



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

No.E-38018/28/Estt.II/DG(RR)/2023/ 4411

Dated: 24/11/2023

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.

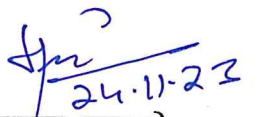
In order to further streamline the system of redressal of grievance of Force personnel, it has been decided that all Members of the Force (MOF) can appear in the Request Room of DG/CISF (by physical appearance) to submit their grievance to DG/CISF at FHQrs., New Delhi. It is further clarified that if some Members of the Force are not able to appear in the Request Room of DG/CISF, option of VRR (Virtual Request Room) as communicated vide FHQrs letter No.(2792) dated 24.06.2022 shall remain available to them.

02. Accordingly, Members of the Force (MOF) may be advised by the Unit Commanders in Sainik Samellan/briefings and in Roll Calls that Request Room of DG/CISF (by Physical appearance) would be held on every Wednesday at 1600 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) and should reach FHQrs by 1000 hrs of Tuesday. Further, they may report at Reception area (rear side gate) by 1100 hrs on Wednesday *at their own expense (without TA/DA)*. Such personnel will appear before the DG/CISF in proper uniform.

03. It is further clarified that appearance in the Request Room of DG/CISF should be utilized as a last opportunity by the Force personnel 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).

04. This will commence from 6th of December, 2023 onwards.

05. This issues with the approval of DG, CISF.


(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
6. All Sections at FHQ.