

COMPLAINTS HANDLING

The primary step to react against the criminal misconduct is complaint handling. A complaint is just a form of application in which allegations are levelled by the aggrieved person against a public servant and justice is sought. The complaint is launched in a number of ways as:

- By the direct affected to enquire the matter
- By the affected/reporter to conduct a trap raid
- By formulating a source report
- By any Directive
- By departmental reference
- By any court reference

Primarily, Complaints are lodged before the office of the Director General, Additional Director General, Regional Directors and Deputy Directors. Later, these complaints are marked to an Enquiry Officer, who is supposed to propose a proper action, if required.