

Dated: 18.08.2026

CIRCULAR MEMORANDUM

Sub : Police - Standard Operating Procedure (SOP) for the constitution of Internal Vigilance Cells to monitor corrupt activities in all Districts and Commissionerates, and to submit review reports - Instructions Issued

Attention is invited to the subject above cited.

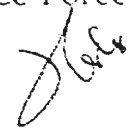
1) The Internal Vigilance Cell shall function as vigilance mechanism to prevent, and enquire into allegations of corruption, misconduct, abuse of position, unethical practices by police personnel and to take appropriate action thereby upholding integrity, transparency and public confidence in the Police Department.

2) In this regard, the Standard Operating Procedure (SOP) for the Internal Vigilance Cell is enclosed herewith and shall come into force with effect from 19.08.2026.

3) The Monthly Review Report shall be forwarded to the Director General of Police / Head of Police Force on or before the 15th of every month through Email ID ast2gen2.dgp@tn.gov.in.

To

Director General of Police
Head of the Police Force

18/8/26. 

All Commissioners of Police in Cities.

All Superintendents of Police in Districts.

Copy to:

- 1.The Additional Director General of Police, Law and Order,
- 2.All Inspectors General of Police in Zones
- 3.All Deputy Inspectors General of Police in Ranges.

**STANDARD OPERATING PROCEDURE (SOP) -
INTERNAL VIGILANCE CELL**

1. Objective

The Internal Vigilance Cell shall function as vigilance mechanism to prevent, and enquire into allegations of corruption, misconduct, abuse of position, unethical practices by police personnel and to take appropriate action thereby upholding integrity, transparency and public confidence in the Police Department.

2. Constitution of the Internal Vigilance Cell

- a) An Internal Vigilance Cell shall be established in every District, Commissionerate/City and Unit to receive, process, monitor and enquire into complaints/grievances against police personnel.
- b) The Cell shall function directly under the supervision of the Superintendent of Police/Commissioner of Police.
- c) An ADSP nominated by District Superintendent of Police shall function as the Nodal Officer in Districts and the Deputy Commissioner of Police nominated by Commissioner of Police shall function as the Nodal Officer in Commissionerates.
- d) The Internal Vigilance Cell shall have a minimum strength of three personnel and function round the clock (24×7). The Cell shall operate on a three-shift basis wherever required to ensure uninterrupted 24×7 functioning.
- e) Personnel posted to the Cell shall be officers/staff of proven integrity, possessing good service records, and free from pending vigilance or disciplinary proceedings.
- f) The Internal Vigilance Cell may function from CPO/DPO in Cities/Districts respectively, as decided by the unit head.
- g) The Internal Vigilance Cell shall function from a secure and access-controlled room. Access shall be restricted only to the Superintendent of Police/Commissioner of Police, Nodal Officer and authorized

Internal Vigilance Cell personnel to ensure confidentiality of complaints and records.

3. Communication and Public Access

- a) An exclusive phone number with Whatsapp facility shall be earmarked for the Internal Vigilance Cell for receiving complaints.
- b) The contact number and complaint mechanism shall be displayed prominently:
 - o On the official website.
 - o On official social media platforms.
 - o At Police Stations.
 - o At Sub-Division Offices.
 - o At public reception areas for easy access by citizens.
- c) In addition to complaints received via phone call, the Internal Vigilance Cell may also receive complaints through the WhatsApp number, including text messages, photographs, and videos along with supporting documents.

4. Registration of Complaints

Every complaint received by the Internal Vigilance Cell shall be registered immediately, without delay, hesitation or suppression, irrespective of the mode of receipt. An unique registration number shall be assigned to each complaint. An acknowledgement of the complaint shall be issued to the complainant. The date and time of receipt, mode of receipt, particulars of the complainant, nature and brief details of the complaint, action taken, and present status/disposal shall invariably be recorded in the complaint register/database as follow.

S. No	UNIQUE REG. No	DATE AND TIME OF COMPLAINT RECEIVED	MODE OF THE COMPLAINT RECEIVED	NAME CONTACT DETAILS AND MOBILE NUMBER OF COMPT.	GIST OF ALLEGATION	NAME AND DESIGNATION OF THE ALLEGD POLICE PERSON	DATE OF NOMINATION OF ENQUIRY OFFICER, WITH NAME AND RANK DETAILS	DATE OF ENQUIRY REPORT	FINDINGS OF THE ENQUIRY	Final Orders/Action Taken	REMARKS IF ANY
1.											

5. Processing of Complaints

a) The Nodal Officer shall scrutinize the complaint and submit it, along with his/her preliminary remarks, to the competent authority through proper channel within 24 hours of its receipt and registration for nomination of the Inquiry Officer.

Rank complained against	Rank of the Inquiry Officer	Rank of the Competent Authority
SSI & Below	Inspector or an Officer of Higher Rank	SP/COP
SI & Inspector	DSP / AC or an Officer of Higher Rank	SP/COP
DSP/ADSP	ADSP/ADC / SP	DIG /COP
SP / DC	DIG / JC	IG / COP

b) The competent authority shall nominate the Inquiry Officer within 48 hours by issuing a formal proceeding, clearly specifying the complaint reference number, the Inquiry Officer, and the time limit for completion of the inquiry.

c) The Competent authority has to ensure that no Inquiry Officer shall inquire into a complaint involving his/her own Police Station, Sub-Division, Unit, close relatives or any matter where bias or conflict of interest may arise. Any conflict of interest if any should be voluntarily declared by the Inquiry officer. The complaint should then be reassigned accordingly.

d) Where the complaint is found to be in the nature of a general grievance, representation or service-related issue, without any specific allegation of corruption, misconduct, abuse of official position or dereliction of duty against any police personnel, the Nodal Officer shall submit a report to the competent authority recommending closure of the petition or its transfer to the appropriate authority, as the case may be. The competent authority shall pass appropriate orders, and the decision shall be duly recorded in the Internal Vigilance Cell register.

e) Every inquiry shall ordinarily be completed within fifteen (15) days from the date of entrustment by the competent authority.

f) In exceptional circumstances, where the inquiry cannot be completed within the prescribed period, the Inquiry Officer may seek an extension of time. The competent authority may grant an extension of not more than fifteen (15) days, after recording the reasons in writing.

g) On receipt of the inquiry report, the competent authority as the case may be examine the findings and, based on the nature and gravity of the misconduct/offence established against the alleged police personnel, pass appropriate orders and ensure that the necessary disciplinary, administrative and/or legal action is initiated within one week from the date of receipt of the inquiry report.

h) The competent authority shall ensure that the action is completed expeditiously and shall forward a compliance report, together with copies of the final orders and action taken, to the Internal Vigilance Cell for updating the Vigilance Register and maintaining the permanent record.

i) The Internal Vigilance Cell shall record the final outcome of every complaint, monitor compliance with the orders of the competent authority, and maintain all inquiry records for review, audit and future reference. They shall also ensure that the action taken on the complaint is informed to the complainant in a timely manner.

j) The Internal Vigilance Cell shall ensure that the complainant is not harassed in any manner and all the grievances should be dealt on merit basis at all times.

6. Confidentiality and Protection

The identity of complainants and witnesses shall be kept strictly confidential. No complainant shall be subjected to any form of harassment, intimidation or retaliation for filing a complaint. All officers handling complaints shall maintain impartiality and confidentiality, ensure timely disposal of complaints, and maintain proper documentation of all proceedings. The identity of complainants shall not be disclosed except where such disclosure is required under law or authorized by the competent authority. Access to complaint records shall be restricted strictly to authorized officers only.

7. Monitoring and Review

- a) The officer having custody of the Internal Vigilance Cell telephone shall ensure prompt recording and forwarding of complaints.
- b) Pending cases shall be reviewed periodically to ensure adherence to timelines.
- c) Undue delay in inquiry shall be brought to the notice of the competent authority by the nodal officer.
- d) A weekly report of complaints received and action taken may be submitted by the Nodal Officer to the respective competent authority.
- e) The functioning of the Internal Vigilance Cell shall be reviewed periodically by the supervisory officers to ensure effective implementation of the SOP, timely disposal of complaints, and proper monitoring of inquiries. The reviews shall be conducted by the Superintendent of Police/Commissioner of Police every week, the Deputy Inspector General of Police every fortnight, and the Inspector General of Police every month.
- f) During the review, the supervisory officer shall examine, among other things, the number and nature of complaints received, the status of

pending inquiries, instances of recurring misconduct, the effectiveness of the functioning of the Internal Vigilance Cell, compliance with the prescribed timelines, and the adequacy of preventive and policy measures adopted to address systemic issues and improve integrity within the Police Department.

- g) A monthly review report shall be forwarded to the Director General of Police/Head of Police Force on or before the **15th of every month** by the respective competent authority.

8. Effective Date

This SOP shall come into force from August 19, 2026 and shall be followed by all Districts / Commissionerates.