

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 995**

TO BE ANSWERED ON THE 24TH JULY, 2018 / SHRAVANA 2, 1940 (SAKA)

MONITORING THE FUNCTIONING OF CAPF

995. SHRI GODSE HEMANT TUKARAM:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government has taken note of service related grievances publicized recently by the personnel of Central Armed Police Forces (CAPF) and if so, the follow-up action taken thereon;

(b) the mechanism for monitoring the functioning of grievances redressal system in CAPF;

(c) whether the Government proposes to bring about an independent grievances redressal system in all organised institutions including CAPF for boosting the morale of personnel and to ensure better efficiency; and

(d) if so, the details thereof?

ANSWER

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

(a): The grievances as and when raised by CAPFs personnel are duly examined at appropriate level and requisite follow-up action is taken by way of inquiry and their resolution as per Rules by the Forces.

(b): Each Force has its own Grievance Redressal mechanism in operation. To address the personal as well as official problems & complaints of the Force personnel, each of the CAPFs already has a proper grievance redressal mechanism at all levels. Multiple channels like Grievance mobile

App, personal hearing, letters, e-mails, SMS have been developed by forces. These grievances are redressed at different levels i.e. Zone, Sector, Range & Unit levels depending on the nature of grievance.

(c) & (d): Forces are advised from time to time to review their internal grievances redressal system and take proactive measures and ensure that grievances are brought to the notice of seniors for suitable redressal. For effective redressal of grievances of CAPF personnel, a Ministry of Home Affairs (MHA) mobile application was launched on 11th May 2017 which enables a direct channel of communication between CAPF personnel and MHA. Already, a robust Centralized Public Grievance Redress and Monitoring System (CPGRAMS), an online web-enabled system for submission of grievances and its suitable disposal exists under Department of Administrative Reforms And Public Grievances (DARPG).
