



महानिदेशालय

Directorate General  
केन्द्रीय औद्योगिक सुरक्षा बल  
Central Industrial Security Force  
(गृह मंत्रालय)  
(Ministry of Home Affairs)

Block No-13, CGO Complex  
Lodhi Road, New Delhi-3  
Dated: 05/09/2024

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

2456

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 letters No.4411 dated 24.11.2023, No. 4505 dated 07.12.2023 and No. 2495 dated 05.08.2024 on the subject matter.

02. In order to further streamline the mechanism of redressal of grievances of Force personnel, it has been decided that Personal Interview & Request Room of DG/CISF (by Physical appearance) would be held at CISF HQrs., New Delhi on every Wednesday at 1600 Hrs. Accordingly, Officers & Members of the Force (MoF) may be intimated by the Unit Commanders in Sainik Samellan/briefings and in Roll Calls that they can appear (by physical appearance) in the Request Room of DG/CISF at FHQrs., New Delhi to put-forth their grievance.

03. The requests/representations for such personnel **should come through Sector HQrs (Including Director/NISA Hyderabad & Training HQrs Delhi) with specific views/recommendations of Sector IsG which should reach at this Dte. at least one week before the Request Room of DG/CISF.** Requisite documents should mandatorily be attached along with the request/representation. Requests of the Officers/MoF should clearly be mentioned about their proper grievances and grounds.

04. Therefore, such Officers/MoF may report at FHQ New Delhi by 1100 hrs on Wednesday *at their own expense (without TA/DA)*. Such Officers/MoF will appear before the DG/CISF in proper uniform & hair cut. They should be on valid leave.

05. It is further clarified that appearance in the Request Room of DG/CISF should be utilized as a last opportunity by the Officers/MoF. Concerned Sector IsG should forward requests/representations with specific remarks (Recommended/not recommended) on the request of the individual. Since this order of Request Room (RR) and Personal Interview (PI) is in continuation with the previous one, sector IsG, Unit Commanders and the controlling officers may consider granting leave to only those who have not availed this opportunity in past. These guidelines may be strictly adhered to.

06. This will commence from 18<sup>th</sup> of September, 2024 onwards. Hence, request/representations and specific views/recommendations of Sector IsG for RR of DG, CISF scheduled to be held on 18.09.2024 should reach at this Dte on 11.09.2024 by 1000 hrs.

07. This issues with the approval of Competent Authority.

5.9.24

(महेन्द्र कुमार यादव)

सहायक महानिरीक्षक /स्थापना

Internal:-

1. PS to DG, CISF
2. PS to IsG (Pers/Adm/Fire,Tech and Prov)
3. All DIsG and AIsG of FHQr
4. AIG/ADM, FHQ - For information and necessary action.
5. AIG/Tech, FHQ - For placing on CISF website.
6. All Branches at FHQ.