



सत्यमेव जयते

**Citizens'/Clients' Charter
of
Police-I Division
Ministry of Home Affairs
North Block, New Delhi.
<http://www.mha.nic.in/>**

Citizen's/Clients' Charter

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Citizen's/Clients' Charter**1. PREFACE**

Police-I Division is one of the Divisions under the Ministry of Home Affairs. The role of Police-I Division can be conceptually divided into 06 Sections. In its large nodal role, it acts as the cadre controlling authority in respect of Indian Police Service (IPS) and also deals with the award of Presidents' Police Medals for Meritorious/ Distinguished Service and Gallantry, etc. The Division intends to formulate Citizens'/Clients' Charter with the objective to serve its clients efficiently.

The charter is based on the premise that citizen is the king and government organizations exist not to rule, but to serve the citizens.

2. VISION

Police-I Division functions as the cadre controlling authority in respect of Indian Police Service (IPS) and also deals with the award of Presidents' Police Medals for Meritorious/ Distinguished Service and Gallantry, etc.

3. MISSION**Role, function, duty of Police Division**

Police Division broadly deals with matters relating to Central Police Force/Organizations (CPOs), Indian Police Service and award of Police Medals. Details as below :

i) Matters relating to CPOs:

Police Division deals with the functional, administrative and financial matters of BPR&D (Bureau of Police Research & Developments), NEPA (North Eastern Police Academy) & NPA (National Police Academy)

ii) Matters relating to IPS Cadre :

Matter relating to cadre management of IPS officers including appointment to IPS, induction of State Police Officers into IPS, review of cadre strength, empanelment of IPS Officers for Central deputation posts of the level of DIG and above, postings on central deputation, change of cadre from one State to other State, State to State deputation and related Court cases. Their service and vigilance matters along with maintenance of their ACRs are also looked after by the Division.

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iii) Other Matters relating to Police Personnel:

Award of Police Medals to Police Personnel. Nominations of Police Personnel for the training programmes sponsored / organized by the foreign countries. Training of Foreign Police Personnel in India. Deployment of Police officers with UN Missions as well as proposals of deputation of Police Officers to foreign countries. Matters relating to Welfare/Grievance of retired paramilitary personnel.

iii) Training Courses

The training programmes conducted at the Academy are the Basic Course for I.P.S. Probationers; three In-service Management Courses for officers of the rank of S.P., D.I.G. and I.G; IPS Induction Course for State Police Service Officers; Training of Trainers' Course; Training of Administrators and Management of Training Courses for the trainers and administrators of various police training institutions in the country; and short duration thematic courses, Seminars and Workshops on professional subjects for the senior level police officers and officers from other sister services.

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4. SERVICE STANDARDS

Services	Service/ Performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required	Fee
IPS Civil List	April of every Year	Shri Harish Rai US (IPS-I) Tel. No- 23092427		1. Requisition of materials from States. 2. Compilation. 3. Printing.	Completed documents from States	NA
Notification regarding induction of State Police Service Officers into Indian Police Service	5 working days	Shri Harish Rai US (IPS-I) Tel. No- 23092427		1. Determination of vacancies. 2. Selection Committee Meeting. 3. UPSC approval. 4. Appointments	Completed proposal from States.	NA
Limited Competitive Examination	January of every year	Shri Prashant Nikam, Director (Police) Tel. No- 23093256 E- mail: dirp@mha.gov.nic.in		1. Notification. 2. Results. 3. Medical Tests. 4. Appointments.	Completed proposal from States.	NA

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Services	Service/ Performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required	Fee
Annual Property Returns of the Indian Police Service Officers.	31 st January of every year	Shri Moley Sanyal, US (IPS-II) Tel. No- 23092856				NA
States regarding availability of ACRs/APARs of the Indian Police Service Officers	One Month	Shri Moley Sanyal, US (IPS-II) Tel. No- 23092856		<u>ACRs/APARs</u> 1. Scanning. 2. IPS No. 3. Uploading on website examine.	Complete ACR/ACRs of officers.	NA
Appointments of the officers at the Centre at DG/Spl DG/ADG/IG/DIG and Sp level	10 to 15 days.	Shri Prashant Nikam, Director (Police) Tel. No- 23093256 E-mail: dirp@mha.gov.nic.in		1. To check whether the name of officers is "on offer" for Central Deputation. 2. To check other details like vigilance clearance "Calling officers" department, dossiers. 3. Obtaining approval of competent authority.	Service profiles & CR dossier.	NA

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Services	Service/ Performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required	Fee
Vacancies at various levels in the Government of India	Filling up of vacancies is an on-going process, but it is monitored on monthly basis.	Shri Prashant Nikam, Director (Police) Tel. No- 23093256 E-mail: dirp@mha.gov.nic.in		1. Updating incumbency position in consultation with CPOs/CAPFs. 2. Putting the vacancy position on the website by MHA on monthly basis.		NA
List indication the names of the officers whose services have been put on offer for Central Deputation	15 to 20 working days.	Shri Mukesh Sawhney, US (IPS-III) Tel. No- 23094038				NA
List of the Regular Recruits annually inducted in the Indian Police Service	-	Shri Arvind Gaur US (IPS-IV) Tel. No- 23094038 E-mail: us-ips3@mha.gov.in				NA

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Services	Service/ Performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required	Fee
Cadre allocation of the regular Recruits of the India Police Service	15 days working.	Shri Arvind Gaur US (IPS-IV) Tel. No- 23094038 E-mail: us-ips3@mha.gov.in		<ol style="list-style-type: none"> 1. Dossiers receipt from DOP&T in respect of candidates allocated to IPS on the basis of CSE. 2. Information from NPA with regard to the details of Candidates. 	Proposal from DOP&T thereafter information received from NPA.	NA
Empanelment status of IPS officers at DG/ADG/IG and DIG level	15 days working.	Shri Arvind Gaur US (IPS-IV) Tel. No- 23094038 E-mail: us-ips3@mha.gov.in			Annual Performance Report, Immovable Property Returns, Vigilance Clearance for the State Govt.	NA
Long Term Domestic Training as reflected in BPR&D calendar	15 days after last date prescribed.	Shri Harish Rai US (IPS-I) Tel. No- 23092527 E-mail: dirp@mha.gov.nic.in		<ol style="list-style-type: none"> 1. Nomination through BPR&D with Vigilance and Cadre Clearance. And copies of ACRs. 2. Selected by the Ministry. 3. Sending nomination to DOP&T/MoD. 4. Disseminating information to the aulleasses cadre the office is working after selection by the concerned institute with copy to BPR&D. 	ACR Dossiers, Cadre Clearance.	NA

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Services	Service/ Performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required	Fee
List of the awardees of President's Gallantry Medals	3 Months	Shri G. C. Yadav US(PMA) Tel. No- 23093443 E-mail: uspma@mha.gov.in		Inviting, recommendations, preparation, comparing and checking of citations, obtaining vigilance clearance, ACR profiles, NOC, IB/CBI clearance, issue of notice, preparation of brief and make other arrangements for meeting of CPAC, processing of recommendations of CPAC, placing indent before India Government, Mint for preparation of medals, issue of medal.	Complete proposal from States/UTs/ CAPFs.	NA

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Services	Service/ Performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required	Fee
List of the awardees of President's and Police Service.	3 Months	Shri G. C. Yadav US(PMA) Tel. No- 23093443 E-mail: uspma@mha.gov.in	10	<u>Police Service</u> 1. Preparation/issue of Notification of the Gallantry Medal awardees from President's Secretariat. 2. Preparation of material from Central Police Award Committee relating to Gallantry Medals and all coordination work of gallantry medals. 3. IB/CBI clearance, issue of notice, placing indent before India Government, Mint for preparation of medals.	Complete proposal from States/UTs/ CAPFs.	NA

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Services	Service/ Performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required	Fee
Foreign trainings	According to dead lines	Shri Prashant Nikam, Director (Police) Tel. No- 23093256 E-mail: dirp@mha.gov.nic.in	10	<ol style="list-style-type: none"> 1. Calling Nomination from States/UTs /CAPFs. 2. Selected by Screening Committee. 3. After Selected Nomination sent to respected Organization. 	Calling Nomination received from States/UTs /CAPFs.	NA

Citizen's/Clients' Charter**5. REDRESS OF GRIEVANCE**

In case of non compliance of the service standards, the service recipients/stake holders can contact the following Public Grievance Officer for redress of their grievance:-

Shri Prashant Nikam, Director (Police)
Room No. 31-C, North Block, New Delhi.
Tel. No:- 23093256
E-mail: dirp@mha.gov.nic.in

The grievances can also be lodged on-line on the following link:

<http://pgportal.gov.in>

ESCALATION OF GRIEVANCE

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority.

Shri M. Gopal Reddy
Room No. 110, North Block New Delhi
Tel. No:- 23092431, 23092573
E-mail: jsp-mha@nic.in

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6. LIST OF STAKEHOLDERS

Sl No.	State holders
1.	Ministries/ Department of Central Government.
2.	State Government.
3.	Central Police Organisations.
4.	Paramilitary Forces.

7. LIST OF RESPONSIBILITY CENTRES/ATTACHED/SUBORDINATION OFFICES.

SL No.	Responsibility Centres and Subordinate Offices	Address	Landline number	Email
1.	Bureau of Police Research & Development,	Block No. 11,3/4th Floor CGO Complex,Lodhi Road New Delhi - 110003.	+91-11-24360371 +91-11-24365009 +91-11-24362330	dg@bprd.nic.in
2.	North Eastern Police Academy	Umsaw, Umiam-793123, Meghalaya	0364-2570464 0364-2570237 0364-2570239	nepa-meg@nic.in
3.	Sardar Vallbh Bhai Patel National Police Academy	Shivaramapalli, Hyderabad, Andra Pradesh-500252	9124015151	administrator@svpnpa.gov.in

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8. INDICATIVE EXPECTATION FROM SERVICE RECIPIENTS/STAKEHOLDERS

- Applications/ proposals are to be submitted in the formats prescribed along with full documents, if any.

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Shri M. Gopal Reddy
Joint Secretary (Police-I)
Room No. 110, North Block New Delhi
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E-mail: jsp-mha@nic.in