

OFFICE OF THE DIRECTOR GENERAL OF POLICE UT
CHANDIGARH

ADDL DELUX BUILDING, SECTOR 9, CHANDIGARH – 160009

Standing Order No: 38/2022

Integrated Complaint Management System (ICMS) In Chandigarh Police

1. Introduction:

With the increasing numbers of complaints and the specialization of various units in Chandigarh Police, it is necessary to have an Integrated Complaint Management System in order to bring in professionalism, transparency and accountability in the handling, enquiry and disposal of complaints.

2. Enquiry of Complaints:

There shall be an Integrated Complaint Management System (ICMS) in the Police Headquarters. All complaints received shall be entered into ICMS and they shall be forwarded to the concerned unit for enquiry. No complaint shall be enquired without entering the same into the system. It shall be the responsibility of the EO, Inspector in-charge of the unit/PS and the DySP concerned to ensure this.

3. Administrative setup:

i. I/C ICMS and Complaint Management Desks:

The Public Window at PHQ would be renamed as the ICMS Window. There would also be Complaint Management Desks at all Police Stations, Sub-Divisions and Citizen Services Centres in addition to the ICMS window located at PHQ. The complainant will have the facility to lodge his complaint at any of the desk mentioned above apart from the ICMS Window in PHQ. The system will generate a centralised Unique Complaint ID for every complaint. The ICMS will also be available on the Chandigarh Police Official Website.

The I/C ICMS shall be posted by Police Headquarters and shall report to SSO to DGP/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.

ii. Functioning:

- a) The ICMS shall allot a unique ID number to every complaint registered in the System.
- b) All complaints received at the ICMS desk at PHQ (hitherto called as Public Window) shall be put up before the SSO to DGP/UT for further marking to units for inquiry.

- c) If the complaints are received in the office of IGP, DIGP, SSsP/SsP, DSsP or the SHO of respective Police Station, they shall ensure that the complaints are registered on the ICMS portal and further downmarked for enquiry.
- d) The System shall act as a one stop centre for all public queries regarding the progress of their complaints. The ICMS would ensure that the complainant is informed about the progress and disposal of his complaints through SMS/Email.

4. Disposal of Complaints:

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

5. General Guidelines for Enquiry of Complaints by Special Units:

Complaints which are specialized in nature need to be enquired by Special units that have been created in Chandigarh Police. The guidelines for marking of complaints to specialized units shall be as follows:

- 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 Crime, Gangster Activities, Narcotics, FICN etc; Offences involving multiple PS jurisdictions; and offences requiring dedicated / specialized investigations shall 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 to the Protectees 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, Narco Terrorism etc. shall be marked to Operation Cell
- viii. **PCC:** Complaints which are against Police Officials shall be marked to PCC for enquiry.

Note: In case of any complaint received directly by the Crime Branch, Operation Cell or EOW, approval of the DGP or IGP shall be taken before proceeding further with the enquiry.

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 ICMS.

Training and Handholding:

The Computer Section shall ensure proper training and handholding of SHOs/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.

Repeal and Supersession:

The Standing Order No. 31/2021 issued vide Order No 23198-228/UT/E-6 dated 2/8/2021 is repealed. This SO supersedes the Standing Order No. 30/04 on "Community Policing" issued vide Order No. 6232/GD29190-217/UT/E-6 dated 29.12.2004.

Kanjan
29.04.22.
(Praveer Ranjan, IPS)
Director General of Police,
UT, Chandigarh

No 3147-98 /UT/HAC, dated 02.05.2022 Chandigarh the

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

1. DIG/UT
2. All SSsP/SsP
3. All DSsP
4. All SHOs, Inspectors of Crime Branch, Operational Cell, CCIC, EOW, W&CSU
5. I/C Public Window & I/C CRU
- ✓ 6. I/C Computer Section (To upload on the website of Chandigarh Police)