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Complaint No. LWB/43/2026

ORDER SHEET

Order Date	Order No.	Order
21.08.2026	02	Sahin Parvej Rana, S/o Faizul Haque Baragachiya (Panchalipara), P.O. + P.S. – Chanchal, Dist. – Malda, PIN – 732133. ... Complainant Vs. ASI Goutam Mondal, Chanchal Police Station Malda. ... Respondent Seen the Office Note of Learned Registrar. The Report received from the Superintendent of Police, Malda be kept on record. The complaint on hand received from Sahin Parvej Rana has been registered as Complaint No. LWB/43/2026. As required u/s 9(2) of the West Bengal Lokayukta Act, 2003, the complaint is accompanied by an affidavit. The complainant alleges that in a night at about 7:50 PM, ASI Goutam Mondal of Chanchal Police Station told him over phone to come to Police Station. While he asked the Police Official of the reason for calling him, he then informed him that one Lovely Parvin lodged a complaint against him. The

		complainant told the Police Official that he had no connection with Lovely Parvin. Hearing this, ASI Goutam Mondal abused him in filthy languages and threatened him that he would be picked up from house and taken to Police Station. The complainant states that his mother Buli Bibi lodged a complaint against Lovely Parvin and Neha and on such complaint, Police started a proceeding u/s 126, BNSS. The complainant complains that the said Police Official abused him and threatened him in abuse of power. Along with the complaint, the complainant has annexed a pen drive which exhibits conversation between a Police Official of Chanchal Police Station and the complainant. This Forum, vide Order dated 30.07.2026 observed that before summoning the complainant before this Forum for examining him on oath, a Report should be called for from the Superintendent of Police, Malda. Accordingly, by the same Order dated 30.07.2026, the Superintendent of Police, Malda was directed to make an enquiry by an Officer not below the rank of Deputy Superintendent of Police in respect of the allegations made in the complaint and submit a Report to this Forum within fifteen (15) days from the date of communication of the order. In compliance thereof, the Superintendent of Police, Malda has submitted an Enquiry Report. As it appears from the Report of Superintendent of Police, Malda, the Superintendent of Police entrusted the enquiry with Sri Somnath Saha, Sub-Divisional Police Officer, Chanchal. As I find, the Report of Superintendent of Police is mainly based on the Enquiry Report submitted by the Sub-Divisional Police Officer. Besides, the Superintendent of Police has made a separate Report in his communication dated 20.08.2026.
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The Enquiry Report of the Sub-Divisional Police Officer, Chanchal, *inter-alia*, reads as under :

“During enquiry, I consulted the matter with the IC Chanchal PS and checked available PS records. It was found that a long standing family dispute is going on in between the petitioner's family and one Bilkis Khatan and Lovely Parvin. Over this issue on 22.06 2026, the mother of the complainant namely Buli Bibi W/O Faizul Haque of Barogachiya (Panchalipara), PO & PS- Chanchal, District- Malda, submitted a written complaint against 1) Lovely Parvin W/o Najir Hossain, 2) Bilkis Khatun, W/o Sukur Mahammad and 3) Neha D/o Najir Hossain all of vill- Gobindapara, PO Malatipur, PS Chanchal, Maida. The said petition was endorsed to ASI Jagnu Khan of Chanchal PS for enquiry. Subsequently, after local enquiry, one prosecution was initiated under Section 126 of the BNSS against the both parties Vide Chanchal PS Non FIR PR No 988/26 Dtd. 18.07 26 (Annex-1)

Thereafter, on 25.07 26 one Lovely Parvin (37) W/o Najir Hossain and Bilkis Khatun W/o Sukur Mahammad came to the PS and submitted their grievance verbally before the Duty Officer of the PS namely ASI Gautam Mondal. They alleged that one Shahin Parvej @Banti S/o Faijul Hoque (Here the Petitioner) frequently threatened them with dire consequences through his mobile phone vide mobile number 8250573010.

For the purpose of resolving the matter, ASI Goutam Mandal contacted with the alleged person namely Sahin Parvej @Banti over the mobile number (8250573010) which was provided by the complainant Lovely Parvin. At that time the officer requested him (Here the Petitioner) to attend the Police Station. The allegation made by the petitioner that ASI Goutam Mandal rebuked him over

telephone was found to be true.

Being the supervisory officer, I counseled with ASI Goutam Mandal regarding the proper manner of dealing with complainants and accused persons, particularly in cases involving non-cognizable disputes and preliminary enquiries. He was advised that, in such cases he should either personally meet the concerned persons or issue notice under Section 35(3) of the BNSS for the purpose of enquiry. If any reliable material indicating commission of an offence is found, appropriate legal steps including submission of a prayer before the Ld. Magistrate for enquiry may be taken or filed prosecution against both parties u/s -126 BNSS to keep peace and tranquility.

At the conclusion of the enquiry, ASI Goutam Mandal admitted his mistake, expressed regret for his conduct and assured that such an incident would not recur in future. He further undertook to adhere strictly to the prescribed guidelines while dealing with non-cognizable matters.”

The Enquiry Report of the Sub-Divisional Police Officer as excerpted above shows that the allegation made by the complainant that ASI Goutam Mondal rebuked him over telephone was found to be true and he admitted his mistake before the Sub-Divisional Police Officer. The Report also speaks that as a Supervisory Officer, the Sub-Divisional Police Officer counselled ASI Goutam Mondal regarding the proper manner of dealing with complainants and accused persons particularly in cases involving non-cognizable offences and preliminary enquiries. He advised him that in such cases he should either personally meet the concerned persons or issue Notice u/s 35(3) of BNSS for the purpose of enquiry. He also advised him that if any reliable material indicating commission of offence is found, appropriate legal step including submission of a prayer before the Learned Magistrate for enquiry may be taken or prosecution

		may be filed against the concerned parties u/s 126, BNSS to keep peace and tranquility. His Report also speaks that ASI Goutam Mondal not only admitted his mistake, but he expressed regret for his conduct and assured that such an incident would not recur in future. He undertook to adhere strictly to the prescribed guidelines while dealing with non-cognizable matters. The Superintendent of Police, Malda in his separate Report submits that ASI Goutam Mondal was called to appear before the O.R.-I and was “CENSURED” for his misconduct. He was directed to maintain proper discipline and conduct. Having considered the Enquiry Report submitted by the Sub-Divisional Police Officer, Chanchal and the Report of the Superintendent of Police, it is manifest that the respondent ASI Goutam Mondal has admitted his mistake of making misbehaviour with the complainant Sahin Parvez Rana and he expressed his regret for making such misbehaviour. Since the Superintendent of Police summoned ASI Goutam Mondal before the O.R.-I, “CENSURED” him for his misconduct and directed him to maintain proper discipline and conduct, I feel that there will be no need to proceed with the complaint further. Accordingly, with the observation as above, the complaint is disposed of. Communicate this order to the complainant immediately. Let a copy of this order be sent to the Superintendent of Police, Malda for his information. Since the State Government is the competent authority in case of a public servant, let a copy of this Order be sent to the State Government through the Chief Secretary, Government of West Bengal. Sd/- Justice Rabindranath Samanta Hon’ble Lokayukta
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