

GRIEVANCE REDRESSAL MECHANISM

- In order to redress the grievance of serving BSF personnel, a well organized grievance redressal mechanism is functioning in BSF.
- A toll free Helpline No. 1800-11-3455 is functioning for 24 hrs at Delhi. Any serving personnel can lodge their grievance/complaint through Toll Free Helpline.
- Such complaints are acknowledged within three days and redressed in 15 days.
- Serving personnel can also register their Grievances/Complaints through IPP and forward it to their immediate senior officer for his action.
- At every Battalion/HQ a Nodal Officer is detailed to deal with the grievance cases.

At Battalion level	- 2IC of the Battalion
At Sector HQ	- Commandant of Sector HQ
At Ftr HQ	- DIG/PSO of Ftr HQ
FHQ	- DIG (RR)