

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
STARRED QUESTION NO. *173**

TO BE ANSWERED ON THE 14TH MARCH, 2017 / PHALGUNA 23, 1938 (SAKA)

COMMUNICATION WITH CAPF

***173. SHRI A. ARUNMOZHITHEVAN:**

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government has any proposal to establish a direct line of communication between officials of various hierarchical levels with the top echelon in the Central Armed Police Force (CAPF) and if so, the details thereof;

(b) whether the Government is developing a mobile application which could be used by CAPF personnel and officers to air their grievances and if so, the details thereof; and

(c) whether all security aspects are being taken into account while introducing such application and if so, the details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI KIREN RIJIJU)**

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO THE LOK SABHA STARRED QUESTION NO.*173 FOR 14.3.2017.

(a) to (c): All the Central Armed Police Forces (CAPFs) have in place appropriate channels of communication between men and officers in respective organisations. Apart from direct forms of communication/interaction such as Open Darbar, Sainik Sammelan and personal hearing etc, which are part of established fora of communication/interaction at various levels, Information and Communications Technology (ICT) based communication such as web-based/app-based grievance redressal, mobile services, e-mail etc are also put in use with due security audit as per rules.
