



JUSTICE LEAGUE
FOUNDATION



To,

The Director General of Police,

Bangalore-01

Dt. 18-07-2025

Subject: Request for Ensuring Timely Receipt of Complaints at Police Stations and Facilitation of the Tappal Section for the Public

It is a well-established principle that any individual who is aggrieved by an act of injustice or threat to life and property instinctively turns to the police for protection, redressal, and restoration of rights. The police force, being the frontline institution tasked with upholding law and order, is thus expected to be both responsive and accessible to citizens, particularly at the initial stage when a complaint is sought to be registered.

It is with due respect and responsibility that we, as an organisation committed to the protection of civil and human rights, wish to bring to your attention a growing concern regarding the manner in which public complaints are being handled at several jurisdictional police stations.

It has come to our notice that:

1. Complaints submitted at the Tappal section of police stations are not being duly acknowledged or received. Citizens are often instructed to return at a later time, or are redirected to meet specific officers before their complaints are even considered. This not only delays the process but also places undue burden and stress upon individuals who are already aggrieved.
2. There is a growing tendency to discourage or decline receipt of complaints unless drafted in a particular manner, or in the Kannada language alone. While we fully respect the importance of the State's official language, it must be noted that Bengaluru, being a metropolitan city and the IT capital of the country, hosts a diverse population including non-Kannada speaking residents and international citizens. It is unreasonable and practically impossible for many complainants to draft legal complaints in Kannada under urgent or distressful circumstances. English being an



official language of communication, especially in legal and administrative domains, must be accepted without resistance at the level of police stations.

3. The time and manner of receiving a complaint has significant legal implications. If a complaint is received and recorded at a time different from when the aggrieved person first approached the police station, it undermines the integrity of the complaint registration process. Such discrepancies affect the FIR, the investigation, and ultimately, the justice delivery mechanism. Ensuring the prompt receipt and proper recording of complaints is thus not only a procedural necessity but a constitutional obligation.
4. The Tappal section, in particular, must be instructed to receive complaints promptly, without insistence on prior screening or direction from police officers.
5. If there are valid and sufficient reasons to defer receipt of a complaint, they must be recorded and communicated transparently. Otherwise, it would be in direct contravention of the citizen's right to seek protection and remedy from the State.

In light of the above, we earnestly request you to issue appropriate directions to all Station House Officers (SHOs) to:

- i) Ensure that the Tappal section in each police station is instructed and enabled to receive complaints from members of the public without unwarranted delay or procedural roadblocks.
- ii) Accept complaints in English and any language the complainant is conversant with, unless it is materially impossible to proceed without translation, in which case, necessary assistance may be provided.
- iii) Refrain from redirecting or sending back complainants without receipt or acknowledgment, particularly in situations involving urgent or sensitive grievances.

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We trust that the Department, under your leadership, is committed to transparency, accountability, and citizen-centric policing. We therefore place our faith in your kind attention to this matter and look forward to the issuance of clear instructions to uphold the public's confidence in the police system.

Thanking you in anticipation.

Yours sincerely,

Legal Department

Copy to,

1. The Office of the Chief Minister, Government of Karnataka, Bangalore-01
2. The Office of the Home Minister, Department of Home affairs, Government of Karnataka, Bangalore-01

