

OFFICE OF THE DIRECTOR GENERAL OF POLICE UT  
CHANDIGARH

ADDL. DELUX BUILDING, SECTOR 9, CHANDIGARH - 160009

**Standing Order No: 31 /2021**

**Complaint Handling and Enquiry Policy in Chandigarh Police**

***INTRODUCTION:***

Recently, with the increasing numbers of complaints and the specialization of various units in Chandigarh Police, it is necessary to have a formal digital Complaint Management and Enquiry Policy. This project would entail complete digitization of the enquiry file of IO, making the enquiry fully paperless. IO's work would be directly supervised by senior officers on real time basis.

The project aims to bring the entire enquiry system online and smart devices would be provided to IO towards that end. Internet connectivity would be provided, and the system will also have offline feature to seamlessly cater to poor connectivity patches. To ensure security and authenticity, the vendor will be CERT In audited and data will be stored on secured NIC cloud server. Every addition deletion and alteration would be recorded.

***Enquiry of Complaints:***

All complaints shall be enquired through the Digital Enquiry System only once it is declared Go-Live. No complaint shall be enquired manually. The changes in the administrative setup and marking of the complaints shall be applicable forthwith on the issuance of this order.

***ADMINISTRATIVE SETUP:***

**Public Window:**

There would have a centralized complaint management system called the Public Window, at Police Headquarters. The I/C PW shall be posted by PEB Branch and shall report directly to the DIG/UT. All the functions of Public Window as mentioned Standing Order on "Community Policing" issued vide Order No: 6232/GD29190-217/UT/E-6 dated 29-12-2004 shall be carried out through it.

**Functioning of PW:**

The following shall be the function of Public Window related to Complaints.

1. The I/C P W shall be responsible for allotting unique PW number to every complaint.

2. All complaints shall be put up before the DIG/UT for further marking to units for inquiry.
3. Complaint received anywhere like on e mail, directly at Police Station, at PHQ or referred by other states may first be sent to Public Window where it would be marked to concerned Police station or unit, as deemed fit. However, in case of Complaints received where FIR is to be immediately registered without any sort of enquiry, the Police Station shall immediately register FIR.
4. It shall act as a one stop centre for all public queries regarding the progress of their complaints.

***Disposal of Complaints:***

All the complaints once enquired will be disposed off at the level of SP/SSP of the concerned unit, unless specifically mentioned. Disposed Complaints would be consigned to HAC branch for record keeping.

***Function of CRU:***

The CRU unit shall handle only the complaints marked to the District Police for enquiry by DIG/UT.

***General Guidelines for Marking of Complaints:***

While in general complaints of crime would be marked to the district for enquiry, the marking of complaints to specialized units shall be guided by the following guidelines.

- i. **Economic Offences:** All offences falling under the ambit of SO NO. 14/2017 issued vide order no 605/UT/E-6 dated 2/2/17 will be marked to EOW Unit.
- ii. **Crime Branch:** Offences having Inter-state ramifications, organized Crimes, Narcotics, Arms, etc. should be marked to Crime Branch
- iii. **CCIC:** Complaints disclosing Cyber offences, or general offences having complicated cyber angles will be marked to Cyber Unit
- iv. **Traffic Unit:** All traffic complaints should be marked to Traffic unit.
- v. **Security:** Complaints regarding apprehension of threat to life etc. should be marked to Security Unit
- vi. **Women Cell:** All Complaints of Dowry Harassment, Matrimonial issues etc. shall be marked to CAW Unit
- vii. **Operations:** Complaints related to terrorism etc. shall be marked to Operation Cell
- viii. **PCC:** Complaints which are against Police Officials shall be marked to PCC for enquiry.

**Note:** These are broad and general guidelines, and the DIG/UT shall be competent any complaint to any unit or to any officer by name on case-to-case basis.

**Role of Unit SsP/SSsP:**

Quick and efficient disposal of complaints would be responsibility of unit in charge SsP/ SSsP. They shall monitor the progress of enquiries through the Complaint Management System.

**Training and Handholding:**

The Computer Section shall ensure proper training and handholding of EOs on the new system. DSP/ Training shall conduct training workshops for all Enquiry Officers.

The SP/HQ shall also get a training manual issued for the EOs so that they are able to use the system well.

This SO supersedes the Standing Order on "Community Policing" issued vide Order No: 6232/GD29190-217/UT/E-6 dated 29-12-2004.

(Sanjay Baniwala, IPS)  
Director General of Police  
Union Territory, Chandigarh

23198-228

No.

/UT/E-6

, dated Chandigarh the

2/8/2021

A copy is forwarded to the following for information and necessary action:-

1. All IPS officers
2. All DSPs
3. I/C Public Window.
4. I/C CRU
5. I/C Computer Section ( To upload the website of Chandigarh Police)