



POLICE HEADQUARTERS **JAMMU & KASHMIR**
J A M M U

Subject:- Implementation of prescribed channel(s) of communication and entertaining of requests and representations for redressal of genuine grievances pertaining to service matters of police officers/ men

Ref'nce:- PHQ Circular No. 01 of 2013 dated 22.04.2013 issued under endstt. No: GB/M-7/2013/9533-674 dated 22.04.2013

CIRCULAR NO: 457 of 2015
DATED : 21.02.2015

Notwithstanding explicit directions issued by the PHQ vide Circular No. 01 of 2013 dated 22.04.2013 issued under endstt. No: GB/M-7/2013/9533-674 dated 22.04.2013, it has been observed that there has not been any let up in the tendency on the part of police officers/ officials in approaching authorities of other departments or non-official gentlemen directly or indirectly to seek favours for redressal of their grievances particularly pertaining to their transfers, postings and promotions. Such tendency of exerting extraneous influences is a blatant disregard of departmental instructions and violation of provisions of Rule 17 of J&K Government Employees (Conduct) Rules, 1971 read with Rule 116 (6)(7) of J&K Police Manual. Further, it has also been observed that the Supervisory officers of various units/wings/Zones are not adhering to the laid down mechanism for redressing genuine grievances of their subordinate officers/ officials, which in turn encourages officers/ officials to approach non-departmental channels to seek redressal of their grievances.

2- In view of above and to discourage tendencies on the part of officers/ officials of J&K Police to adopt unwarranted/non-procedural channel(s) for getting their issues resolved, it is hereby enjoined upon all Supervisory officers that they shall ensure that no officer/official working under their command and control approaches any outside authority directly or indirectly for any service matter, in defiance of the prescribed departmental channels. Henceforth, any police officer/official found approaching such authorities for favours in departmental/ service matters shall invite stern disciplinary action. While the delinquent shall face departmental action, his supervisory officer shall also be liable to explain his failure to redress the genuine grievances of his subordinate officers/ officials.

3- All the Supervisory officers shall ensure that regular Darbars and orderly rooms are held at each level and the due attention is paid to redress the genuine grievances of the their subordinate officers/ officials. Matters requiring attention of the PHQ shall be forwarded to PHQ through proper channel for action, as found appropriate.


Sd/-
(K. Rajendra Kumar)
Director General of Police,
J&K Jammu.
Dated: 21.02.2015

No. GB/M-7 /2013 10969-11090

Copy to the:-

1. All ADGsP in J&K including Director Vigilance J&K
2. All IsGP in J&K including Director SSG/SKPA Udhampur.
3. All DIsGP in J&K/Director Police Telecom/FSL ;
4. CAO PHQ/ All AIsGP at PHQ
5. All SSsP in J&K/ Commandants of JKAP/IR Battalions
6. Principal PTS Manigam/Kathua/STC Sheeri/Talwara/PTTI Vijaypur;
7. Medical Superintendent Police Hospital Srinagar/Jammu
8. All SOs at PHQ
9. SO IT PHQ to upload the circular on police website.
10. Master file for record.


AIG(Pers),


For Director General of Police,
J&K Jammu.

addressing their genuine grievances on their service matters. This is primarily aimed to ensure that the police personnel do not feel alienation at any level as also to instill a sense of optimism among them that the department is always available to address their legitimate grievances. Besides, it also serves the objective that the police personnel are not constrained to approach various quarters to get their cases recommended/ endorsed.

4- In view of above and to discourage tendencies on the part of officers/ officials of J&K Police to adopt unwarranted/non-procedural channel(s) for getting their issues resolved, it is hereby ordered that:-

- a) At PHQ no application shall be accepted for action if the same is not forwarded by the Heads of the wings. The officials need to be made aware with regard to in-vogue transfer policy in the department and relevant norms on other such issues through open darbars/orderly rooms.
- b) An early redressal mechanism of genuine problems/issues at appropriate level in all the wing/zone/unit Hqrs. shall be instituted and the concerned Supervisory officers shall ensure that regular Darbars and orderly rooms are held at each level and the due attention is paid to redress the genuine grievances of the Staff.
- c) At PHQ the speedy disposal of genuine cases would continue to be a priority provided that a proper procedure is adopted which does not tell upon the discipline in the force.
- d) A deterrence at the appropriate level of supervision also needs to be invoked for uncalled for behaviour which shall discourage the improper practice of not using the laid down procedure for redressal of their grievances by the field staff.

Sd/-

(Ashok Prasad)

Director General of Police,
J&K Jammu.

Dated: 22.04.2013

No. GB/M-7/2013 19533-674

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