

(iii) Decision Making Process

The lowest level sub-unit of the department is a Company, which is headed by a Company Commander. All grievances, complaints and suggestions received at his level are disposed of by him if these fall within his competency.

The matters which are beyond the competency of the Company Commander are referred by him to the District Commandant, who deals with them in the capacity of Head of Office and decides these issues.

The matter, on which the District Commandant feels that decision of Commandant General is required, is forwarded to the Directorate with his detailed comments and recommendations. At the Headquarter level, the Commandant General examines the matter and decides it in accordance with the rules/instructions. For this purpose, he is assisted by his staff officers at the Headquarters.