

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. †633**

TO BE ANSWERED ON THE 06TH FEBRUARY, 2018/ MAGHA 17, 1939 (SAKA)

FACILITIES TO CAPF

†633. DR. BHARATIBEN D. SHYAL:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether complaints of gross negligence in providing facilities to the Central Armed Police Forces (CAPF) particularly those posted at border areas have been received;

(b) if so, the details thereof;

(c) whether the Government has fixed any accountability in this regard; and

(d) if so, the details thereof?

ANSWER

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

(a) to (d): The Border Security Force (BSF), Sashastra Seema Bal (SSB) and Indo-Tibetan Border Police Force (ITBP), the border guarding forces, have not reported any such complaints of gross negligence in providing facilities to their personnel.

However, in the year 2017 BSF and CRPF had reported complaints regarding poor quality of food and other grievances. Those complaints were got enquired into by the Forces at their end and were found unsubstantiated.

As per the guidelines issued by the Ministry, all the Forces have been directed to ensure that the senior officers during their visit to posts, may check on the aspects of living conditions, clothing, food and equipment and they may also take initiative to get free and frank advice of the personnel. It has been advised that senior officers may also partake the food prepared for Jawans and endorse a note on quality/quantity of food in the inspection register. The forces have also been advised to review their internal grievances redressal system and take proactive measure to redress the grievances.

All the forces have a robust grievance redressal mechanism at their end and complaints, if received, are duly enquired into and necessary action is taken. Multiple channels like personal hearing, letters, e-mails, SMS have been provided to force personnel for lodging their grievances. These grievances are redressed at different levels i.e. Zone, Sector, Range & Units levels depending on the nature of grievance.
