

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

No. 2013/Sec (Spl)/210/11

New Delhi Dated:28.08.2017

Chief Security Commissioners/RPF,  
All Zonal Railways, ICF, KRCL, CORE, Const. and RDSO.

CSC/RPSF/Dayabasti.

Director,  
JR RPF Academy, Lucknow.

**Sub: - Redressal of grievances of the RPF Personnel.**

1. Attention is invited towards Rules 109 and 111 of the RPF Rules, 1987 which relate respectively to redressal of individual and collective grievances.
2. It is the responsibility of the Post incharge to hold "Grievances Redressal Meetings" at least once a month for grievances concerning non- payment of salary, TA, DA, issue of kit passes, grant of leave, and advances, allotment of family quarters, transfers, posting, etc. The Officer-in-charge is also required to maintain a "Meeting Minutes Book" in which proceedings of the meeting and action taken on each point have to be recorded.
3. Superior officers are expected to inspect this book during inspection and record their comments in inspection note on this aspect.

Superior officers are also expected to personally assess collective grievances of the members of the Force and ensure redressal of such grievances. Officers are also expected to apprise chief security commissioner, General Manager and the Director General/ RPF of action taken.

4. **It seems that above mentioned stipulations are not followed in letter and spirit. Meetings for grievance redressal and suraksha sammelans are not being held regularly, minutes are not being recorded and circulated and wherever minutes are recorded, follow up is not being ensured.**

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5. All concerned are directed to ensure compliance of Rules 109 and 111. All RPF officers, from Post in-charge to Chief Security Commissioner, shall hold at least one suraksha sammelan in a month within their jurisdiction, draw minutes of the meeting, circulate them to all concerned and ensure follow up action.

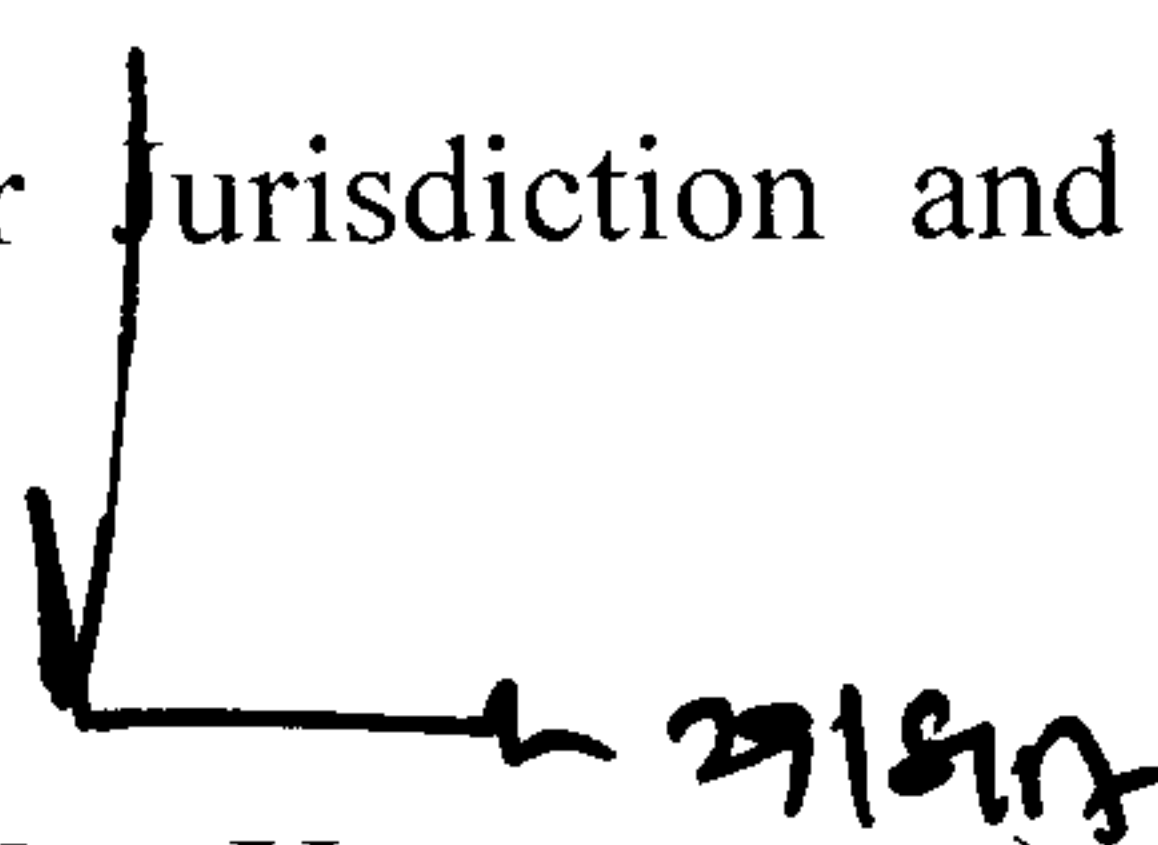
6. **Grievance Redressal Mechanism :-**

- a) All the grievances raised by RPF personnel of a RPF Post, during grievance redressal meeting/ Suraksha Sammelan held by Post-Incharge and Superior Officers, shall be entered into Grievance Redressal Register by the Post-Incharge.
- b) The Post-Incharge shall ensure redressal of grievances which are within his/her capability and forward remaining ones to DSC/Sr.DSC for redressal.
- c) It shall be responsibility of DSC/Sr.DSC to redress grievances which can be disposed at Divisional level and refer grievances to CSC which require decision at Zonal level. Post In-charge will be informed by DSC/Sr.DSC about decisions at Divisional/ Zonal level. Post In-charge will record it in the Register and inform and personnel concerned.

**Grievances shall not be closed till proper redressal is ensured, recorded and conveyed to the concerned personnel.**

7. It shall be responsibility of senior officers to inspect minutes of grievances redressal meetings and action taken reports during inspection of their subordinate offices.

8. CSCs shall circulate this letter down the line in their Jurisdiction and acknowledge receipt of this letter.

  
( Dharmendra Kumar, IPS )  
Director General/RPF  
Railway Board

Copy to: All Officers and Branches, Security Dte., Railway Board.

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