

POLICE



DEPARTMENT

KERALA

PROCEEDINGS OF THE STATE POLICE CHIEF
POLICE HEADQUARTERS, THIRUVANANTHAPURAM

Present : Loknath Behera IPS

Sub : Posting of Complaints Redressal Officers (CROs) in districts on complaints of subordinates - Orders Issued - Reg.

Read : 1) G.O. (Rt) No. 3743/2009/Home dated 15.12.2009.
2) G.O. (Rt) No. 244/2016/Home dated 22.01.2016.
3) PHQ Circular No. 01/2010 dtd 15.01.2010.

Order No : A8-132065/2019/PHQ Dated. 28-09-2019

In exercise of the powers conferred in Rule 105 and 106 of Kerala Police Act 2011, Government, vide GOs read above, have constituted the State Police Establishment Board with State Police Chief as Chairman and four other Senior Police Officers not below the rank of Additional Director General of Police in the Department as members.

As per the provisions contained in Section 107 of Kerala Police Act 2011, Additional Superintendent of Police (Admn) / Deputy Commissioner of Police (Admn.) are hereby nominated as Complaints Redressal Officers (CROs) in each district. He/She shall set apart one day in a week to hear or receive complaints from all Police Officers, of and below the rank of Sub-Inspectors, coming under all Police offices/units within the district. He/She shall examine and study the complaints and give recommendations in respect of appropriate redressal measures to the District Police Chief / Unit Head, and if the matter is beyond the jurisdiction of the District Police Chief / Unit Head, then report those cases to State Police Establishment Board through the District Police Chief / Unit Head.

He/She shall discharge the following duties namely

1. He shall examine and study the complaints and give recommendations in respect of appropriate redressal measures to the District Police Chief / Unit Head on complaints and appeals with respect to service matters like transfer, promotion etc. of Police Officers, of and below the rank of Sub Inspectors, after detailed examination of related Acts and Rules.
2. To study the particular problems in respect of Women Police Officers, on grievances in respect of the same, and submit recommendation in this regard.
3. Such other functions as may be entrusted by the Police Establishment Board/ State Police Chief, from time to time.



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4. IGP & CP, Thiruvananthapuram City, IGP & CP, Kochi City and all District Police Chiefs/Unit Heads shall meet the CRO once in a month and review the disposal of each complaints.

A separate Register shall be maintained by CROs for recording the details of complaints received and the action taken on each complaints. A quarterly report shall be sent to Police Headquarters on or before 15th of every quarter.

28-09-2019
Loknath Behera IPS,
State Police Chief

To : IGP & CP, Thiruvananthapuram City, IGP & CP, Kochi City and all DPCs, for information and necessary action.
All Officers in List B for info & n/a. They are directed to communicate this Order to all Subordinate Officers/Personnel.

Copy : ADGP, SCRB to publish the Order in Police Website.

To : All Officers in PHQ.
Manager/AO/all SS/JS, PHQ, for information.
SPMC, PHQ, for information.
Stock File

