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14/11/13

OFFICE OF THE DIRECTOR GENERAL (PRISONS)
PRISON HEADQUARTERS: NEAR LAJWANTI GARDEN CHOWK
JANAK PURI: NEW DELHI - 110 064

STANDING ORDER NO.51

Sub: Grievance Redressal Committee.

As per Sec. 57 of the Delhi Prison Act, 2000 a Grievance Redressal Committee may be appointed for each prison for the purpose of receiving grievances from the prisoners and for their redressal. The Committee will comprise the following officers:-

1. Superintendent - Chairman
2. Dy. Superintendent - Member
3. Sr. Medical officer - Member
4. Welfare officer - Member

The Committee is required to meet at least once in a month to deal with the grievances/representations from the prisoners. The complaints which are of urgent nature or require an early disposal shall be dealt at once. The Welfare officer will maintain the record register of such grievances/representations and will submit a monthly report to the DIG(Prisons) through the Superintendent Jail stating therein the action taken against such grievances/representations in the very first week of the month.

For collecting the petitions from the prisoners, a box with the inscription "Grievance Redressal Committee" shall be kept in each ward at an accessible place, one at "Chakkar", one in "Deodhi" and one outside the main gate, so that prisoners may put their grievances, without any hindrance.

Any prisoner aggrieved with the order/decision of the Committee may appeal to the DIG(Prisons) within 30 days from the date of communication of the order/decision.

This provision of the Prison Act, 2000 should be made aware/sensitize to all the staff members and prisoners, so that it may be implemented in its letter and spirit.

Vijla Mehra
21/11/13
(VIJLA MEHRA)
DIRECTOR GENERAL (PRISONS)
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All Superintendent Jails

U.O. No.PS/DG(P)/2013/7832 (Legal/47) Dated: 22/11/13

Copy for information to :-

1. PA to DIG (P).
2. Law Officer.