

Citizen's Charter of ITB Police Force

Preface:-

Indo-Tibetan Border Police Force was raised in the wake of the Chinese aggression in 1962 with a modest strength of 4 Bns under the principle of 'One Border One Force'. Initially conceptualized as an **integrated "Guerrilla-cum-intelligence-cum-fighting force"** self-contained in supplies, communication and intelligence collection. With a passage of time, it evolved into a conventional Border Guarding Force with the motto '**Shaurya-Dridhata-Karamnishtha**' to vindicate the confidence reposed in them by fellow countrymen.

Today ITBP is guarding 3488 Kms of Indo-China Border and is manning 157 Border Outposts at an altitude ranging from 9000' to 18700' in the Western, Middle and Eastern Sector of the Indo – China Border along the Himalayas from Karakoram Pass in Ladakh to Jachep-La in Arunachal Pradesh. ITBP Units are also deployed in Naxal-affected areas of Chhattisgarh, Jharkhand, Bihar & Orissa states. ITBP Headquarters is located at **Block 02, CGO Complex, Lodhi Road, New Delhi-110003**. The ITBPF is headed by Director General.

ITBP is organized into Five Frontier Headquarter headed by Inspectors General.

Frontier Headquarters:-

- North West Frontier, Chandigarh.
- Northern Frontier-Dehradun
- North-East Frontier, Itanagar.
- Eastern Frontier, Lucknow
- Central Frontier-Bhopal.

There are 15 Sector Headquarters, 16 Training Centres, 56 Service Bns, 4 Specialist Bns (Logistics Establishments) Service and Supply Bns, 04 Logistics Establishment, 2 Disaster Management Bns placed under National Disaster Response Force (NDRF).

2. Mission and Vision:-

- To foster excellence in Securing the Borders and Internal Security of the Country.
- Implementing Government Policies, Structures and Processes.
- Promoting Citizen Centric Governance with emphasis on Grievance Redressal.
- Innovation in e-Governance.
- Documentation and Dissemination of Best Practices.
- Action on application received under Right to Information Act-2005.
- Recruitment of NGOs and GOs.

3. **Role/Objectives:-**

- Safeguarding of borders of India and promote sense of security among the people living in border areas;
- Prevent trans-border crimes, smuggling, unauthorized entry into or exit from the territory of India and other illegal activity;
- Provide security to sensitive installations, VVIPs/VIPs and PPs of security risk;
- Restore and preserve order in any area in the event of disturbance therein.

4. **Stake Holders:-**

- Ministries/Departments of the Central/State Government.
- Banks/Public Sector Undertakings and Joint Sector Undertakings.
- Election Commission of India.
- Central/ State Governments during Internal Security Duties.
- Other members of Public who come into our contact at various locations of our operations/duties.
- VVIPs/VIPs/PPs.

5. **Additional Responsibilities assigned to ITBP:-**

- Deployment of ITBP Coys during General Elections.
- Deployment of ITBP commandos and troops for ensuring security during special occasions of national importance like Independence Day and Republic Day celebrations in Delhi.
- Deployment in Afghanistan and UN Peacekeeping Mission in Congo.
- Providing Internal Security to various installations of national importance throughout the country as directed.
- Playing pivotal role in conducting Mansarovar Yatra and providing help and succour to the pilgrims undertaking the yatra. Women personnel are inducted for security and help of Mahila Yatris.
- Apart from above activities, ITBPF ensures security in conducting Border Trade smoothly between India and China through Nathu-la at Sherathang on Indian side & Thungsingang in Chinese side. Lipulekh Pass in Uttarakhand which commenced w.e.f 1992 with trade mart at Gunji in Indian side and Takalakot in Chinese side.
- **Rescue & Relief Operations:-** ITBP conducts immediate rescue and relief operations whenever any natural disasters struck the Country.
- The Civic Action Programme (CAP) is the part of the comprehensive approach to the Border Management and in Naxal affected areas with focus on socio-economic development of the border areas as well as in the Naxal affected areas wherever required and to promote a sense of security amongst the people living there. In order to gain confidence of locals and for the management of perception, ITBP conducts Civic Action Programmes at regular intervals. Under this programme, various welfare / developmental activities like holding of medical camps, veterinary camps, excursion tours, sanitation drives, conducting of sports tournaments, distribution of

radios/transistors, minor repairs of school buildings, road bridges, organizing computer training etc are undertaken by us.

- Information on Security and Cyber Security: - ITBP has Crisis Management Plan for countering Cyber-attacks and Cyber Terrorism. ITBP is also having its internal Cyber Security Policy where precautionary steps are being followed while using various accesses via open network i.e. internet etc. Security auditing mechanism is functioning in ITBP.

6. Grievance Redressal System:-

ITBP has a Citizen centric approach for Grievance Redressal. All Formations of ITBP including Directorate General are having grievance redressal system in place. Anyone who feels aggrieved may approach to Head of his/her nearest Formation of ITBP and explain about his/her grievance. The concerned Officer are taking every possible steps to redress grievances. The list of Grievance Redressal Officers are given below:-

Level	Nodal Officer	Controlling Officer
Directorate General	IG(HQ) Directorate General, ITBP, Block-2, CGO Complex, New Delhi-110003. Phone No.011-24364144	Director General Directorate General, ITBP, Block-2, CGO Complex, New Delhi- 110003
Frontier Headquarters	1) Inspector General (NW) Frontier, Indo-Tibetan Border Police MHA/Govt of India, P.O. Seema Nagar (Near Air Port) Chandigarh (UT) 160003. Phone No.0172-2637595 2) Inspector General (NE) Frontier, Indo-Tibetan Border Police MHA/Govt of India, Khating Hill, Itanagar, (Arunachal Pradesh).PIN-791111 Phone No. 0364-2220438. 3) Inspector General (Northern) Frontier, Indo-Tibetan Border Police MHA/Govt of India, P.O. Seemadwar Distt:- Dehradun(UKD) PIN-248148. Phone No.0135-2767622 4) Inspector General (Eastern) Frontier, Indo-Tibetan Border Police MHA/Govt of India, Shiela Complex, Vidhan Sabha Marg, Near Radio Station, Hazartganj, Lucknow (UP) PIN-226001. Phone No.03592-271211	Director General Directorate General, ITBP, Block-2, CGO Complex, New Delhi- 110003

	<p>5)Inspector General (Central) Frontier, Indo-Tibetan Border Police MHA/Govt of India, Plot No. 163-164 (E-8) Trilochan Nagar, P.O. Trilanga Near Shahpura Bhopal (MP) PIN-462039. Phone No.0755-2569939.</p>	
Sector Headquarters	<p>1.The Dy Inspector General (Ladakh Sector) Indo-Tibetan Border Police MHA/Govt of India C/O 56 APO Leh PIN-434498. Phone No.01982-264410</p> <p>2. The Dy. Inspector General (Srinagar Sector). Indo-Tibetan Border Police MHA/Govt of India P.O.-Panthachowk, Distt-Srinagar (J&K) PIN-191101. Phone No.01933-222917.</p> <p>3.The Dy. Inspector General (Delhi Sector) Indo-Tibetan Border Police MHA/Govt of India P.O. Mandangir, Tigri Camp New Delhi-PIN110062. Phone No.011-26046635</p>	IG(North West)Frontier
	<p>4. The Dy. Inspector General (Tezpur Sector)</p> <p>Indo-Tibetan Border Police MHA/Govt of India P.O. Chandmari, Hazratpur, No. I Railgate Lachit Bazar, Tezpur Distt- Sonitpur (Assam) PIN784001. Phone No.03712-220414</p> <p>5. The Dy. Inspector General (Dibrugarh Sector) Indo-Tibetan Border Police MHA/Govt of India P.O. Mohanbari, Distt-Dibrugarh (Assam) PIN786012. Phone No.0373-2382311.</p> <p>6. The Dy. Inspector General (Itanagar Sector) Indo-Tibetan Border Police MHA/Govt of India P.O. Itanagar, Distt-Papumpare Arunachal Pradesh. PIN791111. Phone No.0360-2292369</p>	IG(North East) Frontier

	<p>7. The Dy. Inspector General (Dehradun Sector) Indo-Tibetan Border Police MHA/Govt of India P.O. Seemadwar, Distt-Dehradun (UKD) PIN248146. Phone No.0135-2767698</p> <p>8. The Dy. Inspector General (Shimla Sector) Indo-Tibetan Border Police MHA/Govt of India P.O. Taradevi, Distt- Shimla Himachal Pradesh PIN171010. Phone No.0177-2830601.</p>	IG(Northern) Frontier
	<p>9. The Deputy Inspector General(Bareilly Sector) Indo-Tibetan Border Police MHA/Govt of India P.O. ITBP Bareilly, Distt:-Bareilly(UP) PIN-243001. Phone-0581-2517109.</p> <p>10. The Deputy Inspector General(Lucknow Sector) Indo-Tibetan Border Police MHA/Govt of India, Hall No.04,07th Floor, Kendriya Bhawan Sector-H, Aliganj Lucknow(UP) PIN-206024. Phone-0522-2771026.</p> <p>11. The Deputy Inspector General (Gangtok Sector) Indo-Tibetan Border Police MHA/Govt of India, P.O. Samdur (Tadong), Distt-Gangtok (East Sikkim) PIN-737102. Phone-03592-271211.</p>	IG(Eastern)Ftr
	<p>12.The Deputy Inspector General (Benguluru Sector) Indo-Tibetan Border Police MHA/Govt of India, P.O.84th Bn, BSF Campus Karahalli Kattiennhalli Devenhalli Taluk, Distt-Bengaluru (North) Karanataka. PIN-562110. Phone-0788-2220033.</p> <p>13. The Dy. Inspector General (Bhubaneshwar Sector) Indo-Tibetan Border Police MHA/Govt of India, Vikram Nagar, P.O. Shardapur, Distt- Khurda (Odisha) PIN752057. Phone No.0674-2542977</p>	IG(Central)Frontier

	14. The Dy. Inspector General (Patna Sector) Indo-Tibetan Border Police MHA/Govt of India, IS Udyan Vihar, Lane No.15, and Shri Krishna Puram RPS More Danapur (Patna) Bihar. Phone No.06115-234316	
	15. The Dy. Inspector General (L&C Sector) Indo-Tibeian Border Police, MHA/Govt of India, Chhawla Camp, Najafgarh Road, New Delhi-110071. Phone No.011-25317063	IG (Logistics & Communication)
Units Headquarters	Commandant Bn	The Dy. Inspector General (Sector Headquarter)

Public Relation Officer, ITBP whose address and contact number are given below may be contacted in case of requirement.

Dy Commandant /PR Cell
ITBP Headquarters, Block-2 CGO Complex,
Lodhi Road, New Delhi, PIN 110003
Phone No. 011-24362890/Extn 231.
E-Mail id editoritbp@gmail.com

If you are not satisfied with the response of our **Grievance Redressal Officers** you may also address your complaints to the following officer:-

IG/HQ and Chief Vigilance Officer, ITBP
Directorate General, ITBP Headquarters,
Block-02, CGO Complex,
Lodhi Road, New Delhi-110003.
Phone-No.011-24364144
E-Mail id ighqrs@itbp.gov.in

If you are still not satisfied with our response and reply you may also write to:-
Central Vigilance Commission
Block-A, GPO Complex, INA
New Delhi-110023.
