

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:701

ANSWERED ON:10.12.2013

CENTRAL ARMED POLICE FORCES

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Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether it is a fact that nearly 30,000 personnel from the Central Armed Police Forces (CAPFs) have left the forces;
- (b) if so, the details thereof and the reasons therefor along with total number of such cases reported, rank, gender and force-wise during each of the last three years and the current year;
- (c) whether the Government has ever assessed the reasons behind this trend of leaving the forces by the personnel prematurely and if so, the details thereof;
- (d) whether the Government has constituted any grievance redressal system in CAPF including BSF and ITBP; and
- (e) if so, the details thereof and the other measures taken by the Government to check this trend and improve the working of CAPF including sanctioning of leave?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI R.P.N. SINGH)

(a) & (b) As reported by the Central Armed Police Forces (CAPFs) & Assam Rifles (AR), the force-wise, rank-wise, gender-wise and year-wise details of personnel who proceeded on voluntary retirement or resigned from service during the last three years and the current year are as under:-

Force	OFFICERS/GOs	JCOs/SOs	Ors	Total										
	V/R	RESIGNED	V/R	RESIGNED	V/R	RESIGNED	V/R	RESIGNED	V/R	RESIGNED				
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female		
2010	CRPF	18	1	24	0	228	7	95	1	2520	27	691	11	3623
	BSF	18	0	14	0	171	0	32	2	5254	0	131	3	5625
	ITBP	2	0	2	1	42	2	5	0	418	0	7	0	479
	SSB	7	0	6	0	49	0	18	0	391	0	160	0	631
	CISF	30	0	6	0	233	4	163	16	723	7	414	17	1613
	AR	0	0	4	0	18	0	3	0	715	3	19	0	762
2011	CRPF	27	0	26	4	259	15	85	3	2052	26	837	16	3350
	BSF	26	0	12	2	202	0	38	4	5649	0	243	3	6179
	ITBP	4	0	2	1	42	1	4	0	342	0	10	0	406
	SSB	1	0	6	0	35	1	7	0	276	0	93	6	425
	CISF	22	2	8	1	251	5	82	3	786	10	339	13	1522
	AR	0	0	2	1	20	2	2	1	774	4	23	0	829
2012	CRPF	20	1	44	6	303	17	102	11	4490	23	665	2	5684
	BSF	19	0	23	0	225	0	98	0	3227	0	362	9	3963
	ITBP	8	0	1	0	75	2	1	0	259	0	1	0	347
	SSB	4	0	6	8	62	0	13	0	381	0	98	3	575
	CISF	24	0	4	0	230	1	185	9	775	10	394	21	1653
	AR	0	0	6	1	24	1	2	0	351	2	19	0	406
2013 (upto 10/2013)	CRPF	22	2	53	1	348	9	68	5	3028	34	527	8	4105
	BSF	20	0	2	0	223	0	56	4	2409	0	357	1	3072
	ITBP	5	0	7	0	65	1	7	0	181	0	113	1	380
	SSB	13	0	10	0	56	1	32	0	248	1	75	0	436
	CISF	11	1	4	0	145	2	156	3	571	11	398	18	1320
	AR	0	0	3	0	11	3	1	1	414	3	12	0	448
		301	7	275	26	3317	74	1255	63	36234	161	5988	132	47833

(#GOs-Gazetted Officer, JCO/SOs-Junior Commanding Officer/Subordinate Officers, # ORs- Other Ranks)

From the above, it may be seen that the total number of personnel who have proceeded on voluntary retirement or resignation during the last three years and the current year is only 47833, which is about 1.38% of the Force strength only. Further, there is a general decline in the percentage of personnel who have taken voluntary retirement or resigned from the service during the last three years.

(c) The personnel proceeded on voluntary retirement and resignation from CAPFs mainly due to various personal and domestic reasons, including children/family issues, health/ illness of self or family, social/family obligations and commitments etc. Some personnel seek voluntary retirement to enjoy a static life as well as pensionary benefits after completing 20 years of regular service.

(d) To address the personal as well as official problems & complaints of the Force personnel, each of the CAPFs & AR already have a proper grievance redressal mechanism in place at Battalion, Sector, Inspector General (IG) & Director General (DG) level. Specific details in respect of ITBP and BSF are given below.

In case of ITBP, the following officers are earmarked as Nodal Officers at each level in grievance redressal mechanism:-

LEVEL NODAL OFFICERS

Directorate General Deputy Inspector General/DIG (Administration & Welfare)- Designated as Grievances Redressal & Welfare Officers. Deputy Commandant or Assistant Commandant (Education) designated as Grievances Redressal & Assistant Welfare Officers.
Frontier Head Quarter DIG (Admn)
Sector Head Quarter Senior most officer after DIG
Training Institute Senior most officer after DIG
Unit/Specialist Second in Command or Senior most Battalion Deputy Commandant
Base Hospital/ Chief Medical Officer (Selection Grade) or Senior Composite Hospital most officer available after Commandant
Central Record Senior Administrative Officer (Record) Office, ITBP

If an individual is not satisfied with the reply of the Directorate General or does not get any reply, he/she is free to appear before the Director General, ITBP for redressal of his/ her grievance(s) on any Friday falling after the completion of 50 days of the date of submission of his/her application in the unit.

In case of BSF also, a healthy Grievances Redressal system is being followed. Proper record is also being maintained at each formations/Head Quarter Redressal nodal officers have been appointed at each level. The following officers are earmarked as Nodal Officers:-

UNIT/HEAD QUARTER NODAL OFFICER METHOD OF HEARING

Force Head Quarter DIG (RR) Interviews/disposal of petitions level received from various sources.
Frontier level Officer appointed by IG Interviews
Sector level Commandant Interviews
Training Officer appointed Interviews
Institution level by IG/ DIG
Unit level Second in Command Interviews, Roll Call & Sainik Sammelans
Company level Coy Commander Interviews, Roll Call & Sainik Sammelans

As per the practice, a system of inspection of Border Out Posts/Company Head Quarter/Battalion Head Quarter by Unit Commandant, Sector DIG and Frontier IG respectively is prevailing in BSF on Half yearly/yearly basis. During these inspections, the inspecting officials interact with troops and ask for any grievances. Grievances/problems raised by men are recorded for amicable redressal at appropriate level.

In addition to the above, whenever senior officers visit BOPs/Units, they interact with the personnel and enquire about their well being. In case, if any one projects any problem, whether it is personal or related to duty, the same is redressed then & there, as far as possible. However, if any such problem projected by the individual require action on part of the civil authorities, such cases are referred and followed up with civil authorities concerned.

Further, whenever DG BSF visits the field formations, he also conducts sainik sammelan and interacts with troops and officers to know about their problems/grievances, if any. All such grievances at the level of DG BSF are heard patiently and settled. Besides the above, hearings are also held at Force Head Quarters by the DG BSF in respect of those personnel coming to meet DG BSF personally for redressal of their Grievances.

(e) To improve the working conditions, including health facilities, for the Force personnel, CAPFs have taken/implemented measures like:-

(i) Implementing a transparent, rational and fair leave policy;

(ii) Grant of leave to the force personnel to attend to their urgent domestic problems/ issues/needs;

(iii) Regular interaction, both formal and informal, among Commanders, officers and troops to find out and address their problems;

- (iv) Revamping of grievances' redressal machinery;
- (v) Regulating duty hours to ensure adequate rest and relief;
- (vi) Improving living conditions through provision of basic amenities/ facilities for troops and their families;
- (vii) Motivating the forces through increased risk, hardship and other allowances;
- (viii) Provision of STD telephone facilities to the troops to facilitate being in touch with their family members and to reduce tension in the remote locations;
- (ix) Better medical facilities for troops and their families including introduction of Composite Hospitals with specialized facilities;
- (x) Organising talks by doctors and other specialists to address their personal and psychological concerns;
- (xi) Yoga and meditation classes for better stress management;
- (xii) Recreational and sports facilities and provision of team games and sports etc;
- (xiii) Providing welfare measures like Central Police canteen facility to the troops and their families, scholarships to their wards, etc;
- (xiv) Giving status of ex-CAPF personnel to the retired personnel of CAPF, which is expected to boost the morale of the existing CAPFs personnel and also expected to provide better identity, community recognition and thus higher esteem and pride in the society to the Ex-CAPF personnel.
- (xv) The air courier service facility has been extended to CAPF personnel deployed in remote areas of North East and Jammu & Kashmir region including Leh as a welfare measure.