

**No. D1/52083/09**  
Police Headquarters  
Thiruvananthapuram – 10  
Dtd. 22 .06.2009

**Executive Directive No.06/2009**

Sub: - Citizen Complaints through Electronic Media - Handling of -  
Temporary System - reg.

The Police Department has an existing practice of attending to grievances and suggestions aired by citizens through the print media for appropriate follow up action. This is an important activity to redress public grievances. Nowadays many newspapers and periodicals exist in the electronic digital format. Through e-magazines/e-newspapers etc., the public air their complaints in the same way as in the print media. However the Department is yet to start a proper system to handle such complaints, suggestions etc. expressed through electronic media.

2. Though an e-mail id is provided to every field Unit Head, not many complaints are processed currently. However, once electronic media is popular, electronic complaints need to be systematically handled. In view of the need to establish a system to handle the complaints received through electronic media, the following directions are issued for implementation on a trial basis.

i. Whenever e-magazines and e-newspapers choose to ventilate any grievances of members of the public, the e-news papers and e-magazines are free to forward any such matter to the appropriate Police Authority. If such forwarded material is received by the High Tech Cell at Trivandrum, the High Tech Cell will transmit such material in an organised digital form to the appropriate authorities such as District SsP, CsP of Cities, IGP Traffic, AIG PG or Superintendent of Police (NRI Cell). All such material should be digitally forwarded to the concerned authorities giving an EPTN HQ number. No paper printout will be taken at the High Tech Cell. Every such material will be digitally stored in duplicate in two different computers.

ii. A reply may be electronically generated if possible without difficulty, by the High-tech Cell, initially intimating the holder of the original e-mail id (if any, from which the material has originated and from which the e-newspapers or e-magazine had received the material) about the Police Authority, to whom it has been sent from the High Tech Cell so that the aggrieved person, if any, can directly take up the matter with such appropriate authority later.

iii. The Police authorities concerned have to be on their guard against spoofing, digital impersonation, digital hoax, frivolous and mischievous complaints etc. Therefore there cannot be any adverse action against anyone purely and solely on the basis of an unverified digital message. Whenever material is received from the members of the public through e-magazines or e-newspapers, the concerned Police Officers may take possible and appropriate action on the same for a general verification of the facts to ascertain authenticity and bonafides. The Police Authority may cause appropriate enquiry with regard to a complaint, if it does not, prima facie, seem vexatious, frivolous or malafide. For registration of a case, some form of undisputed authentication of the identity of the complainant may have to be available at the Police Station/District level with regard to the information transmitted through open media. However, in a serious matter, when on preliminary enquiry, any complaint is found to be prima facie true and the matter is of a serious cognizable nature, a case may be registered and investigated in an appropriate manner

3. The above instructions may be followed for the next six months after which the system will be reviewed for its efficacy and sufficiency.

Director General of Police