

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
STARRED QUESTION NO. *384**

TO BE ANSWERED ON THE 08TH JANUARY, 2019 / PAUSHA 18, 1940 (SAKA)

ACCOMMODATION FOR CAPF

***384. SHRIMATI KIRRON KHER:**

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the number of houses, barracks and sites provided as accommodation for the Central Armed Police Forces (CAPF) personnel during the period 2014-18;

(b) the number of scholarships awarded to children of CAPFs and martyrs during the said period;

(c) whether any measures have been taken by the Government to increase women representation in CAPF and if so, the details thereof; and

(d) the steps taken by the Government for simplification of grievance redressal mechanisms within CAPF and their impact in terms of reportage and pendency?

ANSWER

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

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

**STATEMENT REFERRED TO REPLY OF LOK SABHA STARRED QUESTION
NO.*384 BY SHRIMATI KIRRON KHER FOR ANSWER ON 08.01.2019**

(a): During the period from 2013-14 to 2018-19, 15896 houses and 325 barracks have been constructed in CAPFs and 59 sites have been approved for CAPFs establishments.

(b): 16196 Scholarships have been awarded to the eligible wards of CAPFs personnel and NoKs of Martyrs during the said period.

(c): In compliance of recommendations given by Parliamentary Committee on Empowerment of Women in its sixth report, directions were issued to all CAPFs to bring percentage of women in the forces to 5%. On 5th January 2016 it has been decided to reserve 33% posts at Constable level for being filled up by women in CRPF & CISF to begin with and 14-15% posts at Constable level in Border guarding forces i.e BSF, SSB & ITBP.

(d): A robust Centralized Public Grievance Redress and Monitoring System (CPGRAMS), an online web-enabled system for submission of grievance and its suitable disposal exists under Department of Administrative Reforms And Public Grievances (DPARG).

At the Ministry level, a Mobile Application has been launched to enable a direct channel of communication between CAPF personnel and MHA. A total of 2350 grievances were received through this App and 2158 grievances were disposed off.

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Each force has developed its own grievance redressal mechanism which, inter-alia, includes ICT (Information & Communication Technology) /Web based systems like e-mail, IVRS (Interactive Voice Response System), E-grievance portal, toll free helpline, SMS services, mobile Apps. etc. Besides, there are periodic interactions during SainikSammelans, DG's open forum, personal hearing etc, also available for CAPFs personnel. These channels have proved to be useful for force personnel for speedy redressal of their grievances.
