

No. M4-105330/2019/PHQ

Police Headquarters,

Thiruvananthapuram

Dated. 20.07.2019

Circular No.18/2019

Sub: Constitution of Service Related Petition Redressal Cell (SPRC) at Police Headquarters, Thiruvananthapuram – reg.

It is observed that many a time members of the force as well as that of the ministerial cadre are forced to travel far from districts like Kasaragod, Wayanad etc to Police Headquarters, Thiruvananthapuram to “follow up” on their service related petition which they had submitted to Police Headquarters. This practice is not welcome, both in the interest of functioning of the concerned units as well as, the loss of time and additional expenditure incurred by such personnel when they travel all the way to Thiruvananthapuram. Hence, it has been decided to constitute a dedicated Service Related Petition Redressal Cell at the Police Headquarters.

02. The Cell shall be headed by the AIG, PHQ. The Manager, PHQ shall act as the Convener and all SSS and JSs of the establishment section shall be the members of the cell. The files related to the working of the cell shall be routed through the M4 section where a file shall be opened for the same subject.

03. It is also decided to hold a Video Conference every Thursday starting from 1st August, 2019 at 3 PM from Police Headquarters with the selected

districts as per the reports received in proforma (attached). Regarding this, the following directions are issued:

1. All the personnel in the districts/units are to be informed well in advance about the Video Conference.
2. No fresh petition shall be considered during the Video Conference.
3. Only those petitions which are pending in PHQ/DPO/BO/Other unit offices which have been submitted atleast 3 months prior to the date of conduct of the Video Conference shall be taken up for the Video Conference.
4. The concerned section clerk and JS shall also explain the reason for the long pendency (at least 3 months) of the service related petition.
5. It may be borne in mind that the said exercise should not be treated as an opportunity for indulging in "blame game". Instead a constructive problem solving approach shall be followed so as to find remedy for the service grievances raised by the members of force/ministerial wing.
6. The Administrative Assistant or the senior most officer of the ministerial wing in the every unit shall be the Nodal Officer for the Service Related Petition Redressal Cell (SPRC).
7. Nodal Officer for Service Related Petition Redressal Cell of every unit shall ensure that the details of the service related complaint including the date of receipt, the brief of complaint, nature of steps taken by the concerned establishment section, reason for pendency and the present status of the petition as per the proforma attached.

8. The above status report shall be furnished by the Nodal Officer of an unit before the 5th of every month without fail.
9. It shall be the responsibility of the DPC/unit head that the information about the functioning of the cell and that of the Video Conference are informed to all the personnel working under them.
10. It shall also be ensured that the petitioner whose petitions are proposed to be discussed in the Video Conference are personally present in the Video Conference facility of the concerned district/unit.
11. Time bound review of disposals of such petitions by the intervention of the afore constituted cell, shall be the responsibility of the AIG who shall furnish a quarterly report to the undersigned as per the prescribed proforma.


Loknath Behera IPS
State Police Chief

To: All Unit Heads/All officers in list B

Copy to: All staff officers in PHQ

 CAs to SPC/ADGP (HQ)/IGP (HQ) for information.

 Circular / Stock file / SPMC/D Space

Proforma of Quarterly Workdone Statement of SPRC

No. of service petitions pending as on 01.06.2019	No. of petitions disposed of as on 30.09.2019	No. of petitions pending with PHQ	No. of petitions pending with other units (break up unit wise)	Remarks

POLICE



DEPARTMENT

KERALA

Endt No G1(a)-34871/2019/ID Dated. 25-07-2019

A Copy of PHQ Circular No.18/2019 Dated 20.07.19 regarding Constitution of Service Related Petitions Redress Cell at PHQ , Thiruvananthapuram is forwarded to All Police Officers in Idukki district Idukki for information and necessary action. The same may be Communicated to all staffs in your unit.

Copy to ; All DPO Staffs for information and necessary action

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