

GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. †2755

TO BE ANSWERED ON THE 15TH DECEMBER, 2015/AGRAHAYANA 24, 1937
(SAKA)

POLICE COMPLAINT CELLS

†2755. SHRI BAHADUR SINGH KOLI:
SHRIMATI RAMA DEVI:
SHRI PRATAPRAO JADHAV:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether public complaint cells and grievances cells have been set up in the Delhi Police for all the districts and units, if so, the details and functions of these cells;

(b) the number of complaints registered in these cells and the action taken against the guilty personnel during each of the last three years and the current year, district and unit-wise; and

(c) the measures proposed to be taken to check such cases in future?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HARIBHAI PARATHIBHAI CHAUDHARY)

(a) to (b): Delhi Police has reported that Public Grievance Cells (P.G. Cell) are functioning in Delhi Police as per Standing Order No. 102/2009. The PG Cell/Vigilance Cell has been functional in each and every district/unit of Delhi Police for enquiry of complaints received against police personnel and after due enquiry, if a complaint is substantiated, suitable disciplinary action is taken against the erring official. Further, if any cognizable offence is reported in the complaints, a case under the appropriate section of law is registered. The total number of complaints received in various Public Grievance Cells of Delhi Police against its personnel and action taken against the guilty personnel during 2012 to 2014 and 2015 (upto 30.11.2015) are at Annexure.

(c): Various steps taken to prevent the incidence of complaint/corruption cases against police personnel in Delhi are as under:

1. A Vigilance Branch headed by Spl. CP/Vig. is functioning to check corrupt practices of police personnel. Five toll free numbers i.e. 23417995, 23416401, 23416402, 23416403 and 23416404 have been dedicated for the convenience of General public to send complaints regarding corruption in Delhi Police.

2. In order to restore public confidence in police, deterrent action is taken by the Delhi Police in cases, where policemen are found involved in malpractices. This includes suspension, transferring to non-sensitive units, initiating disciplinary action for major/minor penalty including dismissal and registering criminal cases against them.

3. The public has the facility to ring up senior officers, PCR and telephone No. 23417995 of the Flying Squad of Vigilance Branch in case of any harassment by police officials. In addition, a toll free anti-corruption helpline 1064 is functioning in Vigilance unit since April 2014. In order to encourage the general public to be more vigilant about corrupt activities of police, there is also a facility of P.O. Box No.171 through which public can send complaints against corrupt policemen.

4. Delhi Police advertises telephone numbers of District DCsP along with their fax numbers and e-mail addresses.

5. The staff is briefed/ instructed regularly by the senior officers at various levels to refrain from indulging in corrupt activities.

6. A single window system is at place at PHQ for monitoring & tracking of complaints.

7. A number of steps have been taken recently to encourage members of public to call or send SMS/Whatsapp messages to the anti-corruption helpline (no. 9910641064) of Delhi Police.

8. Advertisements in media, through posters and FM radio jingles are issued regularly to encourage public to report corruption misdeeds of the police to the helpline number.

Year 2012

District	Number of complaints received in P.G. Cells against Delhi Police personnel.	Number of complaints substantiated	Number of complaints not substantiated	Number of complaints pending.	No. of DE/SCNs/exp. ordered on substantiated complaints.	No. of DE/SCNs/exp. filed.	No. of DE/SCNs/exp. pending	Action taken.	
								Major	Minor
East	1354	14	1340	00	14	07	01	01	05
North-East	2298	23	2275	00	49	31	00	00	18
South	452	24	428	00	30	21	03	00	06
South-East	1133	11	1122	00	14	11	00	00	03
West	1163	54	1109	00	54	27	01	07	19
South-West	2170	35	2135	00	47	43	00	01	03
North-West	417	13	404	00	13	00	00	00	13
Outer	96	11	85	00	23	13	00	00	10
Central	1197	18	1179	00	19	13	01	01	04
North	799	06	793	00	06	00	00	00	06
New Delhi	255	05	250	00	05	03	00	00	02
Railways/ Metro	00	00	00	00	00	00	00	00	00
Crime	00	00	00	00	00	00	00	00	00
SPUWAC	28	00	28	00	00	00	00	00	00
Police Control Room	65	15	50	00	15	04	03	03	05
Traffic	100	16	84	00	29	15	00	03	11
Total	11527	245	11282	00	318	188	09	16	105

DE: Departmental Enquiry

SCNs: Show Cause Notices

Exp.: Explanation

Year 2013

District	Number of complaints received in P.G. Cells against Delhi Police personnel.	Number of complaints substantiated	Number of complaints not substantiated	Number of complaints pending.	No. of DE/SCNs/ exp. ordered on substantiated complaints.	No. of DE/ SCNs/ exp. filed	No. of DE/SCNs /exp. pending	Action taken.	
								Major	Minor
East	1182	13	1169	00	13	07	01	01	04
North-East	1822	07	1587	228	08	07	00	00	01
South	600	10	590	00	16	12	03	00	01
South-East	1122	35	1087	00	41	28	00	00	13
West	1259	44	1215	00	44	28	03	05	08
South-West	2293	21	2272	00	21	14	01	01	05
North-West	445	07	438	00	07	00	00	00	07
Outer	135	33	102	00	35	18	17	00	00
Central	1475	08	1467	00	19	16	01	01	01
North	1550	05	1545	00	05	00	00	00	05
New Delhi	333	05	328	00	05	04	00	00	01
Railways/ Metro	00	00	00	00	00	00	00	00	00
Crime	40	00	35	05	00	00	00	00	00
SPUWAC	49	00	49	00	00	00	00	00	00
Police Control Room	58	30	28	00	30	04	07	05	14
Traffic	308	94	214	00	94	81	00	03	10
Total	12671	312	12126	233	338	219	33	16	70

Year 2014

District	Number of complaints received in P.G. Cells against Delhi Police personnel	Number of complaints substantiated	Number of complaints not substantiated	Number of complaints pending.	No. of DE/SCNs/ exp. ordered on substantiated complaints.	No. of DE/ SCNs/ exp. filed	No. of DE/ SCNs/ exp. pending	Action taken	
								Major	Minor
East	1428	15	1413	00	15	10	05	00	00
North-East	3011	89	2523	399	90	25	33	00	32
South	1144	10	1122	12	23	02	20	00	01
South-East	1262	59	802	401	97	42	02	00	53
West	675	85	590	00	85	67	08	01	09
South-West	2117	46	1997	74	51	32	12	02	05
North-West	413	15	398	00	15	00	00	00	15
Outer	145	30	115	00	30	11	12	00	07
Central	1438	09	1429	00	13	12	01	00	00
North	1556	04	1552	00	04	00	00	00	04
New Delhi	288	04	284	00	04	04	00	00	00
Railways/ Metro	19	00	19	00	00	00	00	00	00
Crime	09	00	00	09	00	00	00	00	00
SPUWAC	20	00	20	00	00	00	00	00	00
Police Control Room	119	31	88	00	31	07	10	01	13
Traffic	341	77	264	00	79	38	00	01	40
Total	13985	474	12616	895	537	250	103	05	179

Year 2015 (upto 30/11/2015)

District	Number of Number of complaints received in P.G. Cells against Delhi Police personnel	Number of complaints substantiated	Number of complaints not substantiated	Number of complaints pending.	No. of DE/SCNs/ exp. ordered on substantiated complaints.	No. of DE/ SCNs/ exp. filed	No. of DE/ SCNs/ exp. pending	Action taken	
								Major	Minor
East	865	20	755	90	20	05	06	00	09
North-East	3030	156	2126	748	195	33	157	00	05
South	1230	16	436	778	86	00	86	00	00
South-East	1208	34	350	824	51	16	33	00	02
West	528	77	422	29	77	32	43	00	02
South-West	1259	83	755	421	97	44	38	00	15
North-West	363	15	338	10	15	02	07	00	06
Outer	138	06	90	42	33	01	31	00	01
Central	1647	01	1441	205	15	01	13	00	01
North	1549	00	1484	65	00	00	00	00	00
New Delhi	185	02	155	28	02	00	01	00	01
Railways/ Metro	28	00	18	10	00	00	00	00	00
Crime	110	00	81	29	00	00	00	00	00
SPUWAC	29	00	26	03	00	00	00	00	00
Police Control Room	127	15	76	36	15	02	12	00	01
Traffic	152	07	113	32	31	19	02	00	10
Total	12448	432	8666	3350	637	155	429	00	53