

## **STANDING ORDER NO. 13 2001.**

Subject : **COMPLAINT CENTER**

There have been serious complaints from the general public against non-registration of FIRs by the local Police in cognizable offences.

In order to promote the culture of free registration, the following network/tiers of Complaint Centers are being institutionalized to ensure that the chance of burking and mitigating the gravity of offences, are minimized.

The Complaints Centers will be located at:-

1. The CPO, where it will work under the direct supervision of DIG Crimes Branch.
2. Range Offices, where it will be supervised by the ADIsG /SP/DSP FRP.
3. District SsP offices.

### **WORKING PROCEDURE FOR COMPLAINT CENTER AT DISTRICT LEVEL**

1. The Complaint Center of the district will be located in the District Control Room or Emergency Response Center when these are established.
2. A Law graduate Police Officers preferably from the Prosecution Branch shall be made available at the district Complaint Center for guidance of the general public.
3. When complaints against non-registration of FIRs are received in this Complaint Center, the following action will be taken:-
  - a). All complaints received in the Complaint Center will be entered in a Register to be maintained at the Complaint Center for the purpose giving gist of the complaint.
  - b). The complaint will be closely scrutinized to ascertain whether the complaint constitutes a cognizable or non-cognizable offence.
  - c). If a complaint constitutes prime-facie a non-cognizable offence, an entry will be made accordingly in the Complaint Register and the complainant will be asked to seek redressal of the grievances as per law from the relevant quarter/courts and shall be explained that FIR cannot be registered in non- cognizable offences.
  - d). If the contents of the complaint prime-facie constitutes a cognizable offence then complaint will be forwarded to the concerned Police Station with the directions to register a case and the complainant will be asked to visit the Complaint Center after 24 hours to get the progress of the action taken/copy of the FIR.
  - e). In all cases complaints refereed to the concerned Police Station for registration of the FIR and intimation will be sent to SP's Office and DIG's office along with gist of the complaint made.

- f). All such reports received through Complaint Center will be put up to the SP and the DIG alongwith morning Crime Report on the following day.

#### **WORKING PROCEDURE FOR THE COMPLAINT CENTER AT RANGE LEVEL.**

1. In case the complainant is not satisfied with the response of the Complaint Center at the district level he may approach the Range Office where such complaints will be handled personally by ADIsG.
2. On receipt of such complaints which prim-facie constitute cognizable offences, the Range Panel Officer shall conduct a thorough probe and submit a report to the DIG within 24 hours as to why the FIR was not registered by the District Police alongwith name of defaulting Police Officers. In all such cases where the local police has failed to register FIR the SP concerned will be required to explain the failure on the part of local Police to do so. The Police Officer of the concerned Police Station, if guilty shall be closed to Police Lines alongwith the SHO concerned and proceeded against departmentally for gross misconduct.

#### **WORKING PROCEDURE OF COMPLAINT CENTER AT CPO LEVEL**

1. The Complaint Center at CPO level shall work under the direct supervision of DIG Crime Branch. It will entertain the complaints against non-registration of FIRs in cases the complaint was not satisfied with the Response Center of District and Complaint Center at the Range level.
2. All such complaints received in CPO shall be investigation/enquired into by a Gazetted Officer within 36 hours and action taken be then reported to Inspector General of Police NWFP.

#### **GENERAL**

1. These Centers shall be widely publicized through Press, electronic media, mosques etc.
2. These Centers should be manned round the clock by a responsible Police officer, upper subordinates in case of the District and Range Complaint Center and an Inspector in case of the Complaint Center at CPO.
3. These centers should be located at easily accessible places, preferably on the periphery of the office compounds (near the gate).
4. Proper record of complaints received and action taken thereof shall be maintained by every Center.
5. The concerned officer shall ensure that the report of the Complaint Center is perused, first thing in the morning.
6. Proper monitoring system is to be evolved and Police officials found guilty of dereliction on this count have to be severely penalized.
7. Returns, on a fortnightly basis, specifying number of complaints received and the subsequent actions taken thereon, must be sent to the next higher office.
8. While writing Annual confidential Reports the senior officers shall keep in mind the efficiency and level of supervision of the officers Incharge of these complaints centers.