISTRICT.

Sl. No.	Name of the Complainant.	Gist of the Complaint.	Date of enquiry and whether allegation was substantiated or not.	Whether criminal case started on the basis of complaint.	Result of the case on completion of investigation	Whether disciplinary action started for lapses noticed.	Name & rank of the Police personnel to be dealt with	REMARKS
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

SIGNATURE OF THE OFFICER IN-CHARGE OF GRIEVANCE CELL.