

OFFICE OF THE DIRECTOR GENERAL OF POLICE  
PUDUCHERRY

No.4/DGP/SECY/2017- 137

Dated: 13/11/2017

CIRCULAR

Sub: Alternate Complaint Resolution (ACR) and Crime Status  
Report (CSR) - Reg.

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We receive many complaints from the public. Some of which reveal cognizable offences whereas many others are related to petty offences or civil matters. Every complainant is interested to know the outcome of his FIR / complaint. It is our duty to inform the complainant through an institutionalized mechanism.

2. In view of this, the following steps are required to be taken: -

**A. Alternate Complaint Resolution (ACR):** The complaints of petty nature viz., parking of vehicle, harassment, etc. can be decided by calling the Complainant and Counter Petitioner on the first Saturday of every month between 0900 and 1300 hrs at the police station and attempt be made to settle the dispute. This system will be called as "Alternate Complaint Resolution (ACR)". However, this system will not be used to settle the civil disputes. Moreover, the parties will not be forced to follow any undue instruction.

**B. Crime Status Report (CSR):** During the above said period, the Station House Officer will also get the Status Report of each case from the Investigating Officers and intimate the same to the complainant through phone or by calling him to the police station.

Besides this, as soon as the FIR is registered, the complainant should be informed about the registration of the offence, name of the Investigating Officer through SMS or Whatsapp, whichever is possible. The format of the information to be given to the complainant will be as under: -

"Hello Sir / Madam, your complaint has been registered vide FIR No....., dt....., u/s ..... at ..... Police Station. The Investigating Officer of this case is Thiru ....., HC / SGASI / SI / Inspector of Police. His mobile Number is ..... You can contact him to know the status of your complaint every week on Saturdays".

"வணக்கம் ஜயா / அம்மையர், தங்களின் புகார் ..... காவல் நிலையத்தில் ..... தேதி அன்று முதல் தகவல் அறிக்கை (FIR) எண். .... படி பதிவு செய்யப்பட்டுள்ளது. இந்த புகாரின் விசாரணை அதிகாரி திரு..... தலைமை காவலர் / துணை உதவி ஆய்வாளர் / உதவி ஆய்வாளர் / ஆய்வாளர். இவரின் கைப்பேசி எண்: ..... உங்கள் புகாரின் நிலையை தெரிந்து கொள்ள மேற்படி அதிகாரியை பிரதிவாரம் சனிக்கிழமைகளில் தொடர்பு கொள்ளலாம்".

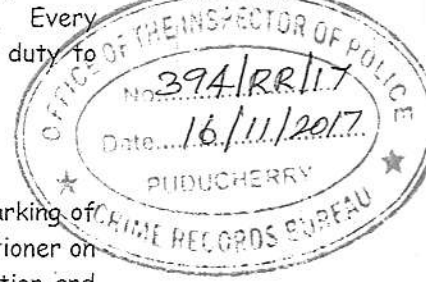
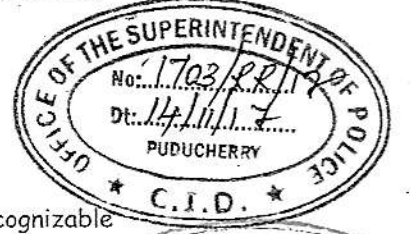
3. The number of complaints / cases disposed every month should be submitted to this office.

(S.K. GAUTAM, IPS)  
DGP

To  
All Superintendents of Police / CIs / SHOs.

Copy to:  
The Senior Superintendents of Police (L&O) / (C&I) / (HQ) / KKL.

S.I, CRB  
INSPECTOR OF POLICE  
CRIME RECORDS BUREAU  
PUDUCHERRY.



SP (CID)  
for Mr. S  
Inspector CRB  
SP (CID)