

IG (Comm)

GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS
DIRECTORATE GENERAL BORDER SECURITY FORCE,
ADMINISTRATION DTE (RR CELL)

BLOCK-4, CGO COMPLEX,
LODHI ROAD, NEW DELHI.

No.38/6/GRM/Adm-RR/2016/ 9102-9411
// CIRCULAR //

Dated, 20 July 2016,

To

- Spl DG (East & West)
- All FtrlsG, IG(HQ)
- All Sector DlsG, DIG(HQ) FHQ
- All BSF Battallions/STC
- All Trg Institutions
- STSTigri/STS Bangalore
- HQ Arty Regt.

**Sub : INTEGRATED E- GRIEVANCE REDRESSAL
MECHANISM IN THE FORCE**

In continuation to existing instructions circulated vide circular No. No.38/6/GRM/Adm-RR/2014/5215-5575 dated 4th July 2014 and 10654-0954 dated 16 Sept 2015, on Grievance Redressal, the following additional instructions are hereby issued for speedier disposal/ Redressal of grievances and its effective monitoring :-

UPLOADING ALL TYPE OF GRIEVANCES ON IPP

- a) All the grievances received from different channels in hard copy and online should be uploaded on IPP by scanning its relevant portion by RR Cell. IT Cell has already devised new column regarding uploading of all type of grievances on IPP module.

Contd...2/-

*IT Cell
pl work
29/7*

*IT Cell
A memo that
requires QW to be
709 of dealing heads
be conducted & order
10000 14000 be resolved*

*26/7/16
pl upload
in a. download
26/7/16*

Office of IG
25/7/16
25/7/16

- b) All the establishments i.e. Battalions, Sectors, Frontiers, Training Institutions, SDG HQrs and all Directorates of FHQ and PAD will upload scanned copies of grievances and relevant documents on IPP in case received in the shape of hard copies, for further forwarding to concerned establishments for action.
- c) IT Wing at FHQ will demonstrate the procedure for uploading/handling of grievance on IPP through video conference. IT Officer of all Frontiers will further organise a capsule course on uploading and redressal of grievance for Sector/Unit personnel.
- d) Maximum time limit allowed to dispose off the Grievance at concerned establishment will be 10 days from the date of receipt/uploading on IPP.
- e) All the directorates of FHQ and PAD BSF will nominate a nodal officer from their Directorate/PAD to whom grievances will be forwarded on IPP by RR cell as well as by all other establishment for disposal. The IPP designation of nodal officer be intimated to IT wing. On transfer/changeover of nodal officer, the name/IPP designation of the officer to whom charge was handed over be intimated to IT wing and all concerned for correctly marking the grievances in IPP.

