



सत्यमेव जयते

PARLIAMENT OF INDIA
RAJYA SABHA

DEPARTMENT-RELATED PARLIAMENTARY STANDING COMMITTEE
ON HOME AFFAIRS

TWO HUNDRED FIFTEENTH REPORT

**Working Conditions in Non-Border Guarding Central Armed
Police Forces (Central Industrial Security Force, Central
Reserve Police Force and National Security Guard)**

(Presented to Rajya Sabha on 12th December, 2018)

(Laid on the Table of Lok Sabha on 12th December, 2018)



Rajya Sabha Secretariat, New Delhi
December, 2018/Agrahayana, 1940 (Saka)

Website : <http://rajyasabha.nic.in>
E-mail : rsc-ha@sansad.nic.in

Hindi version of this publication is also available

C.S. (H.A.) - 422

**PARLIAMENT OF INDIA
RAJYA SABHA**

**DEPARTMENT-RELATED PARLIAMENTARY STANDING COMMITTEE
ON HOME AFFAIRS**

TWO HUNDRED FIFTEENTH REPORT

**Working Conditions in Non-Border Guarding Central Armed
Police Forces (Central Industrial Security Force, Central
Reserve Police Force and National Security Guard)**

*(Presented to Rajya Sabha on 12th December, 2018)
(Laid on the Table of Lok Sabha on 12th December, 2018)*



**Rajya Sabha Secretariat, New Delhi
December, 2018/Agrahayana, 1940 (Saka)**

CONTENTS

	PAGES
1. COMPOSITION OF THE COMMITTEE	(i)-(iv)
2. INTRODUCTION	(v)
3. ACRONYMS	(vi)-(viii)
4. REPORT	1-54
Chapter I : Introduction	1-2
Chapter II : Central Industrial Security Force	3-15
Chapter III : Central Reserve Police Force	16-44
Chapter IV : National Security Guard	45-54
5. OBSERVATIONS/RECOMMENDATIONS OF THE COMMITTEE — AT A GLANCE	55-66
6. RELEVANT MINUTES OF THE MEETINGS OF THE COMMITTEE	67-83

COMPOSITION OF THE COMMITTEE

(Re-constituted w.e.f. 1st September, 2017)

1. Shri P. Chidambaram — *Chairman*

RAJYA SABHA

2. Shri Pratap Keshari Deb
- #3. Dr. Abhishek Manu Singhvi
4. Dr. V. Maitreyan
5. Shri Shamsheer Singh Manhas
- @6. Shri Manas Ranjan Bhunia
7. Shri Neeraj Shekhar
8. Shri K. Bhabananda Singh
- %9. Vacant
10. Shri R.K. Sinha

LOK SABHA

11. Dr. Sanjeev Balyan
12. Shri S. Selvakumarachinnayan
13. Shri Adhir Ranjan Chowdhury
14. Dr. (Shrimati) Kakoli Ghosh Dastidar
15. Shri Ramen Deka
16. Shri Prataprao Ganpatrao Jadhav
17. Shri Mallikarjun Kharge
18. Shrimati Kirron Kher
19. Shri Ram Mohan Naidu Kinjarapu
20. Shri Kaushal Kishore
21. Shri Ashwini Kumar
22. Shri P. Nagarajan
- *23. Dr. Prasanna Kumar Patasani
24. Shri Dilip Patel
25. Shri Lalubhai Babubhai Patel
26. Shri Natubhai Gomanbhai Patel
27. Shri Bheemrao B. Patil
28. Shri Mohammed Faizal PP
29. Shri Bishnu Pada Ray

#Dr. Abhishek Manu Singhvi nominated w.e.f. 2nd June 2018 consequent upon the vacancy arose on the expiration of term of Shri K. Rahman Khan from the membership of Rajya Sabha on 2nd April, 2018

@Shri Manas Ranjan Bhunia, Member, Rajya nominated w.e.f. 9th July, 2018 in place of Shri Derek O'Brien

%Shri Ram Chandra Prasad Singh, Member, Rajya Sabha resigned from the Membership of DRSC on Home Affairs w.e.f. 2nd June, 2018

*Dr. Prasanna Kumar Patasani, MP, Lok Sabha nominated w.e.f. 6th April, 2018 to fill the vacancy caused by shifting of Shri Baijayant "Jay" Panda, MP, Lok Sabha to Committee on Industry

(ii)

30. Shri Prem Singh Chandumajra

^s31. Vacant

SECRETARIAT

Shri P.P.K. Ramacharyulu, *Secretary*

Shri Rohtas, *Joint Secretary*

Shri Vimal Kumar, *Director*

Dr. (Smt.) Subhashree Panigrahi, *Additional Director*

Shri Bhupendra Bhaskar, *Additional Director*

Shri Pritam Kumar, *Under Secretary*

^sVacant consequent upon resignation of Shri B. Sriramulu from Lok Sabha Seat (*i.e.*, Bellary Parliamentary Constituency of Karnataka) *w.e.f.* 18th May, 2018.

COMPOSITION OF THE COMMITTEE

(Re-constituted w.e.f. 1st September, 2018)

1. Shri P. Chidambaram — *Chairman*

RAJYA SABHA

2. Shri Manas Ranjan Bhunia
3. Shri Pratap Keshari Deb
4. Dr. V. Maitreyan
5. Shri Shamsher Singh Manhas
6. Shri Neeraj Shekhar
7. Dr. Abhishek Manu Singhvi
8. Shri R.K. Sinha
9. Shri Prabhakar Reddy Vemireddy
10. Vacant

LOK SABHA

11. Dr. Sanjeev Kumar Balyan
12. Shri Prem Singh Chandumajra
13. Shri Adhir Ranjan Chowdhury
14. Dr. (Shrimati) Kakoli Ghosh Dastidar
15. Shri Ramen Deka
16. Shri Prataprao Jadhav
17. Shri Mallikarjun Kharge
18. Shrimati Kirron Anupam Kher
19. Shri Ashwini Kumar
20. Shri Harish Chandra Meena
21. Shri Faizal P.P. Mohammed
22. Shri Kinjarapu Ram Mohan Naidu
23. Shri Nagarajan P.
24. Shri Jagdambika Pal
25. Dr. (Prof.) Prasanna Kumar Patasani
26. Shri Dilip M. Patel
27. Shri Lalubhai Babubhai Patel
28. Shri Bheemrao Baswanthrao Patil
29. Shri Ashok Gajapathi Raju Pusapati
30. Shri Bishnu Pada Ray
31. Shri S. Selvakumarachinnayan

SECRETARIAT

Shri P.P.K. Ramacharyulu, *Secretary*

Shri Rohtas, *Joint Secretary*

Shri Vimal Kumar, *Director*

Dr. (Smt.) Subhashree Panigrahi, *Additional Director*

Shri Bhupendra Bhaskar, *Additional Director*

Shri Pritam Kumar, *Under Secretary*

INTRODUCTION

I, the Chairman of the Department-related Parliamentary Standing Committee on Home Affairs, having been authorised by the Committee to submit the Report on its behalf, do hereby present this Two Hundred Fifteenth Report on 'Working Conditions in Non-Border Guarding Central Armed Police Forces (Central Industrial Security Force, Central Reserve Police Force and National Security Guard).

2. The Committee, in its meeting held on 24th October, 2017 decided to examine the subject 'Working conditions in Central Armed Police Forces' and in its meetings held on 21st May and 26th June, 2018 heard the views of the representatives of MHA and Directors General of various CAPFs, including CISF, CRPF and NSG. The Committee decided to give two reports on the subject. In the first Report (214th Report), the Committee has covered the Working Conditions in Border Guarding Forces *viz.* Assam Rifles, SSB, ITBP and BSF. The present 215th Report is regarding the Working Conditions in Non-Border Guarding Central Armed Police Forces *viz.* CISF, CRPF, and NSG.

3. The Committee, while making its Observations/Recommendations, has mainly relied upon the following documents:-

- (i) Background Notes furnished by the Ministry for various meetings;
- (ii) Presentations made by Home Secretary, DGs of respective CAPFs and other officials during various meetings of the Committee;
- (iii) Replies received from the Ministry of Home Affairs to the questionnaires on the subject sent by the Secretariat; and
- (iv) Replies to the queries/comments/suggestions of the Members, raised during the Committee's meetings, as furnished by the Ministry of Home Affairs.

4. The Committee considered the draft Report in its sitting held on 25th October, 2018 and adopted the same.

5. For the facility of reference and convenience, observations and recommendations of the Committee have been printed in bold letters in the body of the Report. For further convenience, abbreviations used in the report have been compiled in a table under the Acronyms section.

NEW DELHI;
25th October, 2018
Kartika 3, 1940 (Saka)

P. Chidambaram
Chairman,
Department-related Parliamentary
Standing Committee on Home Affairs
Rajya Sabha.

ACRONYMS

ARMR	:	Armour
ADG	:	Additional Director General
ASI	:	Assistant Sub-Inspector
AC	:	Assistant Commandant
BDDS	:	Bomb Detection & Disposal Squad
BISAG	:	Bhaskaracharya Institute for Space Applications and Geo-Informatics
CAPF	:	Central Armed Police Force
CMP	:	Crisis Management Plan
CRPF	:	Central Reserve Police Force
CISF	:	Central Industrial Security Force
DC	:	Deputy Commandant
DCPO	:	Driver-cum-Pump Operator
DoPT	:	Department of Promotion and Training
DMRC	:	Delhi Metro Rail Corporation
DAE	:	Department of Atomic Energy
DoS	:	Department of Space
DSIIDC	:	Delhi State Industrial and Infrastructure Development Corporation
DARPG	:	Dept. of Administrative Reforms & Public Grievances
DDA	:	Delhi Development Authority
DIG	:	Deputy Inspector General
DG	:	Director General
DoS	:	Department of Space
DTH	:	Direct-to-Home
FSTI	:	Fire Service Training Institute
GD	:	General Duty
GDMO	:	General Duty Medical Officers
GSAT	:	Geo Stationary Satellite
GO	:	Gazetted Officer
HRA	:	House Rent Allowance

HC	:	Head Constable
HT	:	Hindi Translator
IG	:	Inspector General
IEDs	:	Improvised Explosive Device
LWE/IS	:	Left Wing Extremism/Internal Security
MOSB	:	Medical Officers Selection Board
MT	:	Motor Transport
MHA	:	Ministry of Home Affairs
MoF	:	Ministry of Finance
MOSB	:	Medical Officers Selection Board
MACP	:	Modified Assured Career Progression
NSG	:	National Security Guard
NGOs	:	Non Gazetted Officers
NOK	:	Next of Kin
ORs	:	Other Ranks
PBI	:	Post Blast Investigation
PSUs	:	Public Sector Units
PTR	:	Painter
RAF	:	Rapid Action Force
QRT	:	Quick Response Team
RTC	:	Road Transport Corporation
RAF	:	Rapid Action Force
RO	:	Radio Operator
RSP	:	Render Safe Procedure
SAG	:	Special Action Group
SDG	:	Special Director General
SRG	:	Special Ranger Group
SSC	:	Staff Selection Commission
SOP	:	Standard Operating Procedure
SOs	:	Subordinate Officers

SI	:	Sub Inspector
SOTC	:	Special Operations Training Centre
TLR	:	Tailor
VRS	:	Voluntary Retirement Scheme

REPORT
CHAPTER-I
INTRODUCTION

1.1 BACKGROUND

1.1.1 Article 355 of the Constitution of India assigns the Central Government the responsibility of protecting every part of India from external aggression and internal disturbances.

1.1.2 Under items 1 to 2A of List I (Union List) of the Seventh Schedule to the Constitution, the defence of India and every part thereof, including preparation for defence and all such acts as may be conducive in times of war to its prosecution and after its termination to effective demobilization; naval, military and air forces; any other armed forces of Union and deployment of any armed force of the Union or any other force subject to the control of the Union or any contingent or unit thereof in any State in aid of the civil power; powers, jurisdiction, privileges and liabilities of the members of such forces while on such deployment are vested in the Central Government. To fulfill its constitutional responsibilities, the Central Government has raised seven Central Armed Police Forces (CAPFs) namely, the Assam Rifles (AR), Sashastra Seema Bal (SSB), Indo-Tibetan Border Police (ITBP), Border Security Force (BSF), Central Industrial Security Force (CISF), Central Reserve Police Force (CRPF) and National Security Guard (NSG). The first four are Border Guarding Forces (BFGs) and the remaining three are Non-Border Guarding Central Armed Police Forces used for internal security. Similarly, under item 1 of List II (State List), States are responsible for maintaining public order (but not including the use of any naval, military or air force or any other armed force of the Union or of any other force subject to the control of the Union or of any contingent or unit thereof in aid of the civil power). Central Armed Police Forces (CAPFs) are deployed to aid the State Governments and UTs in maintaining public order on their request. The deployment of these forces depends upon the overall security situation and the availability of the forces. These forces have been playing a key role in the overall management of the internal security situation in the country.

1.1.3 At present, the strength of CAPFs are as under:-

Force	Sanctioned Strength
Assam Rifles	66,412
Sashastra Seema Bal	97,014
Indo-Tibetan Border Police	89,433
Border Security Force	2,63,931
Central Industrial Security Force	1,52,049
Central Reserve Police Force	3,24,093
National Security Guard	10,844

1.2 Working conditions in CAPFs

1.2.1 CAPFs are currently facing challenges regarding working conditions of its personnel like prolonged working hours, stagnation, attrition, inadequate infrastructure, procurement of latest modern arms, ammunition

and equipment, grievance redressal mechanism, inadequate accommodation facilities, medical facilities, personnel management, lack of co-ordination with the State police and training and capacity building. The facilities that are available to CAPF personnel for their professional and personal well-being are insufficient, and are thus affecting the morale of these Forces adversely. This report is regarding working conditions in three Non-Border Guarding Central Armed Police Forces *viz.* CISF, CRPF and NSG.

1.3 Central Industrial Security Force (CISF)

1.3.1 The Central Industrial Security Force (CISF) has a sanctioned strength of 1,52,049 personnel spread all over the country. It is a multi-skilled security agency and a need-based force, mandated to provide security to major critical infrastructure installations of the country in diverse areas. Unlike other CAPFs, its deployment is on unit pattern and not on battalion pattern. It is the only CAPF with a specialized Fire Wing.

1.4 Central Reserve Police Force (CRPF)

1.4.1 The Central Reserve Police Force (CRPF) is the premier central police force of the Union of India for internal security. The overall sanctioned strength of CRPF is 3,24,093 personnel and 246 battalions. It is primarily deployed for maintaining internal security of the country. The main thrust areas of its deployment are left wing extremism affected areas, Jammu & Kashmir, and North-eastern region.

1.5 National Security Guard (NSG)

1.5.1 The National Security Guard has a sanctioned strength of 10,844 personnel. It is a 100 percent deputation force, and is specially equipped and trained to deal with anti-terrorist activities. It has been given the specific role to handle all facets of terrorism in any part of country as a federal contingency force. NSG has developed specialized skills for countering hijacking on land, sea and air; bomb disposal (search, detection and neutralization of IEDs); PBI (Post Blast Investigation) and hostage rescue mission.

CHAPTER-II

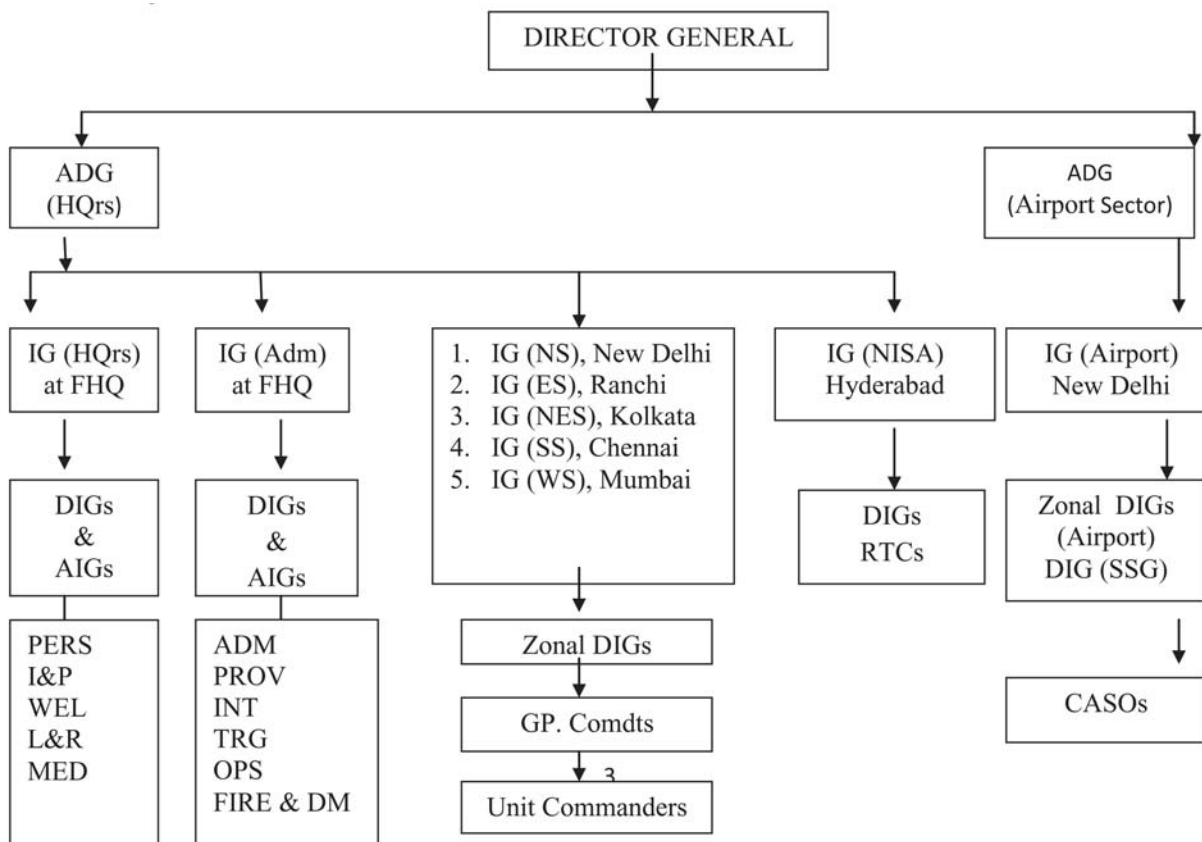
CENTRAL INDUSTRIAL SECURITY FORCE (CISF)

2.1 HISTORICAL BACKGROUND

2.1.1 The Central Industrial Security Force (CISF) was established in 1969 to provide integrated security cover to the Public Sector Undertakings. In the beginning, CISF was inducted in guarding only two undertakings (Rashtriya Chemical & Fertilizer Ltd, Mumbai on 1st November, 1969 and Bokaro Steel Ltd., Bokaro on 2nd November, 1969). Currently, the Force is providing security cover to many industrial undertakings, private installations, airports, Delhi Metro Rail Corporation, and fire protection cover to 101 Industrial Undertakings and every heritage monument. With a sanctioned strength of 1,52,049 personnel spread all over the country, the pan-India deployment of the Force covers diversified areas like Atomic Energy and Space Installations, Sea-Ports, Steel Plants, Coal Fields, Hydro-Electric and Thermal Power Plants, Defence Production Units, Fertilizer and Chemical Industries, Note Printing Press/Mints etc.

2.1.2 Although an Armed Force of the Union, CISF is a cost reimbursement force. The recurring/non-recurring expenditure are reimbursed by client organizations. All physical security infrastructures are also provided by the client organizations. It is a need based force and its deployment is dependent on the requirement of PSUs. It is the only Central Armed Police Force (CAPF) having specialized trained and dedicated Fire Wing for fire prevention and fire protection. Unlike other CAPFs, the CISF is deployed on unit pattern and not on battalion pattern.

2.2 Organization structure



2.3 Command and Control

2.3.1 The Force functions directly under the command of DG, CISF. Due to its presence all over the country and better administrative control the deployment of CISF in units has been kept under jurisdiction and control of seven Sectors, namely, Airport Sector, East Sector, North Sector, North East Sector, South Sector, West Sector and Training Sector. Airport Sector is headed by ADG-rank officer and rest of the Sectors are headed by IG-rank officers. Further, within Sectors, Zones & Gp Headquarters have been created for smooth administrative functioning.

2.4 Promotional avenues

Rank	Feeder	Length of service
1	2	3
DG	Being filled up through deputation quota from IPS officers.	
SDG	Post not sanctioned	
ADG	Being filled up through deputation quota from IPS officers.	
IG	DIG	24 yrs Group 'A' service/total 27 yrs combined regular service in Group 'A' and 'B' Gazetted service including 02 yrs regular service as DIG.
DIG	SR. COMDT	20 yrs Group 'A' service or total 23 yrs combined regular service in Group 'A' and Group 'B' Gazetted service including 02 yrs regular service as Sr. Comdt
SR. COMDT	COMDT	15 yrs Group 'A' service including 02 yrs service as Commandant.
COMDT	DY. COMDT	11 yrs Group 'A' service including 02 yrs service in the rank of Dy. Comdt.
DEPUTY COMDT	ASSTT COMDT	06 yrs Group 'A' service as Asstt Comdt.
ASSTT COMDT	INSPECTOR	05 yrs service as Inspector/Exe
INSP/Executive (Exe)	SI/Exe	11 Yrs. (2006)
SI/Exe	ASI/Exe	06 Yrs. (2011)
ASI/Exe	HC/GD	15 Yrs. (2001)
HC/ General Duty(GD)	Const.	22 Yrs. (1994)
HC/Driver (Dvr)	Const/Dvr	05 Yrs. (2011)
Insp/Ministerial(Min)	SI/Min	14 Yrs. (2002)
SI/Min	ASI/Clk	16 Yrs. (2000)
ASI/Clerk (Clk)	HC/Clk	05 Yrs. (2012)

1	2	3
Insp/Stenographer (Steno)	SI/Steno	22 Yrs. (1994)
SI/Steno	ASI/Steno	06 Yrs. (2011)
Insp/Fire	SI/Fire	15 Yrs. (2001)
SI/Fire	ASI/Fire	06 Yrs. (2010)
ASI/Fire	HC/Fire	21 Yrs. (1995)
HC/Fire	Ct/Fire	20 Yrs. (1996)
HC/Driver-Cum-Pump-Operator(DCPO)	Ct./DCPO	05 Yrs. (2011)

2.4.1 On being asked by the Committee regarding the existence of stagnation at various levels and very few promotional avenues for lower rung officials in the Force, the Ministry informed the Committee that the CISF is a need based Force organized on unit pattern and not on battalion pattern since the strength of personnel deployed/ inducted is purely based on the requirement of the PSUs. With the comprehensive cadre review to address the issues pertaining to lack of promotional avenues and structural imbalances in terms of inverse ratio in certain ranks would be taken care of.

2.4.2 The Ministry further informed the Committee that in the cadre review, the following additional posts have been created:

Rank	No. of posts
1	2
ADG	02
IG	07
DIG	08
Commandant	08
Commandant (Fire)	01
Dy. Comdt (Fire)	05
Inspector/Exe	429
Inspector/Min.	41
Inspector/Steno	13
SI/MT (New Post)	86
ASI/MT(New Post)	257
ASI/Exe	5307
ASI/Steno	39

1	2
HC/Clerk	500
HC/Tradesman(New Post)	1358
Constable/Dvr	538
Inspector/Fire	17
ASI/Fire	167
Constable/Fire	288
Constable/DCPO	388

2.4.3 The Committee has been given to understand that with the cadre review, the promotional avenues in lower ranks are likely to improve as per the table given below:

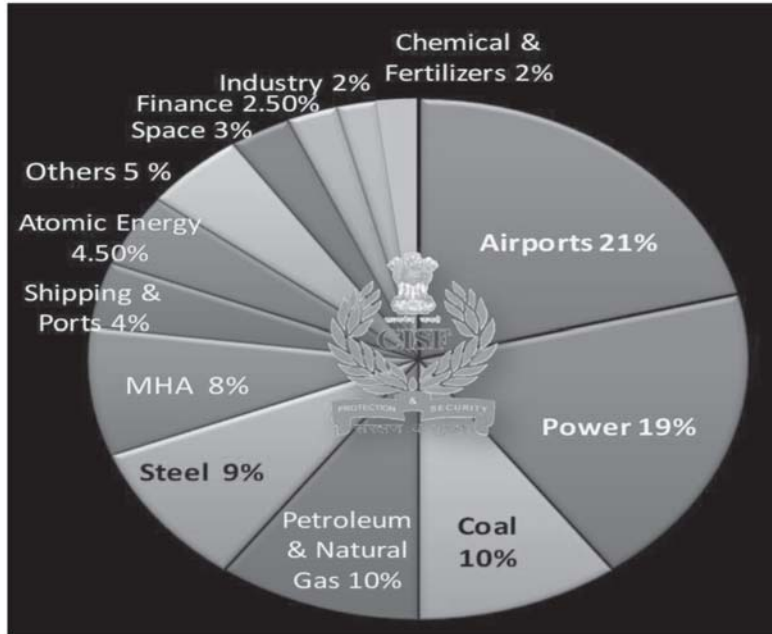
Rank	Eligibility Period	Presently, time taken (Years)	After Cadre Review (Years)
Const. to HC (GD)	5	22	16
HC (GD) to ASI (Exe)	5	16	10
ASI (Exe) to SI (Exe)	6	6	6
SI (Exe) to Insp (Exe)	5	10	8

2.4.4 **The Committee takes note of the severe stagnation at several ranks of Group B & C such as Constable/Fire, Head Constable/Fire, SI/Steno, ASI/Clerk, Constable/GD and feels that requisite measures need to be taken to address the issue of stagnation at these ranks. The Committee observes that a constable gets promoted to the post of Head-Constable (GD) in 22 years in contrast to the eligibility period of 5 years. Similarly, a Head-Constable (GD) gets promoted to the post of ASI (Exe) in 16 years in contrast to the eligibility period of 5 years. The Committee is anguished to note such severe stagnation in the lower ranks of CISF. The Committee feels that lack of promotional avenues is a huge demoralising factor for the CISF personnel. The Committee, therefore, strongly recommends that the cadre review of Group B & C ranks must be expedited and it must be ensured that the CISF personnel, especially at the lower ranks, are able to get their first promotion within ten years of recruitment.**

2.5 Deployment and transfer policy

At present deployment status of CISF is as under :-

Total Strength of CISF	-	1,52,049
Total Number of units	-	339
Total Number of Fire units	-	101
Total formations :	-	66 (Including Res. Bns. RTCs etc).



Present deployment status of CISF

2.5.1 The Ministry, in the background note on the subject, informed the Committee that CISF is deployed in 339 Units including deployment in 49 Units located in LWE affected areas in 9 States, 27 Units in NE States and 7 Units in J&K, 59 Airports and other hypersensitive units like DMRC, DAE (Department of Atomic Energy), DoS (Department of Space) etc. The Operational effectiveness of the Force is being achieved through:

- Specialized training suited to meet the requirement of the Units.
- Preparation and implementation of SOPs (Standing Operating Procedures) and CMP (Common Minimum Programme).
- Regular conduct of mock drills involving all stakeholders
- Regular review of security schemes
- Security audits of Units on yearly basis
- Pre induction training imparted before deployment in LWE area units
- Specialized trained personnel for VIP security

2.5.2 The Committee sought to know the reasons for maximum number of grievances being received regarding transfers and posting to the northern region. The Ministry replied that major part of the Force comprises of Constables and Head Constables. Head Constable is promotional post for Constables except in Ministerial Cadre. The Constables are recruited in proportion of the population of the particular State. Accordingly, the vacancies are calculated and filled up State-wise, from among the candidates who are domiciled within the concerned state. Since, the population of northern States is comparatively high and the number of CISF units located in this region are limited, it is difficult to give home sector postings to the CISF personnel in this region in every case. Moreover, in order to maintain an all India character of the Force, as per the transfer policy every sector should have only 60 per cent non-gazetted personnel from

inside the sector. Furthermore, the sectors comprise of a number of States, and hence even if a home sector is allotted to any personnel, he may not get his home State. Some of the States are very large in size and even if the personnel are posted in their home State, they are not satisfied unless posted to the desired place. Majority of the personnel from northern region want posting in major cities like Delhi, Chandigarh, etc. where better educational, medical and other facilities are available. Considering, the large number of CISF personnel from this region, it is not possible to meet their requirement/requests every time in each case. The Committee was apprised of the new transfer policy for NGOs that has been formulated during 2017 having the following provisions:

- (i) The size of the sectors within northern region has been reduced so that if one is allotted home sector he/she gets posting close to his native place.
- (ii) The proportion of personnel from inside the sector has been increased from 50 per cent to 60 per cent all over India so that more personnel are able to get posting in their home sector.
- (iii) Another feature has been introduced in the policy which enables non-gazetted officers to opt for non-home sector of their choice, in case they are not able to get their home sector, due to lack of vacancies in their home sector.
- (iv) Earlier, the minimum non-home sector tenure for CISF personnel belonging to northern region was 17 years and for other sectors it was 13 years. This anomaly has been removed in the new transfer policy and minimum non-home sector tenure for all the sectors has been uniformly fixed at 13 years. This policy has been implemented w.e.f. 1st November, 2017.

2.5.3 When the Committee raised a query whether the present recruitment policy could be tweaked to provide more representation from the States where CISF is deployed in greater strength instead of the population criteria, the Ministry replied that the policy of recruitment for filling up the vacancies on the basis of population of the States is intended to have proportionate representation of each State in the Force. CISF is a need based Force and it is inducted in any PSU/Government or private installation on requisition basis with stipulation that the said installation will bear the cost of deployment of CISF. Deployment of CISF is considered based on the priority sectors and threat perception of the establishment concerned. Augmentation/ dedication of the strength is also done taking into consideration the security needs.

2.5.4 The Committee takes note of the efforts of the Ministry to resolve the issue of transfers and postings in the CISF. As the current policy of recruitment in CISF is based on proportionate representation of each State, there is more recruitment from the densely populated States of the northern region. However, the Committee notes that the number of CISF units located in the northern region is limited and thus this policy does not allow the personnel to have sufficient opportunities to live with their families which results in a large number of requests for transfers and posting to the northern region. The Committee feels that this policy of recruitment needs some modification by incorporating a need-based component in the recruitment policy. The Committee, in this connection, recommends that the Ministry may review CISF s recruitment policy, which is at present primarily based on population of the States, to include demand-specific recruitment component. The Committee is of the view that this will, to some extent, resolve the problem of geographical imbalance and allow the personnel to be posted in their home States.

2.6 Housing and Accommodation

2.6.1 The Ministry informed the Committee in its background note on the subject that about 84 per cent of the Force is deployed at PSUs/Airports. In PSUs/Airports, family accommodation is provided by the concerned management. The housing satisfaction in PSUs is quite satisfactory but there is substantial deficiency of family accommodation in CISF establishments.

2.6.2 With regards to Non- PSUs formations (Sector/Zonal/Group Hqrs, Training Institutions and Reserve Battalions), which constitute about 16 per cent of the force, accommodation is provided by the Government.

Authorization of houses in Non- PSUs:

Rank	Training Centres	Reserve Battalions	Sector/ Zone/ Group Hqrs.
GOs	75%	70% (AC 40%)	60%
SOs	50%	25%	50%
ORs	50%	25%	25%

2.6.3 The Ministry, in its reply to a question, informed the Committee that at present housing satisfaction level in the Force is 12.58 per cent. CISF is in process for construction/acquisition of 2,663 flats, which will increase the percentage of housing satisfaction upto 20.95 per cent. In addition to above, 1719 flats are under consideration in CISF.

2.6.4 The Committee was further informed by the DG, CISF that while providing security cover in the PSU Sector, it is the obligation of the PSUs to provide accommodation to the personnel and at present 55 per cent barrack and 45 per cent family accommodation on average has been provided by these sectors. Unless and until, these conditions of providing housing accommodation are satisfied by the PSU sector, no deployment of the Force is undertaken. However, with regard to present satisfaction level in the non-PSU sector, which is MHA funded and largely for the reserve battalion, the Special Security Group in the DMRC (Delhi Metro Rail Corporation) and other places, the housing satisfaction level is 12.5 per cent. Once the ongoing works are completed it is expected that the housing satisfaction level will reach to 20.95 per cent. In terms of housing satisfaction, in number of units, the DG, CISF furnished following details:

Sanctioned Strength	31812
Authorized housing	11814
Available housing	4003
Present deficiency	7811
Sanctioned/Under Construction	2663
Net deficiency	5148

2.6.5 The Committee was also informed that a unique exercise had been undertaken by the CISF a few years back in which it had bought ready-made flats from DDA (Delhi Development Authority) and DSIIDC (Delhi State Industrial and Infrastructure Development Corporation) totaling to 2,090 units for its personnel

in Delhi and Ghaziabad. Replying to a query regarding when the personnel are posted in other States like Punjab and Andhra Pradesh, how accommodation for the Force personnel is managed and whether deputation allowances are given to these personnel, the DG, CISF, explained to the Committee that when the Force personnel are involved in providing security cover to PSUs then the officers from the Force are accommodated within the campus of the PSU, however, 55 per cent of the jawans are accommodated in barracks and rest of them are stationed outside the premises for which they are allowed to have HRA. The PSUs make payment through the concept of Reverse Booking that is deposited in Consolidated Fund of India which is called "Cost of Deployment" as this is the only force where the user has to pay. The grant of HRA was revised and the issue of allowing the forces to retain the Government accommodation in Delhi or other family stations have been taken up with the Ministry of Housing and Urban Affairs.

2.6.6 It was further informed to the Committee that there is an increased demand from the private sector for getting security cover from CISF; however, the Force is now not providing the entire physical security to the entire premises but are deployed there on Quick Reaction Team (QRT) pattern so that the access control, frisking, etc. is done by the private companies or security personnel and CISF is deployed only for contingency situation.

2.6.7 The Committee observes that the housing satisfaction level in CISF at 12.5 per cent is among the lowest in the CAPFs. The Committee takes note of the fact that there is a deficiency of 7,811 quarters and only 2,663 quarters are under construction for CISF accommodation. The Committee feels that even after completion of construction of these 2663 quarters, the Ministry would not be able to provide a good housing satisfaction level for CISF. The Committee strongly recommends that the construction of these 2,663 quarters should be expedited and completed within the stipulated time. The Committee also recommends that the proposal of 1,719 flats that are under consideration in CISF must be considered at the earliest. The Committee further recommends that the Government should chalk out an 'Action Plan' to achieve the objective of constructing the remaining 5,148 quarters within the stipulated timeframe.

2.7 Medical facilities

2.7.1 The Ministry informed the Committee in reply to a questionnaire sent by the Committee that CISF personnel deployed in PSUs/Private Sector establishments and non-MHA funded units are provided medical facilities by the concerned client organizations. Open recruitment of Medical Officers including Specialists are being conducted for CAPFs every year through MOSB (Medical Officers Selection Board) by Nodal Agencies to fill up the vacancy of Medical Officers in CAPFs but sufficient Medical Officers/Specialists could not be catered for to fill up the vacancies even after making all efforts. Therefore, the vacant posts of medical officers/specialists in CISF are still existing.

2.7.2 However, to overcome the deficiency of regular GDMOs/Specialist Medical Officers, CISF is appointing Contractual Medical Officers (GDMOs/Specialists) by conducting Walk-in-Interview at all CISF Composite Hospitals every year after obtaining necessary approval from MHA/ADG(Med), CAPFs. The existing vacancies of regular GDMOs/Specialists will be filled once sufficient medical officers selected through MOSB and allocated to CISF. The vacancies of Specialist Medical Officers and GDMOs are not being filled up mostly due to the following reasons:

- (a) Hard service conditions in CAPFs especially in CISF due to posting in far flung areas/remote areas of the country.

- (b) Overall deficiency of doctors in the country in comparison to requirement in Govt. organizations.
- (c) Better Pay & Allowances/Perks in private hospitals in comparison to CAPFs.

2.7.3 The Committee takes note of the submission of the Ministry regarding the reasons for vacancies in the medical staff of CISF. The fact that CISF personnel are posted in far flung areas/remote areas of the country is all the more reason for ensuring sufficient availability of medical staff at all the CISF units. The Committee is of the considered view that better pay and allowances/perks and higher hardship allowance would incentivize the doctors to serve in the CISF. The Committee, therefore, recommends that the Ministry must take immediate measures to enhance the pay and allowances for the doctors to be appointed as regular medical officers to fill up these vacancies at the earliest.

2.8 Modernisation of the Force

2.8.1 On being asked by the Committee as to the measures being taken for the modernization of the Force in order to ensure better security architecture, the Ministry replied that the Government has provided funds to CISF under Modernization Plan-I and II for procurement of modern gadgets. Under Modernization Plan – I, CISF had procured weaponry items, special items for Fire Service Training Institute (FSTI), training equipment, Communication and IT equipment at the cost of ₹ 106.58 crore. Under Modernization Plan – II, a sum of Rs 39.48 crore (including committed liabilities) has been spent for procuring Arms & Ammunition, Machinery & Equipment, Motor Vehicles, Clothing/Tenting and Information & Communication Technology items.

2.8.2 In Modernisation Plan-III, for strengthening the security and operational efficiency of the Regional Training Centres/Reserve Battalions/Units, budget outlay of Rs 104.35 crore have been approved for CISF for procurement of Gadgets/items such as Unmanned Aerial Vehicles, Advance Weaponry, Ground Penetrating Radars, IT equipment, Medical equipment, Fire & Disaster Management equipment, Armoured/Bullet Proof vehicles, communication equipment.

2.8.3 In addition to above for upgrading technical skills of its officers/personnel, CISF personnel are allowed to attend seminars, workshops, exhibitions being conducted by various Government and Private Organizations. The security audit and technical surveys are also conducted at the units for ascertaining and projecting requirement of modern gadgetry to enhance the overall security apparatus.

2.8.4 The Committee appreciates the measures taken by the Ministry for the modernization of CISF. However, since the CISF is responsible for the security of country s airports and major installations, including those in nuclear and aero space domain, the Committee recommends that the Ministry must ensure that the Force has modern state-of-the-art arms, ammunition, night vision devices, patrolling equipment, drones, vehicles and other infrastructural upgrades.

2.8.5 The DG, CISF apprised the Committee in a meeting held on 26th June, 2018 that there are some airports in which the CISF does not have their own dedicated Bomb Detection & Disposal Squad (BDDS) systems.

2.8.6 The Committee is of the considered view that the Bomb Detection and Disposal Squad (BDDS) is crucial for airport security. The Committee, therefore, recommends that all the 59 airports guarded by the CISF in the country must have operational BDDS teams of CISF and the Ministry must

ensure that these teams are provided all the essential bomb diffusing equipment such as explosive vapour detectors and remote-operated vehicles.

2.8.7 On being asked by the Committee whether a programme in line with BSF's BISAG (Bhaskaracharya Institute for Space Applications and Geo-Informatics) programme, where the DG, BSF is able to address all the troops of BSF at once would be introduced in the CISF, the Ministry replied that BISAG is a satellite based communication in which one way video and two way audio facilities are made available. BISAG telecasts the programs from its studio at BISAG, Gandhinagar by using GSAT 8 and 4CR for transmission through KU band transponder. It can be made use by the CISF also.

2.8.8 The Committee appreciates that the BISAG is a very useful and cost effective programme used by BSF for the purpose of monitoring and redressing grievances at the highest level. The Committee takes note of the submission of DG, CISF that BISAG can also be used by CISF. The Committee feels that this programme can be used by CISF for two-way communication with the various units and personnel deployed in several important installations across the country. The Committee, therefore, recommends that further modalities may be worked out and necessary infrastructure may be arranged in consultation with various stakeholders for adoption of BISAG programme by CISF.

2.8.9 The Committee was informed that at present total numbers of dogs present with the Force is 470 and that the number of dog handlers is 623. It was further informed to the Committee that the dog squads in the airports is provided by the airport operators only and the dog squad available with the Force, which has a canine centre in Ranchi, are deployed mainly in government buildings sectors, DMRC, etc.

2.8.10 The details of dog squad deployed in various CISF units are as under:-

Sl. No.		Availability	
		Dogs	Handler
1.	PSUs/Unit	225	268
2.	Airports	230	340
3.	Res. Bns.	15	15
	TOTAL	470	623

2.8.11 These dogs are an additional layer to the existing security system of CISF. Various breeds of dogs are inducted in the dog squad of CISF according to their certain inherent qualities. The cocker spaniel breed is inducted as it is known to be very efficient at sniffing out suspicious items. At the same time, they are very friendly with the public. Hence, this breed of dogs serves the purpose at crowded places such as airports and metro stations. Cocker spaniels are smart, quiet, and friendly. They are inducted mainly for the purpose of maintaining vigil. On the other hand, German shepherds tend to be ferocious, aggressive and agile. They are mostly used for manning areas, especially in Naxal areas. Labradors are comparatively docile and are used to sniff out arms, explosives and narcotics.

2.8.12 In a Committee meeting held on 21st May, 2018, the importance of Belgian Malino breed of dogs, known for its remarkable memory, intelligence and ferocious nature, was discussed. Belgian Malino breed

of dogs is already available with the NSG. In the said meeting of the Committee, it was also discussed that NSG may also explore the possibility of inducting the Mudhol Hound breed of Karnataka.

2.8.13 The Committee feels that the dogs, along with the proper and regular training for their specific roles, need to be groomed regularly to prevent them from contracting seasonal skin diseases such as external parasites, ticks and lice. In addition to this, the dog handlers also require special training in order to get acquainted with the dogs and their training and rearing needs.

2.8.14 The Committee observes that the canines deployed along with the Force play a very crucial role. The dog squad, therefore, forms an essential part of the Force. The Committee is of the considered view that proper rearing of the dog squads and adequate training of the handlers appointed in the Force is very important for effective and efficient use of the canine. The Committee, in this connection, recommends that sufficient number of dog squads including the Mudhol Hound breed of Karnataka and the Belgian Malinois breed may be considered by the CISF to meet its requirement of providing security cover to various buildings and vital installations.

2.9 Attrition

2.9.1 The Ministry, in its background note, apprised the Committee that the attrition rate in CISF is quite small. In the last five years, 2,973 Force personnel have resigned from the Force, 2,941 personnel opted for voluntary retirement and another 107 personnel have pre-maturely retired. Personal grounds or better placement opportunities are the main reasons for opting to leave the Force.

2.9.2 The Ministry furnished the following data regarding details of attrition in GOs and NGOs for the past three years during evidence before the Committee:

Gazetted Officers

Year	Total Strength	Voluntary Retirement	Resignation	Total
2016	1280	04	03	07
2017	1273	15	02	17
2018	1274	04	04	08

Non-Gazetted Officials

Year	Total Strength	Voluntary Retirement	Resignation	Total
2016	1,24,538	583	266	849
2017	1,24,097	788	378	1166
2018	1,42,861	117	113	230

2.9.3 The Committee sought to know the measures taken to address the issue of highly educated personnel being more prone to getting trained in the CISF and then leaving the Force for better opportunities in the private sector. The Ministry informed the Committee that the CISF personnel who apply for Voluntary Retirement or resign from service are mandatorily briefed and counselled by their superior officers. The cases of VRS/Resignation are processed only when personnel are not willing to continue in service even

after counselling. The CISF has recently undertaken cadre review of Group-A, B & C personnel which would improve their promotional avenues especially in Group B & C ranks. Furthermore, the new transfer policy has been formulated to take care of the grievances of CISF personnel with regard to their transfer and postings.

2.9.4 The Committee takes note of the fact that the jawans leaving the Force for better opportunities in the private sector is a major reason for attrition in the CISF. The Committee feels that once a jawan gets training in the Force, he/she becomes an asset to the Force, therefore, they should be given enough incentives so that they are motivated to remain in the Force. The Committee understands that other factors like high level of stress and strain could also be causes of attrition. The Committee, therefore, recommends that measures should be taken to improve the working conditions significantly to motivate the personnel to stay, even when they are offered better opportunities elsewhere. The Committee further recommends that the Ministry should conduct exit interviews or survey among the personnel opting for voluntary retirement and resignation to assess the factors leading to attrition and undertake appropriate measures to address the concerns of the personnel so that attrition in the Force can be curbed.

2.10 Grievance Redressal Mechanism

2.10.1 The Ministry, in its background note on the subject, informed the Committee that Grievance and Feedback Management System for grievance redressal of CAPFs personnel was launched on 11.05.17 by the Hon ble Union Home Minister. It is centrally maintained by BSF. Whenever a Force personnel installs Mobile App on his Mobile, a registration request is generated and sent to the Nodal officer. The Nodal officer may either accept or reject the request after verification of the details of the personnel. Grievances received through Mobile App are downloaded by Welfare Branch and forwarded to concerned Units/Branches. After examining the reply received from Units/Branches, any of the appropriate remarks viz. grievance redressed favourably, grievance considered but not acceded to or grievance action pending is updated on the portal by Welfare Branch.

2.10.2 The Ministry further informed the Committee that a Public Grievance Portal is maintained by Dept. of Administrative Reforms & Public Grievances (DARPG). Grievances downloaded by Welfare Branch are forwarded to concerned Units/Branches. The gist of reply so received is uploaded on Portal by Welfare Branch. Grievances received in the PG portal are being monitored by CISF till its redressal.

2.10.3 The Ministry, in reply to a question, informed the Committee that for speedy and systematic redressal of grievances of personnel an online Centralized Grievance Redressal Portal (e-Grievance) was launched in CISF on 1stSeptember, 2016. Personnel can submit grievances through CISF Website (Employee Corner) or Mobile App (mPower). The distinct number of users of CISF Mobile Application (mPower) are 1,21,239 (95 per cent) out of the total strength as on date. The details of grievances received on e-grievance portal as on 6thJuly, 2018 are as under:

Total grievances registered	Total Grievance redressed	Grievances under process
10376	10129	247

2.10.4 The Ministry furnished the details of grievances, under the mentioned heads, received in the last 3 years as under:

Category	1.09.16 to 1.12.16		2017		2018 till (06.07.18)		
	Received	Settled	Received	Settled	Received	Settled	Under Process
Transfer	471	471	2754	2754	1996	1827	169
Food	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Promotion	Nil	Nil	85	85	23	21	02
Working Conditions (Duty, Housing, Medical, etc)	Nil	Nil	380	380	186	170	16
TOTAL	471	471	3219	3219	2205	2018	187

2.10.5 The Ministry further informed the Committee that the e-grievance portal is monitored by Unit/Group/Zone/Sector and at Frontier Headquarters level on daily basis. The general grievances related to Unit administration, Service are redressed within 10 days by the Unit. The grievances related to Transfer/Posting and Policy matter are mostly redressed within an average of 45 days. Further divulging the details of the modalities under the e-grievance redressal mechanism, the Committee was informed that the user can choose appropriate category out of 17 categories, i.e., personal issue, domestic problem, career related, posting, duty related, harassment, leave, medical issue etc. Upon posting the grievance, a confirmation message is sent to User mobile number and the concerned Unit Commander. The online application is monitored centrally at CISF Headquarters by the Welfare Directorate and DIG/Welfare has been nominated as the Nodal officer. The pendency of grievances is reviewed on weekly basis and system generated e-mail is sent to the concerned level of pendency.

2.10.6 The Committee takes note of the efforts of the Ministry to facilitate the CISF personnel to raise their grievances through various media of grievance redressal available for them. The Committee desires that the Grievance Redressal Mechanism of CISF must be efficient in resolving grievances of the personnel. It must be robust and should reflect a system of speedy and fair adjudication of grievances without delay.

CHAPTER-III

CENTRAL RESERVE POLICE FORCE (CRPF)

3.1 HISTORICAL BACKGROUND

3.1.1 The Central Reserve Police Force came into existence as the Crown Representative's Police on 27th July, 1939. It was named as Central Reserve Police Force on enactment of the CRPF Act on 28th December, 1949. Central Reserve Police Force (CRPF) is 246 Battalions strong force having a sanctioned strength of 3,24,093. The CRPF has 208 Executive Battalions, 6 Mahila Battalions, 15 RAF Battalions, 10 CoBRA Battalions, 5 Signal Battalions and 1 Special Duty Group and 1 Parliament Duty Group.

3.1.2 The CRPF is the largest Central Armed Police Force of the country. The Force is presently handling a wide range of duties covering law and order, counter insurgency, anti-militancy and anti-naxal operations. The Force plays a key role in assisting the State Governments and UT Administrations in maintaining public order and countering subversive activities of naxalites, militant groups and insurgents. The CRPF is performing law & order duties, counter-insurgency operations in J&K and North East and Anti-Maoist operations in Left Wing Extremism (LWE) affected states and other parts of the country. Besides, CRPF is also providing security to some of the vital installations and buildings including the shrine of Mata Vaishno Devi in Katra, Ram Janam Bhoomi/Babri Masjid in Ayodhya, Kashi Vishwanath Temple/Gyanvapi Mosque in Varanasi, Krishna Janam Bhoomi and Shahi Idgah Masjid in Mathura and the Parliament House. Apart from the above, CRPF / RAF coys have also been deployed across the country for maintaining the law and order situation from time to time on short notice as well as on long term basis. The CRPF has also been entrusted with VIP Security. In 1992, 10 Battalions of CRPF were reorganized and converted into 10 Battalions of 4 coys each of Rapid Action Force (RAF). The personnel in RAF are trained and equipped to be an effective strike Force in communal riots and similar situations. A specialized Force "CoBRA- Commando Battalion for Resolute Action, has been raised to fight Maoists and Insurgents in Jungles. Also known as Jungle Warriors, CoBRA members are selected from amongst the CRPF personnel. One contingent (Male) of CRPF is deployed in Liberia under United Nations Mission since February-2016.

3.2 Organization Structure

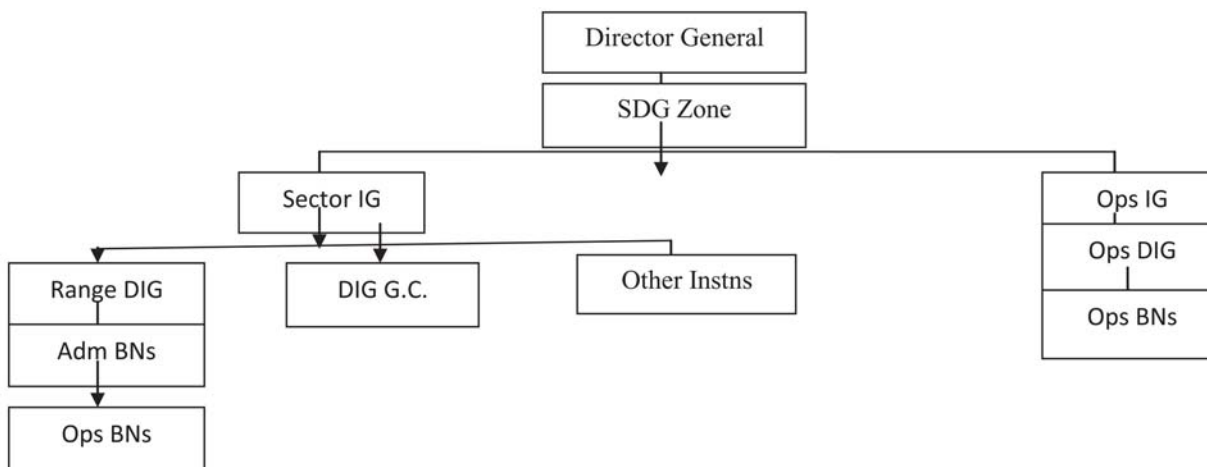
3.2.1 At present, the force headquarters is at Delhi headed by Director General (DG) assisted by four operational zones, headed by Special Director General (SDG).

1. Jammu and Kashmir zone
2. Central Zone
3. North East Zone
4. South Zone

3.2.2 Besides the above, there are Adm Sectors (21), Ops Sectors (02) headed by Inspector General, Adm Ranges (39), Ops Ranges (17) and Group Centers (43) headed by Dy Inspector General, and Units/Bn (242) headed by Commandants. The organizational structure of the force is geared to support and facilitate operations in effective manner with each level having its operational and administrative mandate.

3.3 Command and control

3.3.1 The Ministry of Home Affairs, in its background note on the subject, furnished the organizational hierarchy of CRPF as follows:



3.4 Recruitment and Vacancies

3.4.1 With a sanctioned strength of 3,24,093, CRPF is the largest Central Armed Police Force in the country. Such large cadre strength invariably creates several issues pertaining to recruitment and management of personnel.

3.4.2 The Ministry, in its background note on the subject, furnished the details pertaining to the recruitment of personnel of various ranks in CRPF as follows:

Sl.	Rank	Percentage /Quota of Direct Rectt
1	2	3
1.	AC/GD	By Direct Rectt through UPSC-50% By Promotion- 33% Through Limited Departmental Competitive Exam (LDCE)-17%
2.	Medical Officer	By direct recruitment
3.	Inspector(HT)	By Direct Rectt-80% By Deputation/ Absorption-20%
4.	SI/GD	By Direct Rectt through SSC-33% By Promotion-50% Through LDCE-17%
5.	ASI/Steno	By Direct Rectt-85% Through LDCE-15%
6.	HC/GD	By Promotion-85% Through LDCE-10% By Direct Appointment by Sports Quota- 5%
7.	HC/MIN	By Direct Rectt-85% Through LDCE-15%
8.	CT/ TECH (Driver & MMV/Fitter) CT/Tradesmen	By Direct Rectt-100%

1	2	3
	(Cobbler, Carpenter, Tailor, Bugler, Gardener, Painter, Cook, Water Carrier, Pipe Band, Brass band, Barber/ Hair Dresser, Washer man/ women & Safai Karmachari.	
9.	Pioneer Staff SI/ overseer (civil), ASI/ Draughtsman, CT (Pioneer), CT (Electric, Mason, Carpenter, Painter, Plumber (Engg)	By Direct Rectt-100%
10.	Signal Staff Sub-Inspector/RO & Crypto	By promotion-90% By Direct Rectt-10%
11.	Sub-Inspector (Technical)	By promotion-90% By Direct Rectt-10%
12.	Assistant Sub-Inspector (Technical)	By remustering -20% By Direct Rectt-80%
13.	Assistant Sub-Inspector (Draughtsman)	By Direct Rectt-100%
14.	Inspector (Dietician), Paramedical Staff Sub-Inspector (Staff Nurse)	By Direct Rectt-100%
15.	Sub-Inspector (Radiographer)	By Direct Rectt-95% By promotion failing which by deputation or absorption-5%
16.	Assistant Sub-Inspector (Pharmacist, OT Technician, Laboratory Technician, EG Technician, Dental Technician)	By Direct Rectt-100%
17.	Assistant Sub-Inspector (Laboratory Technician)	80% by direct recruitment 5% by promotion
18.	Head Constable (Jr.X-ray Assistant, Laboratory Assistant)	By Direct Rectt-100%
19.	Head Constable (Electrician, Air Conditioning Plant Technician, Steward)	By Direct Rectt-100%
20.	Constable (Ward Boy/Girl)	50% by remustering 50% by direct recruitment
21.	Constable (Masalchi, Cook, S/K, W/M)	By Direct Rectt-100%
22.	HC/GD, CT/GD (sports)	5% by direct rectt in Sports quota

3.4.3 In the background note on the subject, the Ministry informed the Committee that out of 37 posts earmarked for IPS Officers, 18 posts have been diverted to Cadre Officers for a period of one year, i.e., upto 31.03.2018. As of date, out of 19 posts, only 02 IPS DIGs are posted in CRPF, resulting in the deficiency of 17 posts. This deficiency is due to non-availability of IPS officers in DIG rank on the offer list for induction.

3.4.4 The Ministry, in the background note, also informed the Committee that against the sanctioned posts of 5 Deputy Financial Advisors, 4 posts are vacant.

3.4.5 The Committee is perplexed to find that 17 out of 19 posts, i.e., approximately 90 per cent of the posts at DIG level are lying vacant in CRPF. This is a serious lacuna in the Force. A robust and experienced higher level leadership is crucial for efficient working of an organization. The Committee fails to understand the rationale behind reserving 37 posts for IPS officers under deputation quota in CRPF when IPS officers are not opting for these posts. These posts are lying vacant or have to be diverted temporarily to the Cadre Officers of CRPF owing to the paucity of IPS officers opting for them. This leads to not only huge percentage of vacancies but also lowering the morale of cadre officers of CRPF. The Committee therefore recommends that appropriate measures be taken by the Ministry to fill these vacant DIG posts in CRPF. The Committee also feels that not more than 25 per cent posts should be reserved for deputation Officers in the Force. If IPS officers are not available, the posts should be filled through temporary promotions of eligible officers of the Force.

3.4.6 The Committee is dismayed to observe that out of total 5 posts of Deputy Financial Advisor, 4 posts are lying vacant. The Committee fails to understand how such a large Force could function efficiently with vacancies in such an important post. The Committee, therefore, recommends that immediate measures be taken by the Ministry to fill these 4 vacancies of Deputy Financial Advisor in CRPF.

3.4.7 The Ministry apprised the Committee in a meeting held on 26th June, 2018 that the sequence of the exams conducted for various posts in the Force is being considered to be altered so that the recruitment can be done much faster. Presently it takes approximately two years to complete the recruitment process but with this new process, the recruitment could be completed within a year.

3.4.8 The Ministry also apprised the Committee that the conduct of recruitment on annual basis by the Staff Selection Commission (SSC) and its completion in the given time frame is also critical in addressing the above issue and in regularizing the training cycle. The indent for 54,953 vacancies for Constable (GD) has been placed for recruitment year 2018.

3.4.9 The Committee is concerned about the huge number of vacant posts at around 54,953 in Constable (GD) cadre. The Committee feels that this issue could be resolved if vacancies for a recruitment process are calculated well in advance, taking into account the anticipated vacancies for the next two years. The Committee, therefore, recommends that the Government may conduct recruitments taking into account the anticipated vacancies for the next two years instead of the current procedure of reporting the vacancies that exist before the notification of the recruitment process, so that such a large number of posts do not lie vacant at any given point of time.

3.4.10 The Committee further observes that the SSC conducts recruitment exams for a large number of posts throughout the year for various government services. The recruitment process of CRPF

takes approximately two years to be completed. The Committee believes that this time period can be reduced to around one year by streamlining the recruitment process. The Committee, therefore, recommends that the Ministry may request the recruitment agencies to undertake necessary measures to reduce the timeframe within which various tiers of recruitment examinations are conducted.

3.5 Raising Battalion 241 for fighting Naxal Menace

3.5.1 In reply to a question regarding the raising of the battalion 241 of the Force, the Ministry informed the Committee that this was done with the objectives of fighting the Naxal menace in their den and providing employment to the Schedule Tribes of the area thereby preventing them from being lured into joining naxal outfits. The proposal for the formation of Bastariya Battalion was approved by the MHA *vide* their Order No. I-45023/4/2015-Pers-II dated 15-07-2016. The recruitment to the Bastariya Battalion was done as per the directions/ special relaxations given by the Ministry *vide* its *ibid* order.

3.5.2 One hundred per cent candidates were recruited from Scheduled Tribes. Thirty three per cent additional reservation quota was adhered to for female candidates in the recruitment to the battalion 241. The following relaxations in physical standards were provided:-

- (a) Height- Relaxation by 07 cms *vis-a-vis* the existing norms
- (b) Chest- (for men) -74.5 cms (minimum expansion 05 cms) *vis-à-vis* existing norms
- (c) Weight- 10 per cent less in proportion to the height standard *vis-à-vis* existing norms.

3.5.3 **The Committee appreciates the effort of the Ministry to recruit locals from the Naxalite affected areas which would prove beneficial for the Force to connect with the locals. The Committee also appreciates the effort of the Ministry to include women in the formation of the Bastariya battalion. The Committee feels that by this effort of the Government the problems related to local language, cultural gap and knowledge of terrain would be minimised. The Committee recommends that special focus be given on every aspect of training of these recruits, both male and female, such that their induction into the CRPF is smooth. The Committee further recommends that the Ministry should make provisions for ensuring safety of the families of the Bastariya battalion personnel.**

3.6 Promotional Avenues

3.6.1 The Ministry, in its background note on the subject, informed the Committee that all ranks in the Force are suffering serious stagnation. The Ministry furnished the details of promotional avenues as under:-

Ranks		Prescribed Residency as per RRs(in years)	Actual time taken for promotion
1	2	3	4
Group- "A" Executive			
From	TO		
IG	Addl. DG	3 Years as IG & 30 Years in Group-A	37 to 38 Years

1	2	3	4
DIG	IG	2 Years as DIG & 24 Years in Group-A	30 to 33 Years
Commandant	DIG	3 Years as CO & 20 Years in Group-A	25 to 30 Years
Second-in Command	Commandant	5 years as 2-I/C & 15 Years in Group-A	19 to 23 Years
Dy. Commandant	Second-in-Command	5 years as AC & 11 Years in Group-A	15 to 18 Years
Asstt. Commandant	Dy. Commandant	05 Years as AC	07 to 09 Years
Insp/GD	Asstt Commandant	03 as Insp	09 to 10 Years (Directly Appointed SI)
Group- "B" & "C" Executive/ Technical / Tradesman/ Signal			
SI(GD)	Inspector (GD)	Directly Appointed SI: 05 Yrs. Local promotee: 02Yrs as Insp	06-07 Years (DASI) 30-31 Years (Local Promotee)
ASI (GD)	SI (GD)	06 Yrs service in the grade and total-16 years service from CT to ASI.	25-27 Years
HC/GD	ASI/GD	05 years	08-10 Years
CT(GD/BUG/MALI/PTR)	HC/GD	05 years	16 Years
SI/ARMR	INSP/ARMR	05 years	07 Years
HC/ARMR	SI/ARMR	10 years	20 Years
CT/ARMR	HC/ARMR	05 years	06-07 Years
CT/FTR	HC/FTR	05 years	08-09 Years
HC/FTR	SI/MM	10 years	13 Years
CT/DVR	HC/DVR	05 years	14 years
HC/DVR	SI/MT	10 years	19 to 20 years
SI (MT/MM)	INSP/MT	05 years	7 years
CT/ Brass Band	HC/Brass Band	05 years	23 years
HC/Brass Band	SI/ Brass Band	10 years	15 - 16 years
SI/ Brass Band	INSP/ Brass Band	05 years	4 - 5 years

1	2	3	4
CT/ Pipe Band	HC/ Pipe Band	05 years	17 years
HC/Pipe Band	SI/ Pipe Band	10 years	13 years
CT/Tailor	HC/TLR	05 years	22 years
HC/Tailor	SI/TLR	10 years	14 years
CT/Cobbler	HC/Cobbler	05 years	24 years.
CT/Carpenter	HC/ CPTR	05 years	20 years
SI/Radio Operator	INSP/RO	05 years	7-Year
SI/CRY	INSP/CRY	05 years	6-Year
SI/TECH	INSP/TECH	05 years	8-Year
SI/DM	INSP/DM	05 years	6-Year
SI/RF	INSP/RF	05 years	5-Year
ASI/RO	SI/RO	06 years	7-Year
ASI/CRY	SI/CRY	06 years	6-Year
ASI/TECH	SI/TECH	06 years	11-Year
ASI/DM	SI/DM	06 years	20-Year
ASI/RF	SI/RF	06 years	8-Year
HC/RO	ASI/RO	05 years	15-Year
HC/CRY	ASI/CRY	05 years	8-Year
HC/RF	ASI/RF	05 years	7-Year

Mahila personnel (Executive)

CT(GD/BUG/ MALI/PTR)	HC/GD	5 years	19 years
HC/GD	ASI/GD	5 years service	05 years
ASI/GD	SI/GD	6 yrs service in the grade and total 16 years service from CT to ASI.	04 years
SI/GD	SM/ INSP (GD)	05 years	9 - 10 years
CT/TLR	HC/TLR	05 years	15 years

Group-"A","B" & "C" Ministerial/Stenographers

1	2	3	4
HC (M)	ASI (M)	05 years	05 Years
ASI (M)	SI (M)	06 years	06 Years

1	2	3	4
SI (M)	INSP (M)	05 years	13 Years
Insp (M)	Asstt Comdt (M)	05 years	08 Years
Asstt Comdt. (Min)	Dy. Comdt (Min)	05 years	-
ASI(Steno)	SI (Steno)	06 years	06 Years
SI (Steno)	Insp (Steno)	05 years	05 Years
Insp (Steno)	Asstt Comdt (PS)	04 years	08 Years
Asstt Comdt (PS)	Dy Comdt (PPS)	05 years	-

3.6.2 The Committee, in a questionnaire sent to the Ministry, sought to know the reasons for huge difference in the prescribed residency period and the actual time taken for promotion in various ranks such as Constable (GD/Bugler/Mali/Painter), Head Constable/DVR, Constable/brass band, Constable/pipe band, Constable/TLR, Constable/cobbler, Constable/Carpenter, ASI/DM, Head Constable (Radio Operator), Mahila Constable(GD/Bugler/Mali/Painter), Mahila Sub-Inspector/GD and Mahila Sub-Inspector (M). The Ministry submitted that posts are sanctioned in CRPF on the basis of functional requirement, due to which higher ranks are comparatively less than that in the feeder grade and lower posts get lesser chances of promotion. Moreover, the basic structure of CRPF is Battalion structure which is pyramidal and offers restrictive scope for promotion. The Recruitment Rules are framed with a view that only the minimum prescribed vacancies are filled on time. To mitigate this problem, CRPF has submitted cadre review proposals for Group B&C of all cadres to MHA for consideration. Cadre review proposals of Group B & C are under consideration in consultation with IFD/DoE (MoF). Efforts are also made to ensure that minimum three promotions are availed in the career as per DoPT guidelines. Minimum Assured Career Progression (MACP) in terms of pay grades is given at the end of every 10, 20 and 30 years of service.

3.6.3 The Committee notes that uniformed forces are highly structured organizations with well defined roles and responsibilities. Therefore, it may not be possible to remove stagnation only by creating additional posts. However, the Committee feels that not being given adequate career progression opportunities acts as a highly de-motivating factor for the personnel. The Committee, therefore, recommends that the Government may consider the proposal to grant four financial up-gradations under the Modified Assured Career Progression (MACP) scheme at intervals of 8, 16, 24 and 32 years of service instead of the existing scheme that provides only three financial up-gradations at intervals of 10, 20 and 30 years of service at par with other civilian employees. The Committee is of the considered view that the CRPF personnel, who are facing excessive stagnation in their career growth, must be provided certain special incentives to keep their morale high.

3.7 Mahila Battalion

3.7.1 The Ministry informed the Committee that there are 6 Mahila battalions in the Force. Besides this, 96 Mahila personnel are also deployed in each of 15 RAF Units. To enhance the percentage of women employees in the Force, CRPF has converted 2 Male Executive Battalions into Mahila Battalions. One Platoon in every RAF battalion has been designated as Mahila Platoon and is exclusively manned by Mahila personnel. Further, 242 Posts of Mahilas have also been sanctioned in the newly formed Bastariya Battalion for LWE area.

3.7.2 Presently there are 06 Mahila Battalions operational in CRPF all of which are deployed in the combat role. The women personnel are deployed in the troubled areas of LWE, J&K and North East besides being deployed for law and order duties in the other parts of the country. In addition, RAF units having women component are also deployed regularly for law and order exigencies.

3.7.3 The Committee notes that the strength of women in CRPF is only 7,617. The Committee referred to written reply by the Minister of State for Home Affairs, Shri Kiren Rijiju to question No. 5863 in the Lok Sabha on 3rd April, 2018 that the Government, vide order dated 05.01.2016 decided to reserve 33 per cent posts at Constable level for being filled up by women in CRPF & CISF. The Committee therefore recommends that the Government should take initiatives to induct more women in the Force. The Committee further recommends that suitable measures must be taken to ensure their privacy, hygiene and sanitation conditions.

3.8 Training

3.8.1 The Ministry informed the Committee that all Officers, Sub-Ordinate Officers and Other Ranks are put through under basic training of approximately 1 year before operational deployment.

3.8.2 Prior to release of promotion of every Officer, SOs and Other Ranks, they have to successfully complete pre-promotional, promotional courses meant for the particular rank.

Specialized Training

Sl. No.	Name of Course	Duration	Institution
1	2	3	4
1.	Emerging Trends in Space Technology for Real Time Operations for ACs to IGs of CRPF	6 days	ISA
2.	Gender Sensitisation Course for ACs and DCs of CRPF	6 days	ISA
3.	LWE Operational Appreciation course for officers of CRPF (ACs to Comdts).	6 days	ISA
4.	Geographical Information System (GIS) course for ACs to Comdts of CRPF	6 days	ISA
5.	ToT on Human Rights for Officers of the rank of ACs to Comdts. of CRPF	6 days	ISA
6.	Commando course	08 weeks	CTC
7.	CIAT course for GOs/SOs/Ors	06 weeks	CIAT
8.	Course on "IED Awareness and Ops Planning" for Trainers of Training Institutions	03 weeks	CIAT

1	2	3	4
9.	ToT on Mob Dispersal course CAPFs	08 weeks	RAPO Meerut
10.	RAF Conversion trg (Gos to CTs)	04 weeks	RAPO Meerut
11.	GPS Course	01 weeks	CIT BLR
12.	MASTER YOGA TRAINER	03 months	ToTDMPR
13.	Pre-induction training for CoBRA	03 months	CIJWT Belgam
14.	Pre-induction training for LWE	07 weeks	—
15.	Pre-induction training for J&K	07 weeks	—

3.8.3 In addition to Left-Wing Extremism areas, the CRPF personnel are deployed in North-Eastern region, J&K region and for the security of VIPs. In reply to the query whether they are given appropriate and adequate training for these additional tasks, the Ministry stated that CRPF personnel are trained in all combat skills during their basic training at the time of their joining. Training assistance for specialized courses is obtained from Army, NSG and Telangana Police (Greyhounds). Further to ensure the knowledge of an area, theatre specific training based on ever-changing tactics being adopted by adversaries is imparted to the personnel before their induction in that specific theatre. During pre-induction training, awareness about the modus operandi/strategy adopted by adversaries is ingrained in the troops. Besides, rotation training of one CRPF coy per battalion is supposed to be a regular feature for sharpening the skills of the jawans. However, rotation training does often get hampered due to the regular requirement of training companies in various unforeseen law and order assignments across the country. For VIP security also, specialized training is provided to the jawans.

3.8.4 In reply to a question raised by the Committee regarding the continuous deployment of the Force throughout the year, the Ministry stated that time and again the issue regarding deployment of training companies has been raised at various platforms. But still almost 98 per cent of training companies remain deployed on various short term Law & Order assignments across the country. This continuous deployment of training companies affects the overall ops efficiency of the Force, besides denying troops the much wanted training and rest and recuperation.

3.8.5 The Committee is of the considered view that training is an indispensable part of a police force to maintain the efficiency. Adequate and proper training is a must for continuous development of the personnel, career wise as well as for boosting their morale. Any sort of compromise on the training front would prove to be detrimental for the Force in the long run. The Force personnel cannot be deployed for law and order assignments while they are on training as this would hamper their learning as a Force personnel. The Committee, therefore, recommends that the Ministry takes the requisite measures to make sure that the companies that are under training must not be deployed for any other duties and must be engaged full-time in training only during that period.

3.9 Basic amenities - Food and drinking water

3.9.1 Regarding food, the Ministry informed the Committee that a jawan gets ₹98 per day as the ration allowance. There is a committee, consisting of persons below officers rank that procures everything from the local market. The menu is decided by the Headquarters in terms of diet, calorific value and the theatre

in which they work. In regard to safe drinking water, the Committee was informed that efforts are being made to install RO plants to every camp of CRPF.

3.9.2 Responding to a query during evidence, the Ministry stated that in places like Bastar in Chhattisgarh, usually there is a local vegetable market. Generally, a haat operates there twice a week. Since haat is not always reliable, the Force has its own system in which some contractors supply vegetables to the personnel. Of course, the naxals try to stop them but in certain places, they manage to get vegetables with the help of contractors.

3.9.3 The Committee feels that it is essential that the jawans are provided with good quality food. But the Committee is disappointed to note that the CRPF personnel posted in Chhattisgarh, who are serving under extremely hard conditions with enhanced threat to life, have to go through difficulties in even getting their daily meal requirements fulfilled. They have to depend on local haats and contractors for supply of raw material for their food. The Committee recommends that a full proof mechanism should be developed for ensuring regular supply of nutritious food, including dishes/raw materials of different cuisines to all CRPF camps particularly those which have no access or difficult access to local market like Bastar in Chhattisgarh. The Ministry may explore the feasibility of using refrigerator vans to supply food articles periodically and the less accessible places of deployment like Bastar.

3.9.4 The Committee further recommends that the Ministry of Home Affairs should form a Food Inspection Committee comprising dieticians, experienced food inspectors, and officials of the Ministry, tasked with the duty of performing surprise checks of food quality and hygiene, especially at the remote and inaccessible locations.

3.10 Attrition

3.10.1 The Ministry informed the Committee through its background note on the subject that officers and jawans are proceeding on voluntary retirement and resignation due to their personal/domestic problems or for better job opportunities outside. Major reasons for such attritions are personal problems, family disputes, domestic commitments, better job opportunities outside, less harsh working conditions outside, deployment of force in far-flung areas, hard and harsh service condition, continuous deployment away from home, home sickness, nuclear family etc. Details of attrition during the last seven years are as under:

Reason	2011	2012	2013	2014	2015	2016	2017	Grand Total
1	2	3	4	5	6	7	8	9
Dismissal From Service	672	570	516	361	208	182	103	2612
Invalidation	55	33	34	41	49	57	34	303
Resignation From Service	940	793	740	562	593	453	523	4604
Superannuation From Service	857	744	734	674	934	1181	1157	6281

1	2	3	4	5	6	7	8	9
Termination	3	119	246	281	264	135	118	1166
Voluntary Retirement	2757	5160	3757	2195	780	3346	2689	20684
GRAND TOTAL	7295	9431	8040	6128	4843	7370	6641	35650

3.10.2 The Ministry also informed the Committee in the meeting held on 26th June, 2018, that there was a rise in the voluntary retirement cases in the year 2016 because of the Seventh Central Pay Commission.

3.10.3 In response to a question regarding the measures being taken to address the issue of high rate of attrition in the Force, the Ministry informed that to address the issue, new promotional avenues have been opened, viz. creation of ASI Rank, AC (M) to DC(M). All the follower staffs have been upgraded to the rank of GD Constables which is a motivational measure for the work force. Implementation of most of the 7th Pay commission recommendations relating to pay and perks has been completed to ensure high morale and motivation of the force personnel. Various welfare measures like scholarships for wards, seat quotas for CRPF in various educational institutions, MoUs with top hospitals for cashless medical facilities are steps taken in that direction. The CRPF Wives Welfare Association also undertakes several welfare measures for the families and wards of jawans. Attempts are being made to improve the working conditions and living conditions of the force personnel by building family accommodation and schools in their camps for the families and their wards.

3.10.4 The Committee takes note of the measures taken by the Ministry to curb the attrition rate in the CRPF. However, the Committee notes that attrition rate is high in all the CAPFs owing to the implementation of Seventh Central Pay Commission due to which there were considerably large number of voluntary retirement cases in the year 2017. However, the Committee also observes that there is no visible decrease in the number of resignations since the year 2014 as well. The Committee, therefore, recommends that the Ministry should conduct a survey among the personnel to assess the factors leading to such large number of VRS and resignations and undertake appropriate measures to address the concerns of the personnel so that this trend can be curbed.

3.11 Housing and accommodation

3.11.1 The Ministry, in its background note on the subject, informed the Committee that the CRPF has constructed houses at its static locations, i.e., group centres, training institutions and battalions raised on unattached pattern like CoBRA, RAF, Mahila battalion etc. Overall 25 per cent housing satisfaction has been authorized in CRPF.

3.11.2 The target of 25 per cent satisfaction level has been fixed, which comes to 88,168 against the sanctioned strength of 3,24,093 Force, however 11.83 per cent satisfaction has been achieved till date. The details in this regard are as follows:

Authorised	-	88,168 Nos.
Constructed	-	37,801 Nos.
Under Construction	-	12,014 Nos.
Deficiencies	-	38,353 Nos.

3.11.3 The Ministry informed the Committee in a reply to question that the housing satisfaction in the Force will improve to 15.77 per cent after completion of 12,014 quarters which are under construction at various locations.

3.11.4 In reply to a question regarding the measures proposed to be taken to ensure that a jawan gets the opportunity to stay with his family when posted in a peace area, the Ministry stated that Family quarters are constructed at Static locations of CRPF as per authorisation where the Jawans get an opportunity to keep their families. The condition will further improve after the construction of 10,331 quarters under EPC mode at various locations which is likely to be completed by the end of this year. Efforts are also being made for additional allotment of housing for improving satisfaction level.

3.11.5 The Committee is dismayed to observe that the housing satisfaction level in the CRPF is just 11.83 per cent which is the lowest amongst the CAPFs. Even after completion of 12,014 quarters that are under construction, the housing satisfaction level will rise only to 15.77 per cent which unfortunately would continue to remain the lowest in all the CAPFs. The Committee feels that such a poor level of housing satisfaction level could be one of the major reasons for high attrition rate in the Force. The Committee, therefore, recommends that the construction of the 12,014 houses that are under construction must be expedited and completed as per schedule without time and cost overrun. The Committee further recommends that the Government should chalk out an 'Action Plan' to achieve the objective of constructing the remaining 38,353 quarters within the stipulated timeframe.

3.12 Medical facilities

3.12.1 The Committee was informed by the Ministry in its background note on the subject that the Force personnel suffer casualties, not only fighting the anti-social elements, but also while operating in hostile terrain and inhospitable working conditions, which generate extreme stress and strain on their physical and mental health. Details of death in the last eight years as furnished by the Ministry are as under:-

Sl. No.	Cause of Death	2010	2011	2012	2013	2014	2015	2016	2017
1	Heart Attack	92	96	86	98	119	105	89	113
2	Cerebral Malaria	26	23	14	02	08	10	06	05
3	Cancer	37	53	36	50	34	33	46	45
4	Snake bite	01	00	00	01	00	01	02	01
5	Killed in action	143	29	43	30	52	09	42	52

3.12.2 In reply to a question on the reasons for high number of deaths in the Force due to heart attack, the Ministry stated that the CRPF personnel are deployed in very tough terrain, remote localities and extreme weather conditions. There are camps which are Heli maintained and commuting from those camps for routine activities like leave, medical facilities, courses and other administrative works is a high risk affair. In addition, CRPF personnel move from one ops theatre to another without getting static/peace postings most of the time. Continuous deployment in stressful situations and hard areas with irregular eating/sleep cycles and prolonged separation from families leading to domestic stress, are some of the causative factors responsible for heart attacks.

3.12.3 The Committee takes note of the fact that the CRPF personnel are posted in areas where there is a continuous threat to life and that may lead to stress among the personnel. However, high numbers of cases of heart attacks indicate that the medical facilities provided to the personnel are neither adequate nor up to the mark. The Committee feels that the reasons such as continuous deployment in stressful situations and hard areas and irregular eating/sleeping cycles could be brought under control through efficient personnel management. The Committee, therefore, recommends that annual medical check ups of all the personnel be conducted regularly, especially of those who are deployed in hard area postings and preventive measures like yoga/regular counseling etc. may be proactively implemented to keep their health issues in check. Preventive health care must be introduced as part of the health check up of personnel. The Committee further recommends that the personnel going through the stress of extremely prolonged separation from their families should be granted leave liberally to the extent they are eligible in a year.

3.12.4 During evidence before the Committee, the Ministry furnished the details of medical facilities provided to the CRPF personnel as follows:-

100 bedded Composite Hospitals	-	04
50 bedded hospitals	-	17
20 bedded hospitals	-	19
10 bedded hospitals	-	42

3.12.5 Each Unit has Medical Imaging (MI) Rooms to provide medical facilities to the Force personnel, Memorandum of Agreement (MOA) with Super Specialty Hospitals with cashless treatment facility, 39 Field Surgical units to provide immediate medical assistance, trauma emergency care during operations. Motor Cycle Ambulances, heli rescue/air ambulances for evacuation are some medical facilities provided to the CRPF personnel.

3.12.6 The Committee takes note of the medical facilities available for the personnel. However, the Committee feels that utilisation of these facilities and their effectiveness in time of need must be tested for their effectiveness as these may not be sufficient for such a large Force. Medical facilities should be a priority for the Force personnel given the remote and interior locations of their camps. The Committee recommends that a team of qualified doctors and paramedics should be available at all battalion headquarters and, wherever feasible, at all camps. Facilities for blood tests, X-rays, routine medicines, malaria detection kit, snake bite kit, regular medical checkups and ambulances must be made available at all CRPF camps.

3.12.7 During the meeting of the Committee on working conditions in CRPF, the Ministry apprised the Committee that the best quality artificial limbs are provided in CRPF through their own contributory Risk Fund because CGHS entitlements provided to the jawans are not up to the mark. The prosthetics that the amputees are provided with, under the CGHS scheme, are not the best available. They are not provided with the "Jaipur foot" under their CGHS entitlements. The amount of money, that is allowed, is about 30 to 40 per cent of what is required for a really good prosthetic limb. CGHS rates are generally one notch below and that is the rate applicable to everyone in the Government. So, the CRPF pays the difference from their own welfare risk funds.

3.12.8 When the Committee enquired why the CGHS entitlements, given to the jawans are not up to the mark and why the jawans are given only 30-40 per cent of the money required for a good quality prosthetic limb under the CGHS scheme, the Ministry replied that as per the guidelines of MoH&FW, the cost of prosthetic (artificial limb) provided to Force personnel ranges from ₹52,000/- to ₹73,000/-. But the best quality prosthetic limbs available in the market cost somewhere between ₹ 3 to 4 lakh or more. All the amputees are being provided the best quality prosthetic limbs available in the market and the extra cost of prosthetics is met out of the Risk fund of the Force. On the request of CRPF, MHA had approached Secretary, Ministry of Health and Family Welfare for enhancing the existing limit of reimbursable amount of High-end Prosthetics/artificial appliance cost for CAPF personnel.

3.12.9 The Committee is anguished to know that the CRPF personnel who sustained injuries in line of their duties and lost their limbs are being provided only 30-40 per cent of the total cost of the best quality prosthetic limbs available in the market under the CGHS Scheme. The Committee also notes that the CRPF makes payment from their Risk Fund in order to make provisions for the best quality prosthetic limbs for its personnel. The Force might use this fund for some other important objectives like providing financial benefits to the families of the members of the Force who die while in service. The Committee, therefore, recommends that the CGHS norms regarding artificial limbs need to be revised with respect to all the CAPFs. High-end prosthetic limbs must be provided to the amputees belonging to all the CAPFs and the full cost should be borne by the government.

3.13 Working hours

3.13.1 The Ministry informed the Committee in its background note on the subject that on an average, CRPF personnel have to work for 12-14 hours a day without any compensation for working beyond the standard limit of 8 hours. More than 80 per cent of CRPF personnel cannot avail holidays and Sundays.

3.13.2 CRPF personnel are deployed for prolonged durations in remote/inaccessible/inhospitable areas (LWE, NE region and J&K- 90 per cent). Total peace area/posting/locations are about 10 per cent only. As a result, men are transferred from one hard area to another.

3.13.3 In reply to a question of the Committee as to what measures are being taken by the Ministry to resolve this issue of prolonged working hours of the CRPF personnel, the Ministry stated that the nature of duty is such that the standard working limit of 8 hours cannot be strictly implemented. The long duration operations in troubled areas against insurgents/militants/terrorist/Anti National Elements (ANEs) sometimes last for 04-05 days, but jawans are as far as possible adequately compensated through rotational rest and recuperation. The nature of duty while dealing with violent law and order situations many a times warrant the presence of troops on the spot, irrespective of the duration of duty. However, to compensate for the hardship of long duty hours, holidays and Sundays, 60 days Earned Leave and 15 days Casual Leave are given to CRPF personnel every year. Further internal arrangements like one day off per week to ensure rest and recuperation to personnel are made subject to operational constraints. Field commanders have been directed to send personnel on leave as demanded by personnel liberally without affecting operational efficiency. Risk and Hardship Allowance is also given to jawans as per the RH Matrix.

3.13.4 The Committee is dismayed to note that the CRPF personnel work for 12-14 hours a day and more than 80 per cent of CRPF personnel cannot avail of holidays and Sundays. The Committee understands that the job of an armed force personnel is such that he/she has to be alert 24 hours a day, 7 days a week and 365 days a year. However, working 12 to 14 hours daily with no scope for

holidays and Sundays would bring in the psychological and physical consequences on the personnel and would affect their work. It is important to acknowledge that the working hours regulation under Indian Labour Law stipulates a maximum of 48 hours per week. While of course, the armed forces are exempted from this directive, it does indicate that their working hours are neither healthy nor sustainable in the long term. The Committee, therefore, recommends that some mechanism should be worked out by the Ministry to provide the much needed rest and optimal duty hours for the personnel.

3.13.5 The Committee notes that there is a constant increase in demand of CRPF deployment by the States. The States are over dependent on CRPF for maintaining all kinds of major as well as minor law and order situations. The Committee also notes that no CRPF battalion is presently designated for the purpose of providing rest and recuperation. Moreover, almost 98 per cent of training companies remain deployed on various short term Law & Order assignments across the country. This continuous deployment of training companies affects the overall operational efficiency of the Force, besides denying troops the much wanted training and rest & recuperation. The Committee is concerned to observe this over-deployment of CRPF which is curtailing their training, rest and recuperation. The Committee is of the considered view that one-sixth of a battalion, should be, at any given time, mandatorily under training or rest or in peace stations. The Committee recommends that the State Governments may work out their own systems and make arrangements for appropriate training of their respective State Police Forces such that their over reliance on CRPF for every law and order situation may be reduced.

3.14 Living conditions

3.14.1 During evidence before the Committee, the Ministry apprised the Committee that battalion camping sites/companies locations provided by States are sometimes inadequate, unhygienic, insecure & poorly maintained. Often State Governments fail to provide basic infrastructure. Funds may be given directly to CRPF to build its own infrastructure.

3.14.2 Due to the absence of adequate/suitable accommodation the jawans are compelled to live in sub-human conditions which affects their dignity, morale and motivation besides affecting the command and control. The Committee raised a query regarding the measures taken by the Ministry to co-ordinate with the State governments that are responsible to provide suitable accommodation to the CRPF personnel, to which the Ministry replied that there is a prescribed minimum scale of infrastructure for establishing Battalion/ Company Head Quarter which forms the pre-requisite condition for any new deployment in a state. Before actual deployment, the scale of infrastructure is requested to be ensured by the concerned State as per Standard Operating Procedure (SOP) on deployment of CAPFs in states issued by the Ministry. However, in case of any deficiency, the same is attended to by the local CRPF Supervisory formations and brought to the notice of State Govt. The local field formations of CRPF including senior officers keep liaising with the State Government to make up for the deficiency.

3.14.3 In reply to a question raised by the Committee regarding measures taken by the Ministry to give funds for infrastructure development directly to CRPF instead of the State Government, the Ministry stated that MHA has recently started allotment of funds directly to CRPF for making up deficiencies in critical infrastructure through "Assistance to Central Agencies for LWE Management" and also in J&K. Reimbursement to the State for providing infrastructure to the CAPFs is made through SRE. MHA has

allotted funds to CRPF under SRE scheme for development of infrastructure in Sukma/Chhattisgarh and J&K as per the following details:

- (a) For FY- 2015-16
 - (i) 14 Crores for establishing 04 Bn HQs in Chhattisgarh.
 - (ii) 05 Crores for upgrading infrastructure of existing Bns in Chhattisgarh.
- (b) For FY-2017-18
 - (i) 40.46 Crores for improvement of infrastructure in J&K.
 - (ii) 15.36 Crores for improvement of Infrastructure in Sukma (CG)

3.14.4 Due to SRE allotment there has been a marked improvement in the infrastructure in the areas mentioned above. However, there is requirement of more funds under SRE for further improvement of infrastructure in CRPF camps in the above mentioned areas as well as in other theatres, *i.e.*, North-East region, other LWE affected states to build camps by CRPF in the states wherever deployed and to reduce dependence on States.

3.14.5 At the Force level, facilities like good mess facilities, providing cots, generators, fans, coolers, recreational facilities, safe drinking water are provided up to the company level for enhancing their living conditions.

3.14.6 The Committee is anguished to note that the Force personnel are compelled to live in sub-human conditions which affects their dignity, morale and motivation. There is an acute shortage of decent living conditions for the CRPF personnel as the State Governments fail to provide basic infrastructure to them. The Committee recommends that an outside agency should be hired to conduct surveys every six months among the CRPF personnel deployed in the States regarding their living conditions. If the State Governments are found to be lacking in providing adequate infrastructure and other facilities in accordance with the provisions of the SOP framed by the MHA, the Ministry must bring it to the notice of the respective State Government and first issue an advisory and if the same is not acted upon within the stipulated time frame, the Ministry should consider withdrawing the deployed troops for violation of SOP conditions.

3.15 Stress management

3.15.1 On the issue of stress among CRPF personnel, the Ministry, during evidence before the Committee, stated that 86 per cent deployment in hard areas, prolonged deployment in remote/inaccessible/inhospitable areas with tangible every day threats, extreme stress and strain on physical and mental health due to continuous hard area deployments, men are transferred from one non family area to another with little opportunity for staying with family which leads to domestic stress, law & order challenges in hostile environment.

3.15.2 The Ministry further apprised the Committee that the following measures are being taken for stress management among the Force personnel:

- Ensuring that jawans avail leave regularly.
- De-briefing/interview after availing the leave.

- Buddy System.
- Counseling sessions.
- Yoga & meditation.
- Celebrating the festivals with full enthusiasm
- Playing games together
- Timely drawl of pay, perks and allowances.
- Financial assistance.
- Adequate Medical care and cashless treatment facility even to family members.
- Rewards, Medals, Commendations and appreciations for exemplary work and gallant action.
- Effective grievance redressal.

3.15.3 Regarding suicides and fratricides committed by the personnel, the Ministry furnished the following data:

Sl. No.	Cause of Death	2010	2011	2012	2013	2014	2015	2016	2017	Total
1.	Fratricide	15	06	08	00	03	01	Nil	04	37
2.	Suicide	31	45	44	40	39	35	29	38	301

Preventive measures

- Buddy pairs at organisational level *i.e.* Sections, Platoons and Company formations.
- Close personal contact by buddy, Section Commander, Platoon Commander and the Coy Commander.
- Pick-up early warnings of underlying problems.
- Effective grievance redressal.
- Positive work culture.
- Promotion of sports & recreational activities.
- Yoga/Meditation.

3.15.4 The Committee notes the high levels of stress to which the CRPF personnel are subjected because of continuous deployment in high intensity conflict areas, where they are compelled to live in pathetic living conditions. This is forcing personnel of the country's largest CAPF to suffer from mental and emotional stress. The Committee feels that the happiness and wellness quotient of the Force personnel is under heavy stress and strain. The Committee recommends that some mechanism like weekly video conferencing with their families etc. may be considered by the Ministry. Furthermore, recreational facilities such as indoor and outdoor games, DTH connections, etc. may also be provided at the camps.

3.15.5 In reply to a query regarding why the counseling sessions for stress management were being conducted by the officers and not by medical professionals, the Ministry stated that since officers are closely associated with jawans in the field areas, they know their jawans very well and understand their problems. In day to day interactions, it is the duty of the officers to resolve the problems of their jawans. Jawans also look up to their senior officers for grievance redressal. It is a difficult proposition to ensure out-reach of medical professionals and psychiatrists in camps in remote and disturbed areas of the country. Hence, certain GD personnel are being trained by specialists and doctors to work as counselors in the field. However, there seems to be an urgent requirement for recruiting psychologists in the force for better counseling.

3.15.6 The Committee notes the point that counseling sessions of stressed CRPF personnel instead of being conducted by professionals and psychiatrists are done by senior officers. The Committee fails to understand how a jawan, who is stressed due to his living conditions in the Force, could confide in his superior with his problems some of which might possibly be related to his superiors themselves. The Committee feels that this could be a major factor contributing to the high attrition rate in the Force. The Committee, therefore, recommends that professional counselors and psychiatrists should be recruited in CRPF and regular counseling sessions of jawans must be conducted by these professionals only.

3.16 Operational issues- Deployment

3.16.1 The Ministry informed the Committee in the background note on the subject that CRPF is the lead force of the Government of India in fighting against the CPI Maoists in the 10 affected states. Besides LWE, CRPF is also deployed in Jammu and Kashmir (61 Battalions) and North East (36 Battalions).

Area	BNs	%
LWE	90	38%
J&K	61	26%
NE	36	15%
RAF	15	07%
Rest of India	33	14%
TOTAL	235	100%

3.16.2 In reply to a question regarding the measures being taken by the Government to ensure adequate security to the CRPF personnel in the hostile environment that they operate in, the Ministry informed the Committee that to mitigate the high number of casualties, force personnel are provided with better protective gears and modern equipment and gadgets, better training, use of technology, Bullet Proof (BP) Vests, BP and Mine Protected Vehicles, adherence to SOP s, case studies and effective command and supervision of higher formations. Sanction of 150 mini UAVs and 300 micro UAVs issued to CRPF for LWE areas. CRPF is also trying to provide better trauma care facilities. For this purpose 51 Field Surgical Units with personnel trained from AIIMS-Trauma Centre in Delhi have been deployed with the operational battalions to provide trauma care to the personnel on the spot in operational areas. They are also responsible for evacuation of injured troops without loss of time to nearby hospitals/air evacuation bases. Apart from this, 05 Field hospitals with adequate facilities of casualty management and sufficient medical and paramedical staff, have

been provided. After managing the injured troops, they are evacuated by Helicopters/Air Ambulances for specialized treatment as and when needed.

3.16.3 In reply to a question regarding deputation and peace posting opportunities available to CRPF jawans, the Ministry furnished the following information:

Total strength provided opportunity for deputation- 7,290

Percentage of manpower provided on deputation- 2.27 per cent

Total strength provided opportunity for posting to peace stations- 65,069

Percentage of strength provided posting to peace stations- 20.07 per cent

3.16.4 The Ministry notes the fact that only 2.27 per cent of the Force personnel are given the opportunity to go on deputation. The Committee feels that the CRPF personnel, with vast and rich experience and expertise in internal security operations, should be sent on deputation to the state police, especially in dealing with grave issues of militancy and extremism. There is a need to institutionalize such deputations at different levels, including higher formations. This will ensure that the core competence of the CRPF is utilised in the best manner and best public interest. Furthermore, the CRPF personnel have vast experience in different arenas of operation, but most of them are not exposed to professional managerial training because nearly all in service trainings are technical. Deputation will give them the opportunity to grow and develop in other areas as well and acquire leadership and management skills.

3.17 Operational issues - Modernization

3.17.1 List of items proposed in Modernization Plan-III as furnished by the Ministry is detailed below:

Arms & Ammunitions Equipment

Sl. No.	Name of Item
1	2
1.	Advance multi grenade launcher with optical sight.
2.	Advance machine gun (7.62mm).
3.	Recoilless Assault Rifles (7.62x39mm).
4.	Replacement of 9mm Pistol with any other Pistol.
5.	Multi-purpose Reflex Sights for AK series rifles.

Clothing & Tentage

1.	Rucksack (30 ltr. Capacity).
2.	Light Weight Sleeping Bag.
3.	RAF Jacket.

1	2
4.	Foam Mattress.
5.	Durable Combat Rucksack (40 Ltrs) CRPF Pattern.

Special Equipment

1.	Day Night HHLRF.
2.	Vehicle RFID System.
3.	Hesco Re-deployable Security Fencing (a set of 400 feet of 7 feet height and 200 feet of 4 feet height).
4.	Body worn Camera (Plain with on board recording).
5.	Thermal Weapon Sight.
6.	Gun Shot Detection System.
7.	Hand Held Tactical Ballistic Blanket cum shield.
8.	Hand Held Penetrating Radar (GPR) dual Sensor.
9.	Body worn Camera with NLOS Video transmission (set of 05 cameras and their transmitter-receiver systems and display unit).
10.	Mini ROV heavy lift.
11.	Thermal IR patch (set of 4 patches for each soldier).
12.	Thermal IR beacon.
13.	Perimeter Security with UGS and surveillance Camera.
14.	Long Range Reconnaissance and Observation System (LORROS).
15.	Through Wall Vision Radar System.
16.	Gyrocopter.

Communication Equipment

1.	Man Portable Automatic Direction Finder.
2.	Digital RF Power Meter.
3.	IC/Software based temperature controlled soldering/de-soldering station.

Information Technology Equipment

Sl. No.	Name of Item
1	2
1.	Security solution for DC & DR consisting of IPS/NGFW/Gateway AV/SIEM/Log collector in High Availability mode.
2.	Laying of campus LAN (Passive components and labour) with WiFi access points as on requirement basis.
3.	NAS with a capacity of Min 6 Tb.
4.	24 gigabit port Layer 2 Switches with 10 G port as uplink port with PoE.
5.	Providing/Up gradation of WAN bandwidth to each location. (appx 400 static offices and 1800 ex coys).
6.	Integrated Enterprise application for back office automation.
7.	Integrated GIS System Satellite Imagery.

Machinery & Equipment

1.	Combat Arm-Shield (Multi function).
2.	Full Body Protector/Riot Control Suit Level-2 Stab Protection with Flex Knee Pad and Armor-Pro Tactical Elbow Pad.
3.	Light weight ballistic protective eyewear against grenade blast.
4.	Super Cop Belt with basic pouches for accessories.

Medical Equipment

1.	Phacoemulsification Unit.
2.	Eye operating Microscope.

Training Equipment

1.	Indoor Shooting Ranges.
2.	Artificial Climbing Wall.
3.	Target systems (Electronic Po-up Target, Electronic Turning Target System, Electronic Moving target system).
4.	Advance Small Arms Training Simulator.

Specialized Vehicles

Sl. No.	Name of Item
1.	Mine Protected Vehicle (MPVs)
2.	Medium Category of Bullet Proof Vehicles (MBPVs)
3.	Mine resistant, Armored, amphibious All Terrain Vehicle/ Multi Wheeled Armored Carrier

3.17.2 The Committee feels that usage of drones is a very important component to help the CRPF personnel during surveillance and reconnaissance in day and night operations in the dense forests of naxal affected areas as well as in Jammu and Kashmir. The Committee, in this connection, wishes to draw the attention of the Ministry towards the recommendation made in para 5.17.3 of its 214th report on ‘Working conditions in border guarding forces’ and reiterate the said recommendation that an early decision should be taken by the Government on increasing the usage of drones for surveillance and reconnaissance by the CRPF.

3.18 Technological Applications

3.18.1 SELO application of CRPF caters to PIS (Personnel information system), Finance, Operations, Inventory, Payroll and Mail and Messaging Services for entire CRPF. The Finance module (which caters to budget distribution, sanction orders and expenditure monitoring) has now been synced with the ambitious PFMS project of the Government of India.

3.18.2 CRPF has recently updated itself on UMANG platform wherein an individual can see his PIS (Personnel Information System), Pay & GPF (General Provident Fund) details. He can also reach out to this Head of Office for any issue.

3.18.3 CRPF Grievance app has been launched. Individuals / Next of Kin (NOKs) can register their grievance which get escalated to next higher level automatically after a prescribed period. An automatic SMS intimation is received by the Grievance logger at every stage. This app has also improved the tracking/monitoring of grievances at various levels.

3.18.4 An E- office application has been installed in Directorate General and communication sector of CRPF for DAK, Note sheet, and mail/messaging. This has significantly reduced the use of paper and has improved the tracking of files, e-Note sheets & messages. This has also improved the efficiency of CRPF by eliminating the postal/ manual delays.

3.18.5 The Committee observes that the CRPF does not have a dedicated research and development wing of its own. The Bureau of Police Research and Development (BPR&D) is expected to be the R&D agency for the modernization of the police forces in the country. The BPR&D undertakes R&D on major and common issues. There are many micro issues that are unique to the CRPF, because of the peculiarities of the areas of deployment of the Force and its large size. The Committee, therefore, recommends that the Ministry may explore the possibility of establishing a dedicated R&D unit for CRPF to deal with the peculiar issues of the Force, such as, IEDs, bullet proofing of vehicles etc.

3.18.6 When enquired by the Committee whether a programme, similar to BSF s BISAG (Bhaskaracharya

Institute for Space Applications and Geo-Informatics) programme, where the DG, BSF is able to address all the troops at once, be introduced in the CRPF too so that the DG, CRPF can also address a large part of the CRPF, if not the whole Force, at once, the Ministry replied that the CRPF is exploring the possibility for implementation of BISAG programme shortly in order to ensure address of all the troops by the DG, CRPF at one time on the pattern of BSF.

3.18.7 The Committee feels that being deployed in difficult areas for prolonged duration, away from their families, the CRPF could also use the BISAG programme. The Committee is hopeful that this programme will prove to be effective in boosting the morale of the entire Force. The CRPF jawans would feel motivated and inspired if they are directly addressed by their leaders on a regular basis. The Committee, therefore, recommends that the CRPF may explore the possibility to implement the BISAG programme on the pattern of BSF within the next six months.

3.19 Infrastructural issues - Road connectivity

3.19.1 The Ministry informed the Committee during evidence before the Committee that 77 CRPF camps are connected by non-metalled roads while 470 are connected by metalled roads. This issue is actively taken up with the state governments and there is a need to accelerate road construction.

3.19.2 The Ministry also apprised the Committee that Chhattisgarh and South Odisha are lagging behind in terms of road infrastructure, particularly metalled roads, whereas there is improvement in the States of Bihar, Jharkhand and West Bengal.

3.19.3 The Committee notes that roads are of great importance to the CRPF. Connectivity of all CRPF camps is crucial for the Force as it will speed up the movement of the Force personnel and development works in the regions of deployment. The Committee, therefore, recommends that the Ministry must take up the construction of these non-metalled roads on priority basis to ensure that all CRPF camps are connected by metalled roads. The Ministry must work in tandem with the State Governments and ensure to fast track the construction of metalled roads, especially in Chhattisgarh and South Odisha.

3.20 Infrastructural issues - Mobile connectivity

3.20.1 The Committee was informed during evidence of the Ministry that out of 547 camps, 493 have mobile connectivity and 54 do not. Camps that are not covered with mobile facilities/land lines have been provided with DSPT lines/SAT Phones. Efforts are being made by Ministry to improve mobile connectivity.

3.20.2 The Committee notes that the problem of poor mobile connectivity persists in areas of deployment of CRPF personnel. The Committee recommends that the Government should make efforts to strengthen mobile and internet connectivity, if not by the State owned service providers, then by providing for the presence of private mobile service providers in such difficult areas so that regular mobile and internet services can be availed by each and every jawan on their own mobile phone devices.

3.21 Protection against Improvised Explosive Devices (IEDs) in Naxalite areas

3.21.1 The Ministry furnished the following details regarding the measures taken to tackle the danger of IEDs in Naxalite areas:-

- (a) 62 Bomb Detection and Disposal Squads (BDDs) have been trained and deployed in the naxalite areas. 34 more squads have been put under training for induction. The manpower deployed in these squads have been imparted counter-IED training at IIM (Institute of IED Management), Pune for countering the threat of IEDs.
- (b) 545 Dogs (trained in sniffing/tracking/infantry patrol) have been trained and deployed in Naxalite areas to tackle the menace of IEDs. Another 115 dogs are under training and being inducted shortly in the Naxalite areas.
- (c) MHA has issued an SOP for precautions against IED attacks by Left Wing Extremists. Troops deployed in Naxalites areas are also imparted regular sensitization training on IEDs and its counter measures.
- (d) Case Studies and lessons learnt from the major IED incidents/ recoveries are being shared with all field formations for sensitization/briefing upto the last man.
- (e) Men are also being sensitized about Counter-IED measures during pre-induction training before their actual deployment in the naxal infested areas in the form of short capsule courses by faculty/officers of the Institute of IED Management /experts/qualified trainers on the subject.
- (f) Regular refresher training of the IED course qualified personnel is being conducted for updating their skills and knowledge.
- (g) Latest trends and modus operandi of the Maoists are studied/ analyzed and integrated with training and ops tactics, techniques and procedures for effective counter measures against IEDs.
- (h) Counter IED equipment are being procured and made available to the men on the ground. Latest counter IED equipment/technologies are being tested and explored for effectively countering the threat of IEDs.
- (i) IED advisors have been appointed in LWE affected states to sensitize field formations and provide required technical support.
- (j) Drones, Unmanned Aerial Vehicles (UAVs) and sniffer dogs are also used for detecting IEDs.

3.21.2 The Committee observes that the threat of Improvised Explosive Devices (IEDs) is one of the greatest challenges in the LWE area. The Committee feels that security of the CRPF personnel against IEDs should be a top priority for the Government. The Committee is aware that IEDs have consumed lives of several personnel and there is a need to employ advanced techniques and technology that allow remote detection and eradication of buried IEDs. The Committee recommends that the Ministry should make an effort towards development of technology to counter the threats posed by IEDs in the LWE affected area. The Committee further recommends that adequate and regular training should be provided to the CRPF personnel to enable them to face the challenges and threat of IEDs. Moreover, the CRPF personnel must be trained in use of technology (including drones) to increase surveillance around patrols.

3.22 Grievance Redressal

3.22.1 The Ministry furnished the details of grievances received during the period from 12/11/2017 to 7/8/2018 as follows:-

APPENDIX-A

As on date Category-wise Pending Grievances on GMS
(Grievance Management System)

Sl. No.	Category	Pending Grievances
1	2	3
1.	ACP/MACP arrears	11
2.	Allotment of land for making Saheed Smarak of martyrs	1
3.	Allotment of quarter	1
4.	Allowances	21
5.	Appeal/complaint against DE/PE	4
6.	Appeal/complaint against major punishment	5
7.	Appeal/complaint against minor punishment	8
8.	Arrears	13
9.	Audit observation, embezzlement and miss utilization of funds	6
10.	CEA	3
11.	CoBRA / Risk allowance	20
12.	Compassionate appointment to the rank of HC(Min) and CT(GD-Peon-Dftry-SK-tradesmen etc.)	3
13.	Complaint against non sanctioning of leave	1
14.	Complaint lodge by neighbourhood	1
15.	Difference amount like Gratuity, Commutation, leave encashment etc.	5
16.	Dowry	3
17.	Excess recovery of income tax	1
18.	Extension/retention of quarter	5
19.	GPF	6
20.	Grant of ACP/MACP	14
21.	Harassment/Torture by Senior Officers	2
22.	HRA/CILQ/FAA etc.	13
23.	Increments/pay fixation	12
24.	Issue of Smart card for CPC- CSD facilities	1

1	2	3
25.	Land/property dispute matters and quarrel with neighbours	1
26.	Leave encashment of 10 days leave	15
27.	Long term advances	2
28.	LTC claim	10
29.	Maintenance of family	13
30.	Medical Claim	7
31.	Mentally/Physically Torture and harassment, thrashing, manhandling etc.	12
32.	Mess related complaints	1
33.	Non authorization - sanction of fixed medical allowance	12
34.	Non authorization of service pension, children- widowed divorced- unmarried daughter etc.	4
35.	Non authorization of service pension, dependent pension to parents	1
36.	Non authorization of service pension, Disability- Invalidation pension	6
37.	Non authorization of service pension, dual pension	2
38.	Non authorization of service pension, EOFP- LPA under relevant rule	1
39.	Non authorization of service pension, family pension	18
40.	Non implementation of court orders	2
41.	Non receipt of Discharge - Service certificate	1
42.	Non receipt of fixed medical allowance	8
43.	Non receipt of Pension Book and issue of duplicate pension book	2
44.	Non receipt of pension under ACP-MACP scheme and its arrears	19
45.	Non receipt of Pensioners Identity card	1
46.	Non receipt of pensionary benefits like DCRG, Commutation value of pension etc.	8
47.	Non receipt of PPO-SSA letter	1
48.	Non receipt of terminal dues like Leave encashment, CGEGIS, Risk fund etc.	7
49.	OPS and Administrative related complaints	4
50.	Pay and Allowances	25
51.	Plural marriage	6

1	2	3
52.	Promotion related grievances	13
53.	Providing of PMF- CGHS facility	2
54.	Ration Money claim/arrear	3
55.	Re-fixation of pay-pension in compliance of court orders	1
56.	Refund of excess recovery from Pay and Allows.	7
57.	Re-instatement into service by who awarded punishment like dismissed from service, removal from service, compulsory retirement etc	2
58.	Re-instatement into service by who took discharge-resignation from service at their own request	1
59.	Revision of pension as per 6th CPC	5
60.	Revision of pension as per 7th CPC	52
61.	Rewards/Honorarium	3
62.	Stoppage of fixed medical allowance and providing of PMF-CGHS facility	5
63.	T/DA	10
64.	TPT allowance and arrears	10
65.	Transfer on domestic problems ground	35
66.	Transfer on medical/compassionate ground	13
67.	Miscellaneous complaints	179
GRAND TOTAL		690
Total Grievances received		4531
Total Grievances resolved		3841
Pending		690

3.22.2 The Ministry, in a meeting held on 26th June, 2018, apprised the Committee that most of the grievances that are received in CRPF are related to transfers and pension. The Committee, in a questionnaire sent to the Ministry, sought to know the measures that are being taken to resolve the pension related grievances in the Force. The Ministry submitted that efforts are being made to settle all the pension cases timely. To avoid delay and for the speedy disposal of pension cases, an online „Bhavishya portal has been developed. To avoid delay in authorization of PPO, Pension proposals are processed online through the „Bhavishya portal four months before the date of superannuation of retirees. This portal has not only reduced the time taking manual work and time lost in transit but has also resulted in speedy delivery and effective monitoring of pension cases. It is being ensured that DDOs submit the pension cases to PAO on time through the Bhavishya

portal and this is monitored at the Force level. Regular meetings are also held with PAO for effective co-ordination and timely disposal of pending cases.

3.22.3 On the issue of provisional pension orders not being issued timely to all the retirees, the Ministry, in reply to a question, stated that Provisional pension cases are comparatively less in number. In most such cases, Provisional pension orders are issued to all retirees timely. In some of the cases, delays occur in issuance of provisional pension order due to pending disciplinary action/Court proceedings against the retirees.

3.22.4 The Committee notes that a majority of grievances reported in CRPF are related to pension. The Committee recommends that the issue of pensioners must be given due attention by the authorities. These grievances must be redressed speedily and timely. The Ministry should reach a situation where no personnel retires without a PPO (Pension Payment Order) and any case of retirement without at least a provisional PPO must be reported to the Force HQ. The case must be resolved by the Force HQ within 30 days of receipt of the reference. The Committee also recommends that the CRPF must maintain a fair and transparent transfer policy by allowing transfer requests to be made only through online mode.

CHAPTER-IV

NATIONAL SECURITY GUARD (NSG)

4.1 Historical Background

4.1.1 The National Security Guard (NSG) is a Special Task Force under the Ministry of Home Affairs. It was established to counter the surge of militancy in the country. It is a highly trained force which deals with exceptional situations. It was formed right after the assassination of former Prime Minister Indira Gandhi and Operation Blue Star. A Bill for its creation was introduced in Parliament in August, 1986; after its consideration and passage in both Houses of Parliament, the Bill received the assent of the President of India on 22nd September, 1986 and the NSG was formally raised as an Armed Force of the Union of India.

4.1.2 The NSG was raised to combat terrorist activities and to guarantee that the states do not face any internal disturbances. With two complementary elements in the form of the Special Action Group (SAG) comprising army personnel and the Special Ranger Group (SRG) comprising personnel drawn from other CAPFs/State Police Forces, the NSG has personnel with diverse operational experiences and requisite wherewithal to deal with all kinds of terrorist challenges.

4.2 Role and Responsibility

4.2.1 The Ministry of Home Affairs, in its background note on the working conditions in NSG, informed the Committee that the primary tasks performed by NSG are:

- (i) Engaging and neutralizing suspected/ specific terrorist threat in any given area, building, vital installations, etc.
- (ii) Handling hijack situations involving piracy in the air and on land. Simultaneously, thwart such threat by continuous monitoring in air and on land by employment of Sky Marshals on selected sensitive flights.
- (iii) Handling kidnap situation where hostages are held by terrorists.
- (iv) Providing intimate security to designated VIPs on the move.

4.2.3 Apart from the above-mentioned primary responsibilities, NSG is also mandated to perform the following secondary tasks:

- (i) Immediate Back up Security (IBUS) Operations.
- (ii) Render Safe Procedure (RSP), Anti Sabotage (AS) Check & Post Blast Operation & Analysis (PBOA).
- (iii) Maintain National Bomb Data Centre and be a repository for all Bomb blast data by undertaking post blast investigation operations.
- (iv) Training of State Police Commandos in anti terrorist operations and conduct bomb disposal, VIP security and VIP driving courses.
- (v) Assist State Government for conduct of National and International events which are sensitive in nature i.e. visit of foreign dignitaries, Independence Day and Republic Day Celebrations, International events, etc.

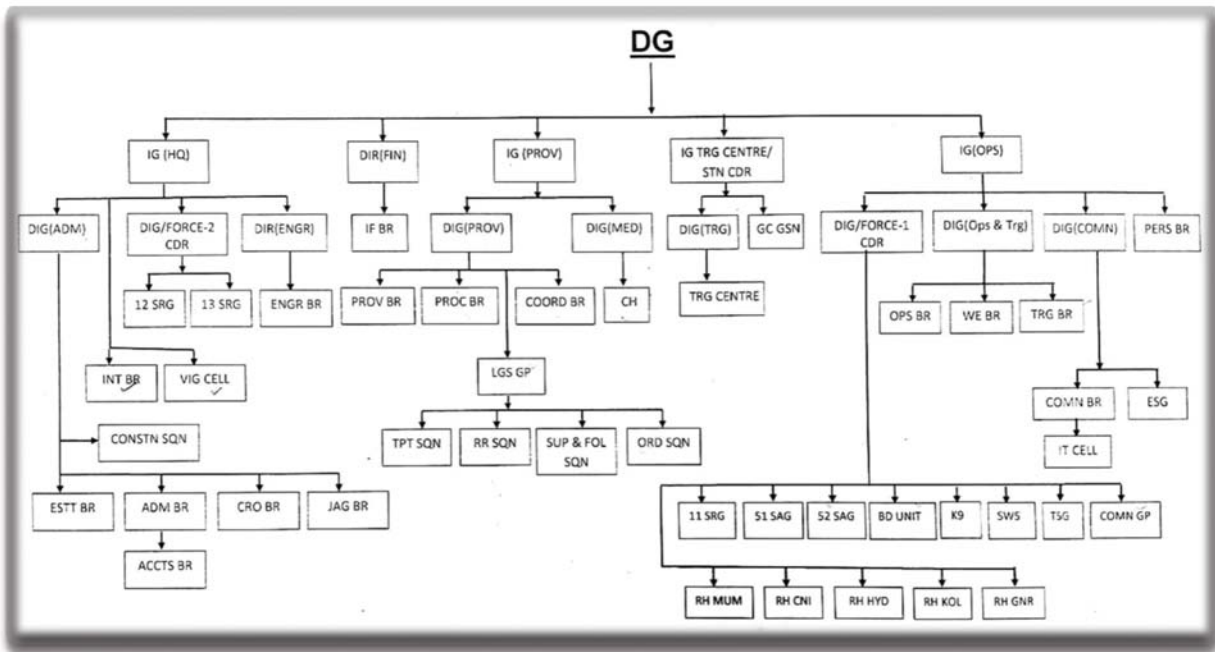
- (vi) Reconnaissance of Sensitive Places/Installation and Airports.
- (vii) Providing Quick Reaction Team (QRT) at Vijay Chowk and IGI Airport.
- (viii) Synergy and Capacity Building.

4.3 Organizational Structure

4.3.1 The Headquarters of NSG is situated at Mehram Nagar, Palam in New Delhi. Full Command and Control is exercised by Director General, NSG under the supervision of the Ministry of Home Affairs. He is assisted by four Inspectors General:

- IG (Headquarter)
- IG (Operations)
- IG (Training Center)
- IG (Provisioning)

4.3.2 The four Inspectors General, in turn, are assisted by Deputy Inspectors General. It has two Special Action Groups (SAG), three Special Rangers Group (SRG) and five Regional Hubs (RH). A Training Center and National Bomb Data Centre (NBDC) is also located in Manesar, Gurgaon. The organizational structure of NSG is shown as below:



4.4 Personnel Issues

4.4.1 The Ministry of Home Affairs, in its background note, informed the Committee that NSG is a force dependent on deputation for all its personnel. As such, it has no cadre of its own and there is no direct recruitment in the NSG. It draws manpower from Army, CAPFs and other police and security organisations. The commandos are inducted through a three months high standard Commando Conversion Course (CCC).

4.4.2 The service matters of NSG personnel including promotion, etc. are taken care of by the respective parent organisations. Pay and allowances of personnel are paid with reference to pay and allowances drawn in their respective parent Department as reflected in the Last Pay Certificate (LPC). In addition, NSG Allowance at 40 per cent of basic pay is admissible to all NSG personnel, regardless of source of recruitment.

4.4.3 During the meeting held on the subject, the issue of NSG being a 100 percent deputationist force was highlighted by DG, NSG, who opined that very limited organizational memory was left in the Force as a result of short tenures of deputation. He also informed the Committee that even the Army Officers themselves felt that the tenures were quite short for them and should have deputation tenure comparable to the tenure of the CAPF personnel, who come on deputation for five years. He was asked whether the personnel would have requisite fitness to thrive for five years in NSG and if the Army Headquarters would allow such long deputation tenure for its Officers, particularly in view of continued shortage of Officers in the Army. He agreed that this was a challenge; but the actual scenario would only be seen when longer deputation tenure is allowed.

4.4.4 The Ministry, in its background note, submitted that a problem that affects NSG is that of a 'High Turnover Rate'. The present deputation tenure in NSG with respect of Army and CAPFs personnel is about three years and five years, respectively. Manpower from Army constitutes 53 per cent of NSG. The period of deputation is computed from date of completion of Commando Conversion Course (CCC). The period of deputation for officers from Army is two years and for Commandos from Army is three years. However, after considering further assimilation training, leave and other commitments, an individual is effectively in the force only for 50 per cent of his tenure in case of officers and 60 per cent in case of commandos. This imposes a constant stress on manpower commitment and the training imparted to an individual remains unutilized optimally for raising the professional efficiency of the organisation.

4.4.5 The Committee sought to know from the Ministry the measures being contemplated to address this issue and whether there was any proposal to increase deputation tenures for Officers and Commandos to deal with this issue. The Ministry, in its reply, submitted that in terms of policy guidelines issued by DoPT vide OM dated 17/02/2016, the case is under study at HQ NSG to explore the feasibility for extending the tenure in respect of CAPF personnel from five years to seven years.

4.4.6 The Committee notes the high turnover rate in the NSG and the lack of a permanent cadre of its own. The Committee also notes the extremely short periods of deputation of just two years for the Officers and three years for the Commandos, who come from the Army. The Committee observes that the effective tenure for an individual officer/commando is even lower due to training, leave and other commitments. The Committee also notes that the submission of DG, NSG that the Army Officers feel that the deputation tenure should be longer of upto five years. However, the Committee is not sure whether the personnel coming from Indian Army would be able to maintain the demanding physical fitness required in NSG for longer tenures of up to five years and whether the Army would be willing to spare its Officers for such long duration. The Committee feels that this issue needs to be thoroughly discussed among the relevant stakeholders before a decision is taken by the Ministry of Home Affairs. The Committee, therefore, recommends that the Ministry should attach top priority

to this issue and form a working group comprising both past and present NSG personnel to examine the pros and cons of a longer tenure of deputation and accordingly suggest changes in the NSG's deputation policy.

4.4.7 The Committee also takes note of the submission of the Ministry of Home Affairs that a proposal to increase the tenure of deputation of personnel of CAPFs to NSG from the present duration of five to seven years is under consideration of NSG. The Committee feels that this proposal needs to be considered expeditiously. The Committee recommends that it may be decided on priority by the Ministry.

4.4.8 The Committee also sought to know whether direct recruitment can be done for filling up certain proportion of the posts in NSG to provide a permanent cadre for NSG. The Ministry replied that direct recruitment of personnel in NSG is not considered appropriate as NSG, being a special force, needs young and experienced personnel in all categories. However, after studying pros and cons, a concept note was sent to MHA on 31st January 2018 for designating a certain portion of strength (10 per cent posts) as 'Permanent Cadre'. The note has been received back with certain observations and the proposal is being reframed in NSG.

4.4.9 The Committee desires that the issue may be studied thoroughly and suitable decision taken in the matter.

4.5 Deployment for routine duties

4.5.1 The unique identity and stature attained by NSG has of late led to increasing requisition requests from all corners. More concerning and most serious is the tendency of state/UT Police to requisition NSG for every incident/threat without them even exercising their resources first. Frequent deployment for routine and mundane duties imposes a very high attrition cost on the force and severely impacts its training and operational preparedness.

4.5.2 The Committee takes a serious note of the high attrition cost on the NSG due to frequent deployment for routine and mundane duties, which are adversely impacting the training and operational preparedness of the NSG personnel. The Committee is of the view that NSG is a special task force and should be deployed strictly in accordance with its mandate and for no other purpose. The Committee, therefore, recommends that the Ministry should make the process for requisition of NSG teams more stringent and the decision to deploy NSG teams should be taken at the highest level. The Committee also recommends that the Ministry of Home Affairs should issue advisory to the State Governments to exhaust all other alternatives before submitting a requisition for deployment of NSG teams.

4.6 Housing and Accommodation

4.6.1 The Ministry, in its background note, informed the Committee that against the overall sanctioned strength of 10844 the authorized accommodation is 3614 against which only 2923 quarters are available in NSG. There is a deficiency of 691 quarters and overall satisfaction level is 80.89 percent. The Ministry also furnished the data pertaining to the housing satisfaction level in NSG, vis-a-vis the authorized accommodation, as follows:

MARRIED ACCOMMODATION IN NSG

Sl. No.	Category	Rank	Type of Qtr.	Authorized housing ratio	Sanctioned strength (SS) & Authorised Accommodation (AA)		Presently Available Housing	Gross Deficiency	Satisfaction Level w.r.t. AA	Satisfaction Level w.r.t. SS
					Total	AA				
					SS	AA				
1.	GOs	DG	VII	90%	1	1	1	0	100%	100%
		IG/DIG	VI	90%	13	13	4	-9	31.75%	31.75%
		GC/2IC	V	90%	51	48	78	30	162.50%	152.94%
		SC	IV-spl	90%	125	116	26	-90	22.41%	20.80%
		TC (Trg. centre)	IV	75%	31	24				
		TC (other)		65%	326	215				
		Total			547	417	308	-109	73.86	56.30%
2.	NGOs	ACs	III	60%	1760	1059	796	-263	75.17%	45.22%
3.	ORs	Rangers	II	25%	8537	2138	1819	-319	85.08%	21.30%
		Grand Total		10844	3614	2923	-691	80.89%	26.95%	

4.6.2 During the meeting held to discuss the working conditions in NSG, it was pointed out that the authorized accommodation ratio for the Other Ranks was extremely low and needs to be optimally increased. Subsequently, the Committee enquired about the measures that are being taken to improve the accommodation satisfaction level among the personnel, especially among Other Ranks (ORs) and Non-Gazette Officers (NGOs). The Ministry submitted that a proposal is under consideration at Ministry of Home Affairs for enhancing the authorization of family accommodation for NSG personnel as under:

Sl. No.	Rank	Percentage of accommodation authorized by MHA	Proposed percentage of accommodation for authorization
1.	Officers of the Rank of Sq. Commander and above	90 %	100%
2.	(a) Team Commander - Training Centre	75%	80%
	(b) Team Commander – Other Units	65%	80%
3.	Asstt. Commanders	60%	80%
4.	Rangers / Tradesmen	25%	80%

4.6.3 The Committee fails to understand the reason for the extremely low authorized accommodation level of just 25 per cent for the personnel in Other Ranks. The Committee takes note of the fact that the Ministry is considering the proposal to enhance the authorization accommodation level. However, the Committee feels that by merely increasing the authorized accommodation level, the satisfaction level will not increase, especially when there is no plan under consideration for the construction of houses. The Committee recommends that the authorization levels must urgently be increased as per the proposal under consideration and an action plan may be prepared for achieving the housing satisfaction as per the new authorized accommodation levels.

4.7 Training Issues

4.7.1 The Committee sought to know from the Ministry about the measures that can be taken to improve the training system in NSG. The Ministry of Home Affairs submitted that the following measures can be taken to strengthen the training apparatus in NSG:

- (i) Enhanced Joint Training and courses with Special Forces of friendly foreign countries like US, UK, Israel and France etc. to build up synergy, cooperation and interoperability.
- (ii) Specialist training of NSG qualified Divers with Naval MARCOS.
- (iii) Enhanced availability of C-130 & C-17 military transport aircraft; with a 24 hours layover, for conduct of outstation Counter Terrorism (CT) exercises by NSG Task Force. At present the same is being conducted by use of commercial airlines which enables carriage of specialist equipment.
- (iv) Smooth Grant of Clearance and nomination of NSG delegations to visit a foreign country for Training/Exercise/Courses.
- (v) Construction of Special Operations Training Centre (SOTC), an integrated state of the art training facility, in Manesar.
- (vi) Creation of a Sniper Range for training.

4.7.2 The Committee notes the training apparatus in NSG and feels that there are several improvements that can be brought to enhance the operational capabilities of the Force. The

Committee is of the view that NSG needs to adopt the best global practices by conducting regular joint-training and mock-drills with its counterparts from countries that have superior capabilities and vast experience in dealing with counter-terrorist operations. The Committee, therefore, recommends that the Ministry of Home Affairs, in consultation with the Ministry of External Affairs, should evolve a mechanism for conducting joint training programmes and mock drills with the Special Forces of friendly foreign countries to enhance the capabilities of NSG. The Committee also recommends that the Ministry should identify certain foreign training programmes that can help improve the capabilities of NSG personnel and regularly nominate them for such programmes.

4.7.3 The Committee also takes note of the other measures such as specialised trainings, availability of military transport aircraft, and construction of Special Operations Training Centre and a Sniper Range that are essential for strengthening the training system and infrastructure in NSG. The Committee recommends that the Ministry should urgently undertake all these measures in a time-bound manner to enhance the operational efficiency of NSG. The training and capacity building of the NSG must be dynamically augmented to remain in tune with the terror threats and other subversive activities that imperil the country's security.

4.8 Dedicated Air Wing

4.8.1 The Ministry, in its background note, submitted that the lack of an aviation wing in NSG is one of the most glaring shortcomings for a force mandated as the federal contingency force of the nation. The lack of dedicated air assets severely impact training of commandos and this shortcoming has already affected swift mobilization of force on earlier occasions. In the absence of dedicated air wing assets, the response time and training are adversely affected.

4.8.2 The background note of the Ministry also stated that NSG had procured two MI-17 Helicopters in 1988-89. The same were handed over to Aviation Research Centre (ARC) for maintenance and to provide air support to NSG. One MI-17 Helicopter met with an accident on 22nd February, 2002 during an operational sortie from Dum Duma Air Field and got damaged extensively. The condemnation proceeding for the said helicopter is under process.

4.8.3 The second helicopter was transferred to BSF Air Wing *vide* MHA order which is unserviceable due to want to spare parts. Apropos, it is recommended that the two unserviceable MI-17 helicopters on its inventory be replaced urgently with two MI-17 V5 helicopters. These helicopters can be maintained and operated by BSF Air Wing, thereby assuring dedicated effort for NSG needs.

4.8.4 **The Committee is anguished to note that the premier counter-terrorist and contingency force of India does not have a dedicated air wing of its own and is dependent on aviation assets of other Forces for its operational and training requirements. The Committee agrees that this deficiency severely affects the response time of NSG, which is supposed to provide swift counter-strike response in contingency situations. The Committee, therefore, recommends that the Ministry of Home Affairs should make urgent and sincere efforts to commission a dedicated Air Wing of NSG and provide requisite types and number of air assets to strengthen the aviation capability of the Force. The Committee also recommends that the Ministry, as an interim measure, may provide dedicated aircraft and technical support to NSG through an arrangement with the BSF Air Wing or the Air Force.**

4.8.5 During the meeting held on the subject, DG, NSG informed the Committee that NSG had the power to requisition any aircraft. He was then asked whether he had ever commandeered an aircraft in real-time circumstances. He replied that NSG usually intimates the requisition of aircraft for training purposes in advance and has not had the chance to commandeer it in real time. He then informed the Committee that the power to requisition aircraft was further enhanced by the Ministry of Home Affairs and now NSG signs an annual contract to commandeer an aircraft to take them for real-life training for counter-hijack operations. The payment for such contract is made by MHA. He was then asked whether the order of granting the power of commandeering aircraft is renewed every year. To this he replied in affirmative and further informed that this commandeering of aircraft is sometimes limited to only certain class of aircraft and NSG was making efforts to get higher capacity aircraft for transport of entire teams.

4.8.6 The Committee observes that NSG has yet not tested its power to commandeer any aircraft in real-time circumstances and feels that, unless this power is used, the Force would remain unaware of the response time and logistical challenges that it may face in operational situations. The Committee, therefore, recommends that the NSG should be advised to plan a real-time scenario for testing its power to commandeer any aircraft in real-time circumstances for the sake of enhancing operational preparedness and pre-empt any surprises that it may face during actual operations.

4.8.7 The Committee also takes note of the submission of DG, NSG that power to commandeer an aircraft is sometimes limited to only certain classes of aircraft. The Committee feels that NSG must be empowered to requisition any type and capacity of aircraft for both operational and training purposes under any circumstances. The Committee is of the view that NSG is a force that is sparingly used only in situations of extreme threat and heavily relies on regular training to achieve operational preparedness. The Committee, therefore, recommends that no restrictions should be placed on the power of NSG to requisition aircraft.

4.9 Welfare Measures

4.9.1 The Ministry of Home Affairs, in its background note on the subject, informed the Committee about the existing welfare measures for the NSG personnel.

(i) Financial Assistance to Next of Kin

Following financial benefits are given to next of kin of deceased and seriously injured NSG personnel:-

- i) On death during operation against terrorists - ₹ 10 lakh.
- ii) 100% disabled in action against terrorist - ₹ 5 lakh.
- iii) On serious injury during action against terrorists - ₹ 2 lakh.
- iv) On death on duty/illness - ₹ 5 lakh.

(ii) Introduction of Educational Scholarships for ACs & Rangers

Under this scheme, scholarships are granted out of NSG Central Welfare Fund as per the following details:-

10th & 12th Board Examinations

Passed Board Exam	Percentage of marks obtained	Scholarship Amount
10th	85% to 90%	₹ 10,000/-
	More than 90%	₹15,000/-
12th	85% to 90%	₹ 15,000/-
	More than 90%	₹ 20,000/-

NSG Martyrs Memorial Scholarship Scheme for Girl Child

This Scholarship Scheme is only for best/top three girls child who have secured more than 80% marks in 12th Board exam:-

Passed Board Exam	Best three girl child	Scholarship Amount
12th	First Position	24,000/-
	Second Position	18,000/-
	Third Position	12,000/-

Special scholarship for girl child up to the standard of 12th class for ACs & Rangers only once during the tenure in NSG for particular event

Sl. No.	Name of Events	One time Scholarship amount
Scholarship For Participation In Sports Activities		
1.	International Level	1,00,000/-
2.	National Level	50,000/-
3.	State Level	25,000/-

For Participation In Dance, Music, Quiz, Beauty Contest, Science/Maths Olympiad

1.	International Level	1,00,000/-
2.	National Level	50,000/-
3.	State Level	25,000/-
4.	Qualifying Entrance test of IIT/AIIMS/AFMC/UPSC (SCRA)	25,000/-

(iii) Scheme of Cycle to families of Rangers and Tradesmen:

In order to boost the morale of the lowest functionary in NSG, the scheme of providing one cycle to the families of Rangers and Tradesmen having children in the age group of 10 to 15 years as a means of sports and recreation has been introduced.

(iv) Scheme for Perambulator for newly born girl child of Rangers:

Under this scheme reimbursement of cost of Perambulator with maximum ceiling of ₹ 2,500/-

is given to the Rangers /Tradesmen serving in NSG and having girl child up to the age of two years.

(v) Prerna Rehabilitation Centre:

A Facilitation Centre for Children with special needs named 'PRERNA' was established at NSG Campus, Manesar on 16th Oct, 2014 with the aim of providing various therapies to the children with Special Needs so as to enhance their mental & physical skills. Various counseling sessions are also being conducted from time to time to acquaint the parents with an understanding for special needs of their children and improving their skills. The Centre has been equipped with modern equipment and specialists including occupational, speech and physiotherapists have been engaged on honorarium basis. At present 42 children including children from neighboring villages of Manesar are undergoing treatments.

4.9.2 The Committee takes note of the various welfare measures that are being taken for the NSG personnel. The Committee is of the view that financial assistance being given to the Next of Kin of deceased and seriously injured NSG personnel is quite low and insufficient. The Committee recommends that the Ministry of Home Affairs should review the amounts of the financial assistance and enhance it adequately. The Committee also recommends that the Ministry should also identify more welfare measures that can be taken, as per the need of the personnel and their families, and implement those measures earnestly.

OBSERVATIONS/RECOMMENDATIONS OF THE COMMITTEE — AT A GLANCE

PROMOTIONAL AVENUES

The Committee takes note of the severe stagnation at several ranks of Group B & C such as Constable/Fire, Head Constable/Fire, SI/Steno, ASI/Clerk, Constable/GD and feels that requisite measures need to be taken to address the issue of stagnation at these ranks. The Committee observes that a constable gets promoted to the post of Head-Constable (GD) in 22 years in contrast to the eligibility period of 5 years. Similarly, a Head-Constable (GD) gets promoted to the post of ASI (Exe) in 16 years in contrast to the eligibility period of 5 years. The Committee is anguished to note such severe stagnation in the lower ranks of CISF. The Committee feels that lack of promotional avenues is a huge demoralising factor for the CISF personnel. The Committee, therefore, strongly recommends that the cadre review of Group B & C ranks must be expedited and it must be ensured that the CISF personnel, especially at the lower ranks, are able to get their first promotion within ten years of recruitment. (Para 2.4.4)

DEPLOYMENT AND TRANSFER POLICY

The Committee takes note of the efforts of the Ministry to resolve the issue of transfers and postings in the CISF. As the current policy of recruitment in CISF is based on proportionate representation of each state, there is more recruitment from the densely populated States of the northern region. However, the Committee notes that the number of CISF units located in the northern region is limited and thus this policy does not allow the personnel to have sufficient opportunities to live with their families which results in a large number of requests for transfers and posting to the northern region. The Committee feels that this policy of recruitment needs some modification by incorporating a need-based component in the recruitment policy. The Committee, in this connection, recommends that the Ministry may review CISF's recruitment policy, which is at present primarily based on population of the states, to include demand-specific recruitment component. The Committee is of the view that this will, to some extent, resolve the problem of geographical imbalance and allow the personnel to be posted in their home states. (Para 2.5.4)

HOUSING AND ACCOMMODATION

The Committee observes that the housing satisfaction level in CISF at 12.5 per cent is among the lowest in the CAPFs. The Committee takes note of the fact that there is a deficiency of 7,811 quarters and only 2,663 quarters are under construction for CISF accommodation. The Committee feels that even after completion of construction of these 2663 quarters, the Ministry would not be able to provide a good housing satisfaction level for CISF. The Committee strongly recommends that the construction of these 2,663 quarters should be expedited and completed within the stipulated time. The Committee also recommends that the proposal of 1,719 flats that are under consideration in CISF must be considered at the earliest. The Committee further recommends that the Government should chalk out an 'Action Plan' to achieve the objective of constructing the remaining 5,148 quarters within the stipulated timeframe. (Para 2.6.7)

MEDICAL FACILITIES

The Committee takes note of the submission of the Ministry regarding the reasons for vacancies in the medical staff of CISF. The fact that CISF personnel are posted in far flung areas/remote

areas of the country is all the more reason for ensuring sufficient availability of medical staff at all the CISF units. The Committee is of the considered view that better pay and allowances/perks and higher hardship allowance would incentivize the doctors to serve in the CISF. The Committee, therefore, recommends that the Ministry must take immediate measures to enhance the pay and allowances for the doctors to be appointed as regular medical officers to fill up these vacancies at the earliest. (Para 2.7.3)

MODERNIZATION OF THE FORCE

The Committee appreciates the measures taken by the Ministry for the modernization of CISF. However, since the CISF is responsible for the security of country's airports and major installations, including those in nuclear and aero space domain, the Committee recommends that the Ministry must ensure that the Force has modern state-of-the-art arms, ammunition, night vision devices, patrolling equipment, drones, vehicles and other infrastructural upgrades. (Para 2.8.4)

The Committee is of the considered view that the Bomb Detection and Disposal Squad (BDDS) is crucial for airport security. The Committee, therefore, recommends that all the 59 airports guarded by the CISF in the country must have operational BDDS teams of CISF and the Ministry must ensure that these teams are provided all the essential bomb diffusing equipment such as explosive vapour detectors and remote-operated vehicles. (Para 2.8.6)

The Committee appreciates that the BISAG is a very useful and cost effective programme used by BSF for the purpose of monitoring and redressing grievances at the highest level. The Committee takes note of the submission of DG, CISF that BISAG can also be used by CISF. The Committee feels that this programme can be used by CISF for two-way communication with the various units and personnel deployed in several important installations across the country. The Committee, therefore, recommends that further modalities may be worked out and necessary infrastructure may be arranged in consultation with various stakeholders for adoption of BISAG programme by CISF. (Para 2.8.8)

The Committee feels that the dogs, along with the proper and regular training for their specific roles, need to be groomed regularly to prevent them from contracting seasonal skin diseases such as external parasites, ticks and lice. In addition to this, the dog handlers also require special training in order to get acquainted with the dogs and their training and rearing needs. (Para 2.8.13)

The Committee observes that the canines deployed along with the Force play a very crucial role. The dog squad, therefore, forms an essential part of the Force. The Committee is of the considered view that proper rearing of the dog squads and adequate training of the handlers appointed in the Force is very important for effective and efficient use of the canine. The Committee, in this connection, recommends that sufficient number of dog squads including the Mudhol Hound breed of Karnataka and the Belgian Malinois breed may be considered by the CISF to meet its requirement of providing security cover to various buildings and vital installations. (Para 2.8.14)

Attrition

The Committee takes note of the fact that the jawans leaving the Force for better opportunities

in the private sector is a major reason for attrition in the CISF. The Committee feels that once a jawan gets training in the Force, he/she becomes an asset to the Force, therefore, they should be given enough incentives so that they are motivated to remain in the Force. The Committee understands that other factors like high level of stress and strain could also be causes of attrition. The Committee, therefore, recommends that measures should be taken to improve the working conditions significantly to motivate the personnel to stay, even when they are offered better opportunities elsewhere. The Committee further recommends that the Ministry should conduct exit interviews or survey among the personnel opting for voluntary retirement and resignation to assess the factors leading to attrition and undertake appropriate measures to address the concerns of the personnel so that attrition in the Force can be curbed. (Para 2.9.4)

GRIEVANCE REDRESSAL MECHANISM

The Committee takes note of the efforts of the Ministry to facilitate the CISF personnel to raise their grievances through various media of grievance redressal available for them. The Committee desires that the Grievance Redressal Mechanism of CISF must be efficient in resolving grievances of the personnel. It must be robust and should reflect a system of speedy and fair adjudication of grievances without delay. (Para 2.10.6)

RECRUITMENT AND VACANCIES

The Committee is perplexed to find that 17 out of 19 posts, *i.e.*, approximately 90 per cent of the posts at DIG level are lying vacant in CRPF. This is a serious lacuna in the Force. A robust and experienced higher level leadership is crucial for efficient working of an organization. The Committee fails to understand the rationale behind reserving 37 posts for IPS officers under deputation quota in CRPF when IPS officers are not opting for these posts. These posts are lying vacant or have to be diverted temporarily to the Cadre Officers of CRPF owing to the paucity of IPS officers opting for them. This leads to not only huge percentage of vacancies but also lowering the morale of cadre officers of CRPF. The Committee therefore recommends that appropriate measures be taken by the Ministry to fill these vacant DIG posts in CRPF. The Committee also feels that not more than 25 per cent posts should be reserved for deputation Officers in the Force. If IPS officers are not available, the posts should be filled through temporary promotions of eligible officers of the Force. (Para 3.4.5)

The Committee is dismayed to observe that out of total 5 posts of Deputy Financial Advisor, 4 posts are lying vacant. The Committee fails to understand how such a large Force could function efficiently with vacancies in such an important post. The Committee, therefore, recommends that immediate measures be taken by the Ministry to fill these 4 vacancies of Deputy Financial Advisor in CRPF. (Para 3.4.6)

The Committee is concerned about the huge number of vacant posts at around 54,953 in Constable (GD) cadre. The Committee feels that this issue could be resolved if vacancies for a recruitment process are calculated well in advance, taking into account the anticipated vacancies for the next two years. The Committee, therefore, recommends that the Government may conduct recruitments taking into account the anticipated vacancies for the next two years instead of the current procedure of reporting the vacancies that exist before the notification of the recruitment process, so that such a large number of posts do not lie vacant at any given point of time. (Para 3.4.9)

The Committee further observes that the SSC conducts recruitment exams for a large number of posts throughout the year for various Government services. The recruitment process of CRPF takes approximately two years to be completed. The Committee believes that this time period can be reduced to around one year by streamlining the recruitment process. The Committee, therefore, recommends that the Ministry may request the recruitment agencies to undertake necessary measures to reduce the timeframe within which various tiers of recruitment examinations are conducted. (Para 3.4.10)

RAISING BATTALION 241 FOR FIGHTING NAXAL MENACE

The Committee appreciates the effort of the Ministry to recruit locals from the Naxalite affected areas which would prove beneficial for the Force to connect with the locals. The Committee also appreciates the effort of the Ministry to include women in the formation of the Bastariya battalion. The Committee feels that by this effort of the Government the problems related to local language, cultural gap and knowledge of terrain would be minimised. The Committee recommends that special focus be given on every aspect of training of these recruits, both male and female, such that their induction into the CRPF is smooth. The Committee further recommends that the Ministry should make provisions for ensuring safety of the families of the Bastariya battalion personnel. (Para 3.5.3)

PROMOTIONAL AVENUES

The Committee notes that uniformed forces are highly structured organizations with well defined roles and responsibilities. Therefore, it may not be possible to remove stagnation only by creating additional posts. However, the Committee feels that not being given adequate career progression opportunities acts as a highly de-motivating factor for the personnel. The Committee, therefore, recommends that the Government may consider the proposal to grant four financial up-gradations under the Modified Assured Career Progression (MACP) scheme at intervals of 8, 16, 24 and 32 years of service instead of the existing scheme that provides only three financial up-gradations at intervals of 10, 20 and 30 years of service at par with other civilian employees. The Committee is of the considered view that the CRPF personnel, who are facing excessive stagnation in their career growth, must be provided certain special incentives to keep their morale high. (Para 3.6.3)

MAHILA BATTALION

The Committee notes that the strength of women in CRPF is only 7,617. The Committee referred to written reply by the Minister of State for Home Affairs, Shri Kiren Rijiju to question No. 5863 in the Lok Sabha on 3rd April, 2018 that the Government, *vide* order dated 05.01.2016 decided to reserve 33 per cent posts at Constable level for being filled up by women in CRPF and CISF. The Committee therefore recommends that the Government should take initiatives to induct more women in the Force. The Committee further recommends that suitable measures must be taken to ensure their privacy, hygiene and sanitation conditions. (Para 3.7.3)

TRAINING

The Committee is of the considered view that training is an indispensable part of a police force to maintain the efficiency. Adequate and proper training is a must for continuous development of the personnel, career wise as well as for boosting their morale. Any sort of compromise on the

training front would prove to be detrimental for the Force in the long run. The Force personnel cannot be deployed for law and order assignments while they are on training as this would hamper their learning as a Force personnel. The Committee, therefore, recommends that the Ministry takes the requisite measures to make sure that the companies that are under training must not be deployed for any other duties and must be engaged full-time in training only during that period. (Para 3.8.5)

BASIC AMENITIES - FOOD AND DRINKING WATER

The Committee feels that it is essential that the jawans are provided with good quality food. But the Committee is disappointed to note that the CRPF personnel posted in Chhattisgarh, who are serving under extremely hard conditions with enhanced threat to life, have to go through difficulties in even getting their daily meal requirements fulfilled. They have to depend on local haats and contractors for supply of raw material for their food. The Committee recommends that a full proof mechanism should be developed for ensuring regular supply of nutritious food, including dishes/raw materials of different cuisines to all CRPF camps particularly those which have no access or difficult access to local market like Bastar in Chhattisgarh. The Ministry may explore the feasibility of using refrigerator vans to supply food articles periodically and the less accessible places of deployment like Bastar. (Para 3.9.3)

The Committee further recommends that the Ministry of Home Affairs should form a Food Inspection Committee comprising dieticians, experienced food inspectors, and officials of the Ministry, tasked with the duty of performing surprise checks of food quality and hygiene, especially at the remote and inaccessible locations. (Para 3.9.4)

ATTRITION

The Committee takes note of the measures taken by the Ministry to curb the attrition rate in the CRPF. However, the Committee notes that attrition rate is high in all the CAPFs owing to the implementation of Seventh Central Pay Commission due to which there were considerably large number of voluntary retirement cases in the year 2017. However, the Committee also observes that there is no visible decrease in the number of resignations since the year 2014 as well. The Committee, therefore, recommends that the Ministry should conduct a survey among the personnel to assess the factors leading to such large number of VRS and resignations and undertake appropriate measures to address the concerns of the personnel so that this trend can be curbed. (Para 3.10.4)

HOUSING AND ACCOMMODATION

The Committee is dismayed to observe that the housing satisfaction level in the CRPF is just 11.83 per cent which is the lowest amongst the CAPFs. Even after completion of 12,014 quarters that are under construction, the housing satisfaction level will rise only to 15.77 per cent which unfortunately would continue to remain the lowest in all the CAPFs. The Committee feels that such a poor level of housing satisfaction level could be one of the major reasons for high attrition rate in the Force. The Committee, therefore, recommends that the construction of the 12,014 houses that are under construction must be expedited and completed as per schedule without time and cost overrun. The Committee further recommends that the Government should chalk out an 'Action Plan' to achieve the objective of constructing the remaining 38,353 quarters within the stipulated timeframe. (Para 3.11.5)

MEDICAL FACILITIES

The Committee takes note of the fact that the CRPF personnel are posted in areas where there is a continuous threat to life and that may lead to stress among the personnel. However, high numbers of cases of heart attacks indicate that the medical facilities provided to the personnel are neither adequate nor up to the mark. The Committee feels that the reasons such as continuous deployment in stressful situations and hard areas and irregular eating/sleeping cycles could be brought under control through efficient personnel management. The Committee, therefore, recommends that annual medical check ups of all the personnel be conducted regularly, especially of those who are deployed in hard area postings and preventive measures like yoga/regular counseling etc. may be proactively implemented to keep their health issues in check. Preventive health care must be introduced as part of the health check up of personnel. The Committee further recommends that the personnel going through the stress of extremely prolonged separation from their families should be granted leave liberally to the extent they are eligible in a year. (Para 3.12.3)

The Committee takes note of the medical facilities available for the personnel. However, the Committee feels that utilisation of these facilities and their effectiveness in time of need must be tested for their effectiveness as these may not be sufficient for such a large Force. Medical facilities should be a priority for the Force personnel given the remote and interior locations of their camps. The Committee recommends that a team of qualified doctors and paramedics should be available at all battalion headquarters and, wherever feasible, at all camps. Facilities for blood tests, X-rays, routine medicines, malaria detection kit, snake bite kit, regular medical checkups and ambulances must be made available at all CRPF camps. (Para 3.12.6)

The Committee is anguished to know that the CRPF personnel who sustained injuries in line of their duties and lost their limbs are being provided only 30-40 per cent of the total cost of the best quality prosthetic limbs available in the market under the CGHS Scheme. The Committee also notes that the CRPF makes payment from their Risk Fund in order to make provisions for the best quality prosthetic limbs for its personnel. The Force might use this fund for some other important objectives like providing financial benefits to the families of the members of the Force who die while in service. The Committee, therefore, recommends that the CGHS norms regarding artificial limbs need to be revised with respect to all the CAPFs. High-end prosthetic limbs must be provided to the amputees belonging to all the CAPFs and the full cost should be borne by the Government. (Para 3.12.9)

WORKING HOURS

The Committee is dismayed to note that the CRPF personnel work for 12-14 hours a day and more than 80 per cent of CRPF personnel cannot avail of holidays and Sundays. The Committee understands that the job of an armed force personnel is such that he/she has to be alert 24 hours a day, 7 days a week and 365 days a year. However, working 12 to 14 hours daily with no scope for holidays and Sundays would bring in the psychological and physical consequences on the personnel and would affect their work. It is important to acknowledge that the working hours regulation under Indian Labour Law stipulates a maximum of 48 hours per week. While of course, the armed forces are exempted from this directive, it does indicate that their working hours are neither healthy nor sustainable in the long term. The Committee, therefore, recommends that some mechanism

should be worked out by the Ministry to provide the much needed rest and optimal duty hours for the personnel. (Para 3.13.4)

The Committee notes that there is a constant increase in demand of CRPF deployment by the States. The States are over dependent on CRPF for maintaining all kinds of major as well as minor law and order situations. The Committee also notes that no CRPF battalion is presently designated for the purpose of providing rest and recuperation. Moreover, almost 98 per cent of training companies remain deployed on various short term Law & Order assignments across the country. This continuous deployment of training companies affects the overall operational efficiency of the Force, besides denying troops the much wanted training and rest & recuperation. The Committee is concerned to observe this over-deployment of CRPF which is curtailing their training, rest and recuperation. The Committee is of the considered view that one-sixth of a battalion, should be, at any given time, mandatorily under training or rest or in peace stations. The Committee recommends that the State Governments may work out their own systems and make arrangements for appropriate training of their respective State Police Forces such that their over reliance on CRPF for every law and order situation may be reduced. (Para 3.13.5)

LIVING CONDITIONS

The Committee is anguished to note that the Force personnel are compelled to live in sub-human conditions which affects their dignity, morale and motivation. There is an acute shortage of decent living conditions for the CRPF personnel as the State Governments fail to provide basic infrastructure to them. The Committee recommends that an outside agency should be hired to conduct surveys every six months among the CRPF personnel deployed in the States regarding their living conditions. If the State Governments are found to be lacking in providing adequate infrastructure and other facilities in accordance with the provisions of the SOP framed by the MHA, the Ministry must bring it to the notice of the respective State Government and first issue an advisory and if the same is not acted upon within the stipulated time frame, the Ministry should consider withdrawing the deployed troops for violation of SOP conditions. (Para 3.14.6)

STRESS MANAGEMENT

The Committee notes the high levels of stress to which the CRPF personnel are subjected because of continuous deployment in high intensity conflict areas, where they are compelled to live in pathetic living conditions. This is forcing personnel of the country's largest CAPF to suffer from mental and emotional stress. The Committee feels that the happiness and wellness quotient of the Force personnel is under heavy stress and strain. The Committee recommends that some mechanism like weekly video conferencing with their families etc. may be considered by the Ministry. Furthermore, recreational facilities such as indoor and outdoor games, DTH connections, etc. may also be provided at the camps. (Para 3.15.4)

The Committee notes the point that counseling sessions of stressed CRPF personnel instead of being conducted by professionals and psychiatrists are done by senior officers. The Committee fails to understand how a jawan, who is stressed due to his living conditions in the Force, could confide in his superior with his problems some of which might possibly be related to his superiors themselves. The Committee feels that this could be a major factor contributing to the high attrition rate in the Force. The Committee, therefore, recommends that professional counselors and

psychiatrists should be recruited in CRPF and regular counseling sessions of jawans must be conducted by these professionals only. (Para 3.15.6)

OPERATIONAL ISSUES - DEPLOYMENT

The Ministry notes the fact that only 2.27 per cent of the Force personnel are given the opportunity to go on deputation. The Committee feels that the CRPF personnel, with vast and rich experience and expertise in internal security operations, should be sent on deputation to the state police, especially in dealing with grave issues of militancy and extremism. There is a need to institutionalize such deputations at different levels, including higher formations. This will ensure that the core competence of the CRPF is utilised in the best manner and best public interest. Furthermore, the CRPF personnel have vast experience in different arenas of operation, but most of them are not exposed to professional managerial training because nearly all in service trainings are technical. Deputation will give them the opportunity to grow and develop in other areas as well and acquire leadership and management skills. (Para 3.16.4)

OPERATIONAL ISSUES - MODERNIZATION

The Committee feels that usage of drones is a very important component to help the CRPF personnel during surveillance and reconnaissance in day and night operations in the dense forests of naxal affected areas as well as in Jammu and Kashmir. The Committee, in this connection, wishes to draw the attention of the Ministry towards the recommendation made in para 5.17.3 of its 214th report on 'Working conditions in border guarding forces' and reiterate the said recommendation that an early decision should be taken by the Government on increasing the usage of drones for surveillance and reconnaissance by the CRPF. (Para 3.17.2)

TECHNOLOGICAL APPLICATIONS

The Committee observes that the CRPF does not have a dedicated research and development wing of its own. The Bureau of Police Research and Development (BPR&D) is expected to be the R&D agency for the modernization of the police forces in the country. The BPR&D undertakes R&D on major and common issues. There are many micro issues that are unique to the CRPF, because of the peculiarities of the areas of deployment of the Force and its large size. The Committee, therefore, recommends that the Ministry may explore the possibility of establishing a dedicated R&D unit for CRPF to deal with the peculiar issues of the Force, such as, IEDs, bullet proofing of vehicles etc. (Para 3.18.5)

The Committee feels that being deployed in difficult areas for prolonged duration, away from their families, the CRPF could also use the BISAG programme. The Committee is hopeful that this programme will prove to be effective in boosting the morale of the entire Force. The CRPF jawans would feel motivated and inspired if they are directly addressed by their leaders on a regular basis. The Committee, therefore, recommends that the CRPF may explore the possibility to implement the BISAG programme on the pattern of BSF within the next six months. (Para 3.18.7)

INFRASTRUCTURAL ISSUES - ROAD CONNECTIVITY

The Committee notes that roads are of great importance to the CRPF. Connectivity of all CRPF camps is crucial for the Force as it will speed up the movement of the Force personnel and development works in the regions of deployment. The Committee, therefore, recommends that the

Ministry must take up the construction of these non-metalled roads on priority basis to ensure that all CRPF camps are connected by metalled roads. The Ministry must work in tandem with the State Governments and ensure to fast track the construction of metalled roads, especially in Chhattisgarh and South Odisha. (Para 3.19.3)

INFRASTRUCTURAL ISSUES - MOBILE CONNECTIVITY

The Committee notes that the problem of poor mobile connectivity persists in areas of deployment of CRPF personnel. The Committee recommends that the Government should make efforts to strengthen mobile and internet connectivity, if not by the State owned service providers, then by providing for the presence of private mobile service providers in such difficult areas so that regular mobile and internet services can be availed by each and every jawan on their own mobile phone devices. (Para 3.20.2)

PROTECTION AGAINST IMPROVISED EXPLOSIVE DEVICES (IEDS) IN NAXALITE AREAS

The Committee observes that the threat of Improvised Explosive Devices (IEDs) is one of the greatest challenges in the LWE area. The Committee feels that security of the CRPF personnel against IEDs should be a top priority for the Government. The Committee is aware that IEDs have consumed lives of several personnel and there is a need to employ advanced techniques and technology that allow remote detection and eradication of buried IEDs. The Committee recommends that the Ministry should make an effort towards development of technology to counter the threats posed by IEDs in the LWE affected area. The Committee further recommends that adequate and regular training should be provided to the CRPF personnel to enable them to face the challenges and threat of IEDs. Moreover, the CRPF personnel must be trained in use of technology (including drones) to increase surveillance around patrols. (Para 3.21.2)

GRIEVANCE REDRESSAL

The Committee notes that a majority of grievances reported in CRPF are related to pension. The Committee recommends that the issue of pensioners must be given due attention by the authorities. These grievances must be redressed speedily and timely. The Ministry should reach a situation where no personnel retires without a PPO (Pension Payment Order) and any case of retirement without at least a provisional PPO must be reported to the Force HQ. The case must be resolved by the Force HQ within 30 days of receipt of the reference. The Committee also recommends that the CRPF must maintain a fair and transparent transfer policy by allowing transfer requests to be made only through online mode. (Para 3.22.4)

PERSONNEL ISSUES

The Committee notes the high turnover rate in the NSG and the lack of a permanent cadre of its own. The Committee also notes the extremely short periods of deputation of just two years for the Officers and three years for the Commandos, who come from the Army. The Committee observes that the effective tenure for an individual officer/commando is even lower due to training, leave and other commitments. The Committee also notes that the submission of DG, NSG that the Army Officers feel that the deputation tenure should be longer of upto five years. However, the Committee is not sure whether the personnel coming from Indian Army would be able to maintain the demanding physical fitness required in NSG for longer tenures of up to five years and whether the Army would

be willing to spare its Officers for such long duration. The Committee feels that this issue needs to be thoroughly discussed among the relevant stakeholders before a decision is taken by the Ministry of Home Affairs. The Committee, therefore, recommends that the Ministry should attach top priority to this issue and form a working group comprising both past and present NSG personnel to examine the pros and cons of a longer tenure of deputation and accordingly suggest changes in the NSG s deputation policy. (Para 4.4.6)

The Committee also takes note of the submission of the Ministry of Home Affairs that a proposal to increase the tenure of deputation of personnel of CAPFs to NSG from the present duration of five to seven years is under consideration of NSG. The Committee feels that this proposal needs to be considered expeditiously. The Committee recommends that it may be decided on priority by the Ministry. (Para 4.4.7)

The Committee desires that the issue may be studied thoroughly and suitable decision taken in the matter. (Para 4.4.9)

DEPLOYMENT FOR ROUTINE DUTIES

The Committee takes a serious note of the high attrition cost on the NSG due to frequent deployment for routine and mundane duties, which are adversely impacting the training and operational preparedness of the NSG personnel. The Committee is of the view that NSG is a special task force and should be deployed strictly in accordance with its mandate and for no other purpose. The Committee, therefore, recommends that the Ministry should make the process for requisition of NSG teams more stringent and the decision to deploy NSG teams should be taken at the highest level. The Committee also recommends that the Ministry of Home Affairs should issue advisory to the State Governments to exhaust all other alternatives before submitting a requisition for deployment of NSG teams. (Para 4.5.2)

HOUSING AND ACCOMMODATION

The Committee fails to understand the reason for the extremely low authorized accommodation level of just 25 per cent for the personnel in Other Ranks. The Committee takes note of the fact that the Ministry is considering the proposal to enhance the authorization accommodation level. However, the Committee feels that by merely increasing the authorized accommodation level, the satisfaction level will not increase, especially when there is no plan under consideration for the construction of houses. The Committee recommends that the authorization levels must urgently be increased as per the proposal under consideration and an action plan may be prepared for achieving the housing satisfaction as per the new authorized accommodation levels. (Para 4.6.3)

TRAINING ISSUES

The Committee notes the training apparatus in NSG and feels that there are several improvements that can be brought to enhance the operational capabilities of the Force. The Committee is of the view that NSG needs to adopt the best global practices by conducting regular joint-training and mock-drills with its counterparts from countries that have superior capabilities and vast experience in dealing with counter-terrorist operations. The Committee, therefore, recommends that the Ministry of Home Affairs, in consultation with the Ministry of External Affairs, should evolve a mechanism for conducting joint training programmes and mock drills

with the Special Forces of friendly foreign countries to enhance the capabilities of NSG. The Committee also recommends that the Ministry should identify certain foreign training programmes that can help improve the capabilities of NSG personnel and regularly nominate them for such programmes. (Para 4.7.2)

The Committee also takes note of the other measures such as specialised trainings, availability of military transport aircraft, and construction of Special Operations Training Centre and a Sniper Range that are essential for strengthening the training system and infrastructure in NSG. The Committee recommends that the Ministry should urgently undertake all these measures in a time-bound manner to enhance the operational efficiency of NSG. The training and capacity building of the NSG must be dynamically augmented to remain in tune with the terror threats and other subversive activities that imperil the country's security. (Para 4.7.3)

DEDICATED AIR WING

The Committee is anguished to note that the premier counter-terrorist and contingency force of India does not have a dedicated air wing of its own and is dependent on aviation assets of other Forces for its operational and training requirements. The Committee agrees that this deficiency severely affects the response time of NSG, which is supposed to provide swift counter-strike response in contingency situations. The Committee, therefore, recommends that the Ministry of Home Affairs should make urgent and sincere efforts to commission a dedicated Air Wing of NSG and provide requisite types and number of air assets to strengthen the aviation capability of the Force. The Committee also recommends that the Ministry, as an interim measure, may provide dedicated aircraft and technical support to NSG through an arrangement with the BSF Air Wing or the Air Force. (Para 4.8.4)

The Committee observes that NSG has yet not tested its power to commandeer any aircraft in real-time circumstances and feels that, unless this power is used, the Force would remain unaware of the response time and logistical challenges that it may face in operational situations. The Committee, therefore, recommends that the NSG should be advised to plan a real-time scenario for testing its power to commandeer any aircraft in real-time circumstances for the sake of enhancing operational preparedness and pre-empt any surprises that it may face during actual operations. (Para 4.8.6)

The Committee also takes note of the submission of DG, NSG that power to commandeer an aircraft is sometimes limited to only certain classes of aircraft. The Committee feels that NSG must be empowered to requisition any type and capacity of aircraft for both operational and training purposes under any circumstances. The Committee is of the view that NSG is a force that is sparingly used only in situations of extreme threat and heavily relies on regular training to achieve operational preparedness. The Committee, therefore, recommends that no restrictions should be placed on the power of NSG to requisition aircraft. (Para 4.8.7)

WELFARE MEASURES

The Committee takes note of the various welfare measures that are being taken for the NSG personnel. The Committee is of the view that financial assistance being given to the Next of Kin of deceased and seriously injured NSG personnel is quite low and insufficient. The Committee

recommends that the Ministry of Home Affairs should review the amounts of the financial assistance and enhance it adequately. The Committee also recommends that the Ministry should also identify more welfare measures that can be taken, as per the need of the personnel and their families, and implement those measures earnestly.

(Para 4.9.2)

MINUTES

I
FIRST MEETING

The Committee met at 4.30 P.M. on Tuesday, the 24th October, 2017 in Room No. 63, Parliament House, New Delhi.

MEMBERS PRESENT

1. Shri P. Chidambaram — *Chairman*

RAJYA SABHA

2. Shri K. Rahman Khan
3. Dr. V. Maitreyan
4. Shri Shamsheer Singh Manhas
5. Shri Derek O' Brien
6. Shri K. Bhabananda Singh

LOK SABHA

7. Dr. Sanjeev Balyan
8. Shri S. Selvakumara Chinayan
9. Shri Adhir Ranjan Chowdhury
10. Shri Ramen Deka
11. Shri Prataprao Ganpatrao Jadhav
12. Shri Kaushal Kishore
13. Shri P. Nagarajan
14. Shri Bheemrao B. Patil
15. Shri Mohammed Faizal PP
16. Shri Bishnupada Ray
17. Shri Prem Singh Chandumajra

SECRETARIAT

1. Shri P. P. K. Ramacharyulu, *Additional Secretary*
2. Shri Rohtas, *Joint Secretary*
3. Shri Vimal Kumar, *Director*
4. Shri Pritam Kumar, *Under Secretary*

WITNESSES

Representatives of Ministry of Home Affairs

1. Shri Rajiv Gauba, Home Secretary
2. Shri Praveen Vasistha, Joint Secretary
3. Shri Arvinda Kumar, Additional Director, Intelligence Bureau
4. Shri Mukesh Mangal, Director
5. Shri Shailendra Vikram Singh, Deputy General Manager/Director
6. Shri Janardan Singh, Deputy Director, Intelligence Bureau

Representatives of Department of Legal Affairs, Ministry of Law & Justice

1. Shri Ramayan Yadav, Additional Secretary
2. Shri Rajveer Singh Verma, Joint Secretary

Representatives of UIDAI

1. Shri Satyanarayana, Chairman
2. Dr. A.B.P. Pandey, Chief Executive Officer
3. Capt. Davesh Singh, Assistant Director General

Representatives of NIC

1. Shrimati Neeta Verma, Director General
2. Shri Rajesh Gera, Deputy Director-General

2.0 At the outset, the Chairman welcomed the re-nominated Members and the four new Members, *i.e.* Shri Pratap Keshari Deb; Shri K. Bhabananda Singh; Shri Ram Chandra Prasad Singh, Members of Rajya Sabha, and Dr. Sanjeev Balyan, Member of Lok Sabha, to the first meeting of the reconstituted Committee. The Chairman explained the mandate of the Committee as laid down under Rule 270 of the Rules of Procedure and invited suggestions from Members regarding subjects for examinations by the Committee. The Committee, after a brief discussion, decided to take up for examination and report thereon the following subjects:

1. National Security and Privacy Concerns relating to Aadhaar (to continue from previous Committee)
 2. Internal Security:
 - (i) Security Situation in the North Eastern States of India;
 - (ii) Terrorism in the Country; and
 - (iii) Naxalism
 3. Social and Communal Harmony; Atrocities on Weaker Sections (Scheduled Castes/Scheduled Tribes, Women etc.)
 4. Modernisation of Police Forces; Road Map for Implementation of Police Reforms
 5. Administration and development of UTs:
 - (i) Andaman and Nicobar Islands
 - (ii) Puducherry
 6. Disaster Management
 7. Central Armed Police Forces/Organisations
 8. Development of North Eastern Region
- | | | | |
|-----|---|---|---|
| 3. | * | * | * |
| 4. | * | * | * |
| 4.1 | * | * | * |

*** Relates to other matter.

- 4.2 * * *
- 4.3 * * *
- 4.4 * * *
- 4.5 * * *
- 4.6 * * *
- 4.7 * * *
- 5. * * *
- 5.1 * * *
- 5.2 * * *
- 5.3 * * *
- 5.4 * * *

6. A Verbatim record of the proceeding of the meeting of the Committee was kept.

7. The Committee then adjourned at 6.51 P.M.

*** Relates to other matter.

XIII
THIRTEENTH MEETING

The Committee met at 2.30 P.M. on Monday, the 22st May, 2018 in Room No. 63, First Floor, Parliament House, New Delhi.

MEMBERS PRESENT

1. Shri P. Chidambaram — *Chairman*

RAJYA SABHA

2. Dr. V. Maitreyan
3. Shri Shamsher Singh Manhas
4. Shri Neeraj Shekhar
5. Shri K. Bhabananda Singh

LOK SABHA

6. Shri S. Selvakumarachinayan
7. Shri Adhir Ranjan Chowdhury
8. Shri Ramen Deka
9. Shri Prataprao Ganpatrao Jadhav
10. Shri Mallikarjun Kharge
11. Shri Kaushal Kishore
12. Shri P. Nagarajan
13. Shri Bheemrao B. Patil
14. Shri Mohammed Faizal PP

SECRETARIAT

1. Shri Rohtas, *Joint Secretary*
2. Shri Vimal Kumar, *Director*
3. Shri Pritam Kumar, *Under Secretary*

WITNESSES

Representatives of Ministry of Home Affairs (MHA)

1. Shri B.R. Sharma, Special Secretary (BM)
2. Shri Rabindra Panwar, Special Secretary/FA
3. Shri Mukesh Mittal, Joint Secretary (IS. II)
4. Dr. R.K. Mitra, Advisor (P.II)
5. Shri A.V. Dharma Reddy, Joint Secretary (BM-I)
6. Ms. S. Chaudhuri, Director
7. Shri Harish Chander, Director/Consultant

Representatives of National Security Guard (NSG)

1. Shri S. Lakhtakia, Director-General
2. Dr. Sanjeev Mishra, Financial Advisor

3. Shri P.S. Phalnikar, Inspector-General
4. Shri Abhishek Trivedi, Inspector-General

Representatives of Indo-Tibetan Border Police (ITBP)

1. Shri R.K. Pachnanda, Director-General
2. Shri R.K. Mishra, Additional Director-General
3. Ms. Nishtha Upadhyay, Internal Financial Advisor
4. Shri D.S. Chawdhary, Inspector-General
5. Shri Anand Swaroop, Inspector-General
6. Shri S.S. Harta, Deputy Inspector-General
7. Shri Ajaypal Singh, Deputy Inspector-General

2. At the outset, the Chairman welcomed the Members to the meeting and informed them about the agenda of the meeting, i.e.,

- (i) to hear the views of the representatives of Ministry of Home Affairs on working conditions in Indo Tibetan Border Police (ITBP) and National Security Guard (NSG) under the subject 'Central Armed Police Forces / Organisations'; and

- (ii) * * *

2.1 The Chairman informed the Members that the Home Secretary had sought leave of absence and the Special Secretary (Border Management), MHA would represent MHA in his place.

3. The Chairman then welcomed the representatives of the Ministry of Home Affairs, ITBP and NSG. The Committee decided to first hear about the working conditions in ITBP. The Chairman requested the Ministry to apprise the Committee about the following aspects:-

- (i) measures taken by the Government to enable the ITBP personnel to withstand the extreme geographical and harsh weather conditions;
- (ii) issues pertaining to recruitment, promotional avenues, transfers, training, duty hours, leave position, housing, stagnation and attrition rate and the measures being taken to address them;
- (iii) the measures taken to provide basic facilities such as electricity, drinking water, transportation, etc. in all the border outposts;
- (iv) the status of construction of various infrastructure projects on the India-China border;
- (v) the initiatives taken for the modernization of the Force; and
- (vi) the impact of delegating financial powers to the CAPFs in the previous year.

4. The Special Secretary (BM), MHA apprised the Committee that the overall level of housing satisfaction in the CAPFs is 37 per cent and on completion of the ongoing projects, the satisfaction level will go up to 52.32 per cent. He further apprised the Committee that cadre review for the ITBP is at an advanced stage of examination in the MHA whereas for other CAPFs it has already been approved by the MHA. He also briefly apprised the Committee regarding the recruitment of constables and head constables, revision of the Central

ex-gratia compensation, approval of the demand of the Forces for the issue of operational casualty certificate to CAPFs, grant of scholarships to the next of kin and the children of the personnel of CAPFs, implementation of 7th Pay Commission recommendations in regard to risk and hardship allowances, launch of a mobile application for grievance redressal of the jawans and the steps undertaken to connect the BOPs to the nearest road head.

5. Thereafter, the Director-General, Indo Tibetan Border Police (ITBP) made a brief power point presentation regarding the working conditions in ITBP. The Chairman and the Members raised queries regarding personnel who have been affected by certain health hazards, number of personnel present in each BOP and the number of sanctioned and vacant posts regarding Medical Response personnel. The DG, ITBP informed the Committee that on an average, one company is present at each BoP. The DG, ITBP assured the Committee to send details with regard to these questions later.

5.1 The Chairman sought clarification regarding the ration money given to the ITBP personnel. The DG, ITBP informed that the personnel at the border have a mess facility and those in areas other than border are given ration money. He further apprised the Committee about procurement of ready-to-eat meals for the personnel. The Chairman then enquired about the number of days spent by the DG and IGs in the highest border post to which the DG, ITBP replied that he as well as the other senior officers visit the highest border posts regularly and spend a few days there.

5.2 The Chairman then enquired about the battalions that are not deployed on the India-Tibet border and its effect on the training of the personnel. The DG, ITBP apprised the Committee that ITBP troops are deployed on internal security duties, election duties, anti-naxal operations and VIP protection duties. Some troops are deployed in Afghanistan also. The Chairman expressed his concern over the fact that approximately half of the Force was not being used for what it was raised. The Chairman then enquired about the downtime of generators and satellite phones used in the BoPs, availability of drinking water, sanctioned strength and number of vacancies of medical personnel pertaining to all ranks in the Force. Responding to the queries, DG, ITBP assured the Committee that boiled/filtered water is used for drinking. He also apprised the Committee about the recent completion of a recruitment process of the medical personnel.

5.3 Members of the Committee sought some more clarifications on different issues like deployment of ITBP troops, disparity in hard area allowance, pay, pension and food given to ITBP personnel and defence personnel, proposal of 'Special Pay' to CAPFs, sanctioning of leaves, provision of guest houses for the recuperation of jawans, presence of professional experts in traumatic stress and proposal of recruitment of local boys in the Force. The DG, ITBP assured to send written replies of all these questions to the Committee later. Some of the Members also expressed their concern over deployment of the Forces such as ITBP, NSG, CRPF and CISF in duties other than the ones that they were raised for and suggested that a separate security agency should be created to oversee VIP security all over the country.

5.4 Some of the Members raised queries regarding different criteria of death allowance given to personnel who died on duty. The DG, ITBP stated that in such a case, a lump sum amount is given by the government and some money is given from the welfare fund of ITBP. Thereafter, some of the Members raised queries regarding rotation time of jawans posted at high altitudes, the policy of contingency leave in ITBP and number of earned leaves and casual leaves given to the personnel. The DG, ITBP replied that the rotation time for jawans has been reduced from 6 months to 3 months and there is no problem of sanctioning of leaves resultantly. The satisfaction level with respect to leaves is quite good in ITBP. Replying to the queries

related to quality of food, he informed the Committee that the food provided to the personnel is tested and certified by the army. Fresh vegetables are bought every month by a committee headed by a Gazetted Officer. Thereafter some queries were raised regarding increase in the rate of attrition in case of NGOs and delay in the joining of new recruits in ITBP due to a recruitment case pending in court. The DG, ITBP replied that the sudden spike in attrition was because some of the personnel were waiting for the implementation of the seventh CPC in order to get benefits of it before resigning. He assured to send the details of the pending case in court later to the Committee. Thereafter, one of the Members enquired about use of snow scooters for patrolling long distance by the personnel across BoPs. The DG, ITBP stated that 2-9 km of foot patrolling is done across BoPs and use of snow scooters is at trial stage.

6. Thereafter, Director-General (DG), National Security Guard (NSG) made a brief presentation regarding working condition of the Force. He briefly apprised the Committee about the mandate of NSG, its set up across the country and the SWOT analysis of NSG. He briefly informed about the recruitment, pay and allowances, motivational schemes, living conditions, married accommodation, welfare schemes and operational avenues of NSG.

6.1 The Chairman enquired whether the NSG could requisite any aircraft in case of an emergency. The DG, NSG replied that they could commandeer any aircraft by notifying in advance. The Chairman suggested that the NSG should commandeer an aircraft in real time for training purposes also. The DG, NSG also apprised the Committee that because NSG is a 100% deputation Force, the tenure for officers in NSG is very short and this is a challenge for the Force. He further informed that the attrition rate of the Force is 40% because of the rigorous training of NSG. The DG, NSG further informed the Committee that NSG is always ready to move at a short notice ranging from 30-120 minutes to respond to a terrorist situation.

6.2 Thereafter, the Members raised specific questions on various issues pertaining to the mandate of NSG which *inter alia* include requirement of a regional hub in Central India, number of NSG personnel deployed in VIP security, joint training of jawans with other countries, areas of responsibility of the regional hubs, number of NSG personnel martyred in various operations, low satisfaction level of personnel belonging to other ranks (ORs) with regard to married accommodation, process of audit of highly sensitive buildings. Responding to the queries, the DG, NSG stated that a new regional hub will be established at Hyderabad; approximately 600-650 NSG personnel were deployed for VIP security and for other queries he assured to send written replies to the Committee later.

6.3 The Committee then discussed the importance of availability of Air Force support for all the regional hubs. The DG, NSG informed the Committee that hubs like Gandhinagar and Kolkata do not have nearby Air Force facility and the flying time of a chopper from the nearest Air Force asset was approximately 40 minutes. Regarding the capacity building of the States, the DG, NSG apprised the Committee that almost all the States have Special Security Groups and NSG regularly trains them. The NSG also cross-teams with the special Forces present in J&K and would be available in a combat formation to intervene in case any counter terrorism situation arises. Some of the Members then enquired about the dog breed used in the NSG and suggested to incorporate Mudhol Hound dog breed of North Karnataka. The DG, NSG replied that currently they are using Belgian Malinois and would try the Mudhol Hound breed in the future.

6.4 The representatives of MHA replied to most of the queries. With regard to queries not answered orally, the Ministry was requested to send written replies. The witnesses then withdrew.

- 7. * * *
- 7.1 * * *
- 7.2 * * *
- 7.3 * * *
- 8. A Verbatim record of the proceeding of the meeting of the Committee was kept.
- 9. The Committee then adjourned at 4.45 P.M.

*** Relates to other matters.

XIV
FOURTEENTH MEETING

The Committee met at 3.00 P.M. on Tuesday, the 26th June, 2018 in Room No. G-074, Ground Floor, Parliament Library Building, New Delhi.

MEMBERS PRESENT

1. Shri P. Chidambaram — *Chairman*

RAJYA SABHA

2. Dr. V. Maitreyan
3. Shri Shamsher Singh Manhas

LOK SABHA

4. Dr. (Shrimati) Kakoli Ghosh Dastidar
5. Shri Ramen Deka
6. Shri Mallikarjun Kharge
7. Shri Kaushal Kishore
8. Dr. Prasanna Kumar Patasani
9. Shri Bheemrao B. Patil
10. Shri Mohammed Faizal PP
11. Shri Prem Singh Chandumajra

SECRETARIAT

1. Shri Vimal Kumar, *Director*
2. Dr. (Smt.) Subhashree Panigrahi, *Additional Director*
3. Shri Bhupendra Bhaskar, *Additional Director*
4. Shri Pritam Kumar, *Under Secretary*

WITNESSES

Representatives of Ministry of Home Affairs (MHA)

1. Shri Rajiv Gauba, Secretary
2. Shri B.R. Sharma, Special Secretary
3. Shri Rabindra Panwar, Special Secretary/FA
4. Shri P.K. Srivastava, Additional Secretary
5. Shri S.C.L. Das, Joint Secretary
6. Shri Praveen Vashista, Joint Secretary
7. Shri Vivek Bhardwaj, Joint Secretary
8. Dr. R.K. Mitra, Advisor/Joint Secretary
9. Ms. Sreyasi Chaudhuri, Director
10. Shri Harish Chander, Director/Consultant
11. Shri D.P. Tripathy, Director

Representatives of Central Reserve Police Force (CRPF)

1. Shri R.R. Bhatnagar, Director-General
2. Shri Dhiraj Kumar, Director Inspector General
3. Shri M.S. Bhatia, Inspector-General
4. Shri Sunil Thorpe, Director Inspector General
5. Dr. Sanjeev Mishra, Financial Advisor

Representatives of Border Security Force (BSF)

1. Shri K.K. Sharma, Director-General
2. Shri Sandeep Salunke, Inspector-General

Representatives of Central Industrial Security Force (CISF)

1. Shri Rajesh Ranjan, Director-General
2. Shri Alok Kumar Pateria, Additional Director-General
3. Shri M.A. Ganapathy, Additional Director-General
4. Shri Anurag, Inspector-General
5. Ms. Ritu Arora, Inspector-General
6. Shri N. Venugopal, Inspector-General
7. Shri Sudhir Kumar, Inspector-General

Opening Remarks

2. At the outset, the Chairman welcomed the Members of the Committee to the meeting and informed them about the agenda of the meeting, i.e., to hear the views of the representatives of the Ministry of Home Affairs and other concerned agencies/CAPFs on the working conditions in Border Security Force (BSF), Central Industrial Security Force (CISF) and Central Reserve Police Force (CRPF) under the subject 'Central Armed Police Forces/Organizations'.

2.1 The Chairman welcomed the Home Secretary, Director Generals of Border Security Force (BSF), Central Industrial Security Force (CISF) and Central Reserve Police Force (CRPF) and other senior officers and requested them to make a presentation on the subject highlighting the issues pertaining to recruitment, promotional avenues, training, duty hours, attrition rate, access of all the personnel to the basic facilities such as electricity, hygienic and good food, clean drinking water, transportation, etc. The Chairman also asked the officers to apprise the Committee about the grievance redressal system existing in the forces, its effectiveness and initiatives taken for modernization of these forces.

3. The Home Secretary apprised the Committee about the constraints in improving the working conditions including housing and other infrastructure and he further informed the Committee that the issue had been discussed with the Ministry of Finance for additional funds. He also briefed the Committee about delegation and enhancing of financial powers of the DGs and other officers to be able to utilize the funds for procurement of various items under various heads viz. clothing, tentage, machinery, equipments. He also informed the Committee that an engineering wing of the CAPFs had been designated as Public Works Organization with the approval of the Ministry of Urban Development and the officers posted in these wings have been given technical powers at par with their counterparts in the CPWD to speed up the implementation of infrastructure related projects. On the issue of housing satisfaction level, the Home Secretary informed the Committee that it was at 37 per cent and a large number of projects were under implementation. The Home Secretary

also informed the Committee that the MHA was working in tandem with the forces to undertake and complete the Cadre Review to sort out the cadre management issues. Filling up of vacancies had been taken up on priority basis and selection in the year 2016-17 spilled over to 2017-18 for 57,264 constables and head constables and have been completed and fresh requirement for 54,953 posts have been placed in 2018-19.

3.1 The Home Secretary also stated before the Committee that a number of measures have been taken to improve the welfare aspects. The grant of HRA was revised and the issue of allowing the forces to retain the Government accommodation in Delhi or other family stations have been taken up with the Ministry of Urban Development. The Committee was further informed that the ex-gratia component has been revised from ₹ 15 lakh to ₹ 30 lakh in case of death in action, from ₹ 10 lakh to ₹ 25 lakh in case of death on duty and ₹ 9 lakh to ₹ 20 lakh in case of 100 per cent disability. A long pending demand of CAPFs for issuance of Operational Casualty Certificate at par with the defence personnel has been approved. The certificate is beneficial for allocation of petrol pumps, gas stations and free passes for travelling by air and train. As regards, grievance redressal, the Home Secretary informed the Committee that online portal and mobile apps have been operationalised and jawans could interact with the senior officers and get their grievances redressed.

I. Presentation of the representatives of CRPF

4. The Director-General, CRPF gave a power point presentation and briefed the Committee about the attrition in the Force and the risk and hardship allowance given to the CRPF personnel. He submitted that as per the 7th Central Pay Commission, the risk and hardship matrix has been worked out by the MHA in conjunction with all the CAPFs, categorizing them into different hardship grid for implementing the revised allowances and the approval of the same from the Ministry of Finance is awaited. On being enquired by the Chairman as to why it is pending for almost six months with Ministry of Finance. The representatives of the Ministry replied that the allowances are being paid while the grid is being re-worked as to what group would be covered in which cell of the hardship grid. The DG, CRPF further apprised the Committee about the domestic stress caused to the jawans due to frequent transfers and for getting very little opportunity to stay with their families. It was further informed that there was a proposal under consideration that identified 25 locations at peace stations where the jawans could have the opportunity to stay with their families while performing their duty. The Chairman expressed his concern on over-deployment of the jawans and asserted that one-sixth of a battalion should always be under training or at rest or deployed at peace stations.

4.1 The DG, CRPF further informed the Committee that the State governments often fail to provide basic infrastructure to the Force and requested that the funds be given directly to the CRPF to be able to build their own camps and battalion for their basic infrastructure at the camping sites. He further apprised the Committee about existing gap between the authorised and the available accommodation but the new policy of sanctioning of HRA to the personnel below officer rank came as a relief to the jawans.

4.2 The DG, CRPF further apprised the Committee that a jawan is given a ration allowance of ₹ 98 per day in CRPF and good quality food are provided to the jawans and almost every camp has got an RO for purifying drinking water. He further informed that 54 camps of CRPF did not have mobile connectivity. Therefore, Digital Satellite Phone Terminals were provided at these camps at the subsidised rate of rupee one per minute. The DG, CRPF then briefed about road connectivity in LWE affected areas and stated that road connectivity is very important for the CRPF and the State of Chattisgarh lagged behind the most in metalled roads. The DG, CRPF then informed the Committee that the injured personnel are provided with the

best quality artificial limbs from contributory risk fund of the force as the CGHS entitlements are not up to the mark. The Ministry of Home Affairs had written to the Ministry of Health to revise the norms for the battle casualties. The DG, CRPF then briefed the Committee about the 'Bharat ke Veer' portal for financial assistance and the special scholarships are provided to wards of the CRPF personnel.

4.3 The OG, CRPF also apprised the Committee about the stress management practices followed in CRPF such as counseling sessions, yoga, meditation etc. Online mobile app for grievance redressal and air courier services are also provided to the personnel. The Committee was also apprised about the measures taken for security of the personnel such as weapons, protective gears, bullet proofing of vehicles, modification in training, proper supervision, UAVs, dog squad, SRE fund, etc. The Committee was also informed about provision of special trains with meal facilities, a special allowance for deployments in election duties, uniform allowance and railway e-ticket facilities at camps.

4.4 The OG, CRPF further apprised the Committee about the promotional avenues of the CRPF personnel that takes approximately 16 years for a constable to become a head constable, 8 to 10 years for a head constable to become an ASI, 6 to 7 years for a directly recruited ASI to become an SI (GO) and approximately 30 years for a constable to become an SI. Direct recruitment are conducted at the posts of constable, sub-inspector and assistant commandant. A Limited Departmental Examination is also conducted in which constables and head constables can appear directly after 5 years of service. The Committee was informed that there are 16,785 vacancies of constables and the process of recruitment is underway. Efforts were being made to change the sequence of the examinations so that the recruitment process becomes faster. The DG, CRPF replied that this problem could be solved if the recruitment of constables is done 2 years in advance against the anticipated vacancies. Thereafter, the DG, CRPF apprised the Committee that 3,651 grievances were received in the year 2017-18 and out of that 2,946 were disposed off. Most of the grievances were regarding transfers and pension.

II. Presentation of the representatives of BSF

5. Thereafter, the OG, BSF gave a power point presentation and gave an overview of the computer advance, BSF education loan scheme and DGs merit scholarship. He apprised the Committee about the Bhaskaracharya Institute for Space Applications and Geo-Informatics (BISAG) through which he was able to address the entire force at the same time. Regarding grievance redressal system in BSF, the DG stated that the grievances received through the mobile app were mainly about transfers and pension. He further briefed the Committee about the ration money per day for a personnel, housing and accommodation satisfaction level in the Force and the Golden Jubilee Seema Prahari Kalyan Kawach Policy (GJSPKKP).

5.1 Some of the Members raised queries regarding infiltration across the International Border (IB) and the efficiency of Unarmed Aerial Vehicles (UAVs) in checking the cross-border infiltration and smuggling incidents. The DG, BSF replied that with the help of technology no cases of infiltration across the International Border (IB) were reported in 2016, 2017 and 2018. The DG, BSF then apprised the Committee about an online coaching system through which the wards of the BSF personnel could avail online coaching classes wherever they were stationed at.

5.2 The Members then raised queries regarding the stagnation at the post of constable in BSF. The Committee was informed that it takes more than 20 years for a constable in BSF to become a Head Constable. When Committee was informed that cadre review of Group A officers had completed, Chairman observed that it should have been started from C instead of Group A as the problem is in Group Band C. The DG, BSF

apprised the Committee about the Comprehensive Integrated Border Management System (CIBMS) that is being installed as a pilot project in Jammu and Assam. In response to query, The about the funds allocated for the Comprehensive Integrated Border Management System (CIBMS) the DG, BSF replied that ₹ 50 crore has been allocated for CIBMS for the year 2018-19.

III. Presentation of the representatives of CISF

6. Thereafter, the DG, CISF gave a power point presentation and gave an overview of the attrition rate and the housing satisfaction level in CISF. The DG, CISF stated that once the ongoing projects get completed, the satisfaction level in the non-PSU sector, which is funded by Ministry of Home Affairs, will reach approximately 20.95%. 2,090 ready made flats have been purchased from DDA and DSIIDC in Delhi and Ghaziabad.

6.1 The Chairman asked about the demand for the deployment of CISF in the private sector. The DG, CISF replied that there was a demand for more deployment. The CISF was deployed in the private sector on QRT pattern i.e. the access control, frisking etc. is done by their own security personnel and the CISF is deployed for a contingency situation.

6.2 The DG, CISF further informed the Committee that all the mess committees have a quality control committee and the ration money is the same as other CAPFs, i.e., ₹ 98 per day. Welfare measure such as prepmantra, financial literacy programme etc. were being run in the CISF as well. He further apprised the Committee that the CISF has a robust e-grievance portal and out of 3,065 grievances received so far, 2,673 have been disposed off and 392 are pending. The grievances were invariably about transfer and postings. The Chairman raised a query as to why the maximum number of grievances were regarding transfer and postings. The DG, CISF replied that this is because of geographical imbalance that exists in the force. Approximately, 50% of the personnel come from northern India and for the post of constable, the recruitment is based on the population of a particular region. The DG, CISF then briefed the Committee about disbursement of ₹ 19.25 lakhs for specially-abled wards of the personnel under the Director-General's financial assistance and the provision of creche facilities. Thereafter, he stated that the CISF has received no grievance regarding pension. He also apprised the Committee about the technological advancements in the Force and the 'Lost and Found' web application through which more than 94,000 items of wide range have been found that were lost or left at the airports.

6.3 Thereafter, the Chairman and the Members raised queries regarding the time taken by the CISF to check the abandoned baggage at the airport for bombs, strength of the dog squad of CISF and the practice of pair patrolling not being followed at the Indian airports. The representatives of the Ministry replied that usually the checking of the abandoned baggage does not take more then 10-15 minutes but at some airports the CISF does not have its own dedicated Bomb Disposal Squad (BDS). The Committee was further informed that inside the terminals, terminal marshals are deployed in small bullet-proof enclosures and plainclothes people called CIW also keep a watch at the airport terminal.

7. A Verbatim record of the proceeding of the meeting of the Committee was kept.

8. The Committee then adjourned at 5.38 P.M.

I
FIRST MEETING

The Committee met at 4.00 P.M. on Thursday, the 25th October, 2018 in Room No. 63, First Floor, Parliament House, New Delhi.

MEMBERS PRESENT

1. Shri P. Chidambaram — *Chairman*

RAJYA SABHA

2. Dr. V. Maitreyan
3. Shri Shamsher Singh Manhas
4. Shri Neeraj Shekhar
5. Shri Prabhakar Reddy Vemireddy

LOK SABHA

6. Shri Prem Singh Chandumajra
7. Shri Adhir Ranjan Chowdhury
8. Shri Mallikarjun Kharge
9. Shri Harish Chandra Meena
10. Shri Faizal P.P. Mohammed
11. Shri Nagarajan P.
12. Dr. (Prof.) Prasanna Kumar Patasani
13. Shri Dilip M. Patel
14. Shri S. Selvakumarachinayan

SECRETARIAT

1. Shri Rohtas, *Joint Secretary*
 2. Shri Vimal Kumar, *Director*
 3. Shri Bhupendra Bhaskar, *Additional Director*
 4. Shri Pritam Kumar, *Under Secretary*
2. At the outset, the Chairman welcomed the Members of the Committee to the meeting and informed them that although the Committee had met once on 4th October 2018 after its reconstitution, but certain decisions could not be taken in that meeting for the want of quorum. Therefore, the day's meeting was convened to deal with administrative matters that mandatorily require quorum.
 3. The Chairman then took up the first item i.e. to select the subjects for examination and report by the Committee. He recalled that the reconstituted Committee had already held a sitting to discuss the subject 'Worsening Traffic Management in Delhi' and suggested to continue its examination.
 4. * * *
 5. Thereafter, the Committee took up item No. 2 of the agenda, i.e., to consider and adopt the draft 214th and 215th Reports of the Committee.

*** Relates to other matter.

- 6. * * *
- 7. The Committee, then, considered the draft 215th Report and adopted the same without any change.
- 8. * * *
- 9. * * *
- 7. A Verbatim record of the proceedings of the meeting of the Committee was kept.
- 8. The Committee then adjourned at 5.30 P.M.

*** Relates to other matter.