

DIRECTORATE GENERAL  
CENTRAL INDUSTRIAL SECURITY FORCE  
(MINISTRY OF HOME AFFAIRS)  
BLOCK-13, CGO's COMPLEX  
LODHI ROAD, NEW DELHI- 110 003

No.E-38011/1/2011/Estt-II/ 58

Dated, 25 May, 2017

To

The Additional Director General/APS  
All Sector IsG, CISF including NISA Hyderabad  
All Zonal/Plant DIsG/DIsG of GBS/DMRC/SSG/DOS/DAE  
All DIsG of RTCs/FSTI Hyderabad/ZOWs  
All Group Commandants/Comdt/Dy.Comdt/Asstt.Comdt/OIC units  
All Reserve Battalions

Subject :- System for Redressal of Grievance.

Reference this Directorate Letter No.E-38011/01/Estt-II/2011- 1984 dated 13.04.2017

02. Above quoted instructions were issued for the guidance of CISF personnel (serving/former) appearing in the request room of Director General CISF on every working Monday. However, the information has not been disseminated properly as it has been observed that a large no of personnel are reporting at FHQ for request room of DG/CISF, without having appeared before Zone/Sector or DIG / IsG at FHQ depending upon the matter whether it is within the purview of the Zone /Sector or that of FHQ.

03. It is hereby clarified and reiterated that appearance in the request room of DG/CISF should be utilized as the last opportunity by the personnel and no one should report for the request room of DG, unless he/she has already appeared before the Zone, Sector or DIG/IG at FHQ (depending on the nature of the matter).

04. This may be announced at each unit in roll calls, briefings, sainik sammelan etc continuously for next 30 days for the information of all CISF personnel.



(S Dev Datta Singh)  
DY. INSPECTOR GENERAL/PERS

Internal :

1. PS to DG/CISF
2. PS to SDG, CISF
3. PS to IsG(Hqr/Adm)
4. All DIsG
5. All AIsG
- ✓ 6. AIG/Tech – for placing in CISF website
7. All sections