



महानिदेशालय

Directorate General

केन्द्रीय औद्योगिक सुरक्षा बल

Central Industrial Security Force

(गृह मंत्रालय)

(Ministry of Home Affairs)

13,के.स.का.काम्पलैक्स,
Block No-13, CGO Complex
लोधी रोड नई दिल्ली-3

Lodhi Road, New Delhi-3

Dated: 05/08/2024

No.E-38018/28/Estt.II/DG(RR)/2024/ 2495

To

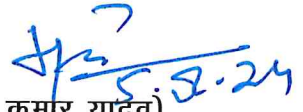
The ADG (APS, North and South)

All Sector IsG including Director/NISA Hyd and IG/Trg HQrs. Delhi

Subject: REQUEST ROOM OF DG/CISF (FOR PHYSICAL APPEARANCE FOR GRIEVANCE REDRESSAL) : REG.

Reference this Dte letter no 4411 dated 24.11.2023 & letter no 4505 dated 07.12.2023 on the subject matter.

02. In order to further streamline the mechanism of redressal of grievance of Force personnel, it has been decided that Officers & Members of the Force (MoF) can appear in the Request Room of DG/CISF (by physical appearance) to put-forth their grievance to DG/CISF at FHQrs., New Delhi.
03. Accordingly, Officers & Members of the Force (MoF) may be intimated by the Unit Commanders in Sainik Samellan/briefings and in Roll Calls that Personal Interview & Request Room of DG/CISF (by Physical appearance) would be held on every Wednesday at 1100 Hrs in CISF HQrs., New Delhi. The request for such appearance may come through Formation HQrs or directly in DG's e-mail i.e. (dg@cisf.gov.in). The grievance as received to this Dte between Monday to Friday for appearing in RR of DG, CISF will appear in forthcoming Wednesday. Requests of the Officers/MoF should clearly be mentioned about their proper grievances and grounds.
04. Requisite documents should mandatorily be attached alongwith the request application.
05. A nominal roll of such Officers/MoF as well as their requests received from Monday to Friday will be forwarded to the concerned Sector IsG on forthcoming Monday.
06. Concerned Sector IsG will also remain present alongwith the case details of Officers/MoF of their Sector so as to submit their recommendation on the request of the individual, on the day of Request Room of DG, CISF through Video Conference, virtually.
07. Further, the Officers/MoF may report at FHQ New Delhi by 0800 hrs on Wednesday *at their own expense (without TA/DA)*. Such Officers/MoF will appear before the DG/CISF in proper uniform & hair cut.
08. It is further clarified that appearance in the Request Room of DG/CISF should be utilized as a last opportunity by the Officers/MoF and no one should report for Request Room of DG/CISF, unless he/she has already appeared before Sector IG, IG/Pers or DIG/Pers at FHQrs (depending upon the nature of matter/case). Since this order of Request Room (RR) and Personal Interview (PI) is in continuation with the previous one, the sector IsG, the Unit Commanders and the controlling officers may consider granting leave to only those who have not availed this opportunity in past.
09. This will commence from 14th of August, 2024 onwards.
10. This issues with the approval of Competent Authority.



(महेन्द्र कुमार यादव)

सहायक महानिरीक्षक / स्थापना

Internal:-

1. PS to DG, CISF
2. PS to IsG (Pers/Adm/Tech and Prov)
3. All DIsG and AIsG FHQr
4. AIG/ADM - For information and necessary action.
5. AIG/Tech - For placing on CISF website and also ensure to make necessary arrangement for VC with Sector in the DG's office.
6. All Sections at FHQ.