

WORKING TOGETHER FOR MAKING OUR SOCIETY  
CRIME FREE AND MORE HUMANE



PUNJAB POLICE

## **MISSION STATEMENT**

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*Working together for making our society crime free and more humane.*

## FOREWORD

The present initiative is a unique experiment to institutionalize and provide sustainability to previously run ad hoc schemes to enhance the involvement of the community in regular policing activity.

The unique experiment is a collaborative venture between the Punjab Police, Vera Institute of Justice, New York and Chandigarh based research organisation, the Institute for Development and Communication (IDC). The Vera Institute would contribute in terms of providing training to the police functionaries. The IDC would train the master trainers and be involved in the production of training resources.

The Punjab Police Academy (PPA) at Phillaur would organise special courses to provide training to police personnel selected to run the Community Policing Resource Centres (CPRC) to be set up under the programme. For setting up these centres sufficient finance resources has been allocated while recurring expenditure is to be met out of the police budget. These centres are to be registered under the Societies Act to entitle them to receive grants directly for welfare schemes - divided into the "backbone" and "local area specific" categories.

The experiment gains significance as the need to involve the community in policing was felt in the post terrorism situation when the community was seen alienated from the police. The need for such an experiment was also felt in a context when different pro people steps initiated by police officers withered away with their transfer. The next incumbent district police chiefs would either rename or launch another scheme to prove that their respective initiatives were unique. Another reason for such an experiment relates to the utilization of vast infrastructure and network that was created in the Punjab Police to deal with terrorism. In the first phase, CPRCs shall be set up in the districts of Moga, Bathinda, Hoshiarpur, Jalandhar, Ludhiana, Patiala, Amritsar. Other districts shall be covered in the second and

third phase within one year.

The centres would facilitate Grievance Redressal to deal with the common complaints of low accessibility to the officers as well as act as a nodal place for community oriented schemes like combating domestic violence, help aged, legal aid, meetings of Resident Welfare Associations, Traffic Regulation Committees and Economic Offences Wings, Community Oriented Schemes like drug de-addiction counseling for women.

The CPRCs would also act as Community Service-cum-Information Centres which would have a verifications; counter, provide NOC for arms licenses, grant permission for religious and political processions, loudspeakers and for social functions, deal with requests for security arrangements. It would also provide relevant information on procedures, rules, law, regulations relating to citizen rights, punishment for various crimes, on accident and crime prone areas and safety measures.

The CPRCs would act as Victim Relief Centre to focus on the victims, their rights, requirements and expectations. This initiative shall improve the police response to victims of sexual and violent crimes as well as provide necessary counseling to deal with the trauma. Specially trained women officers would be deputed to avoid insensitive questioning and set up Victim Hotlines and Women Hotlines. The Children Protection Unit in each CPRC would have a child helpline apart from a library with story and fiction books, provide information on police working, awareness material on display like posters and pamphlets on child, women and citizen rights and a child protection kit for sexually abused.

The NGOs, volunteers and retired civil offices shall work in partnership with the police. It is hoped that this initiative shall bring police and community closer to each other and institutionalise ad hoc interventions.

**A.A. Siddiqui**

**Nodal Officer**

# **STANDING ORDER ON COMMUNITY POLICING**

Crime is a complex social phenomenon which cannot be tackled effectively by any single agency. The entire community and not just the police is responsible for crime control. Community policing is a philosophy of client-oriented service delivery aimed at improving accountability and effectiveness by putting emphasis on problem solving. Community Policing taps the resources of the community to share efforts to control crime. It promotes police-community partnerships to address the causes of crime and the fear of crime. It widens the role of a police officer from an incident-driven law enforcer to that of a problem solver and facilitator which improves the image of the police. The Padmanabhaiah Committee on Police Reforms has also emphasized community policing as a proactive policing approach.

Community policing efforts in Punjab have been largely the result of initiatives taken by individual officers. These pioneering efforts were not uniform and could not be sustained for long. This was because of the lack of adequate support from the upper command, inadequacy of funds and the lack of an institutionalised structure.

Changing public expectations present tremendous challenges to the way in which public services are traditionally delivered. Improve

ments in the delivery of police services can help make the police administration people-friendly and responsive, thereby, satisfying everyone who goes to the police, whether for assistance or for information.

In an endeavor to improve the responsiveness of the police to the needs and expectations of the people, the Punjab Government has decided to open **Community Policing Resource Centers**, as a single point of public interface, under the aegis of which a host of people-friendly schemes would be initiated. The CPRCs will be located in areas which are accessible and have good communication facilities. The CPRCs shall have a distinct identity and shall not be part of the formal set-up of the police establishment though they may function from police premises. The CPRCs shall first be set up at the district level, and then devolved to the sub-divisional and police station levels.

Efforts should be made to give the personnel posted with the CPRC a stable tenure. Yet a regular rotation of men should be evolved to give the largest number of policemen exposure to the Community Policing initiative. Policemen showing a zeal for this effort and sensitivity to it, should be suitably rewarded.

A comprehensive plan for institutionalising community policing in Punjab by setting up Community Police Resource Centres (CPRC) was submitted to the Government of Punjab for approval after a thorough review of the existing schemes and professional inputs

from experts in the field. The Government of Punjab conveyed its approval vide Memo No.16/163/2002-4H(5)/415 dated 28.01.2003.

## **OBJECTIVES OF THE STANDING ORDER**

- To set up Community-Police Resource Centres (CPRC) for providing continuity and sustainability to ad-hoc initiatives.
- To ensure greater community participation in police work.
- To implement community oriented schemes in partnership with NGOs, grassroot organisations and other government departments.

## **FUNCTIONS AND ACTIVITIES TO BE PERFORMED BY THE COMMUNITY POLICE RESOURCE CENTRES**

### **☐ GRIEVANCE REDRESS CENTRE**

- ✿ One of the common complaints of the police is the lack of availability of police officers at lower levels. A Duty Officer shall always be available at the center for about 12 hours to improve the accessibility of the police to the people.
- ✿ This will act as a nodal place for community oriented schemes like combating domestic violence, elder assistance, legal aid to the vulnerable sections of society etc.
- ✿ Meetings of Resident Welfare Associations, Traffic Regulation Committees, Economic Offences Wings will be organised under this unit.

## ❑ NODAL PLACE FOR COMMUNITY ORIENTED SCHEMES

- ✱ Drug De-addiction
- ✱ Women counseling
- ✱ Traffic management

## ❑ COMMUNITY SERVICE-CUM-INFORMATION CENTRE

Non-criminal matters or non-enforcement situations dominate police work today as there has been a tremendous increase in the proportion of service-related to crime-related demands. The purpose is to improve the quality of police-public contact by providing a single window at the centers for the following services: -

### ✱ **Foreigners Counter**

- Registration of foreigners-their arrival and departure.
- Extension of residential permits of foreigners.
- N.R.I. complaints and enquiries.
- Passport verification.
- Emergency/urgent passport verification.
- MRG enquires for loss of passports abroad.

### ✱ **Verification Counter**

- NOC for arms licences.
- Permission for religious/political processions.



- Permission for use of loudspeakers/orchestras at religious or social functions.
- Request for security arrangements at political/sports/religious and social functions.
- Character/service verification.
- Verification for registration of vehicles.
- Verification of Tenant.
- Registration of servants.
- Other verifications.

✿ **Crime Counter**

- Copies of F.I.R.
- Copies of untraced reports.
- Progress of investigation of criminal cases.
- Parole cases.
- Economic offences-fraud, forgery, cheating etc.
- Fraud/cheating by travel agents.

✿ The Information Centre shall also provide relevant information on procedures, rules, law, regulations relating to citizen's rights, punishment for various crimes, accident and crime prone areas and corresponding safety measures etc

## ❑ VICTIM RELIEF CENTRE

The victim remains a 'forgotten actor' in the criminal justice process in India. It is time we switched attention from the offender to the victim and recognised that the victim is a key player in the criminal justice process.

Since the police is the first point of contact with the criminal justice system, police response plays an important role in shaping the victim's experience. The victim needs to be provided with information about the progress of the case, about trial dates, bail and final decisions.

The **Victim Relief Centre** would focus on the victims, their rights, needs and expectations. Particular efforts have to be made to improve the police response to the victims of sexual and violent crime. There is need for specially trained women officers to avoid insensitive questioning. **Victim Helplines** and **Women Helplines** should be set up. It should be possible to enlist the help of society, NGO's and voluntary agencies for this purpose. The vast reservoir of knowledge and experience of retired officers from the Judiciary, Police, Revenue and other departments could also be tapped for the purpose. Specially trained volunteers should handle counselling and other victim support schemes - right to be heard, right to be kept informed about the progress of 'their case', to provide information, to be protected by law enforcement agencies, and to receive respect, recognition and support.

The Victim Relief Centre would provide facilities such as: -

- Space and comfortable sitting arrangements for children, women and other victims.

- First Aid facility.
- Ambulance services.
- Professionally qualified doctors, psychiatrists and psychologists will be on its panel and on call to required attention to traumatized persons.

□ **CHILDREN’S PROTECTION UNIT** has been envisaged to provide immediate assistance to victims of child abuse. This will also serve as a forum for a positive interface between the responsible citizens of tomorrow and the police and will help dispel the negative connotations associated with the police.

- Child Help Line
- A library for children containing story books and Punjabi and Hindi fiction.
- Information on police working.
- Awareness material on display such as posters and pamphlets on the rights of children, women and citizens.
- Child Protection Kit (for victims of sexual abuse).

## **COVERAGE**

In the first phase, the scheme shall be implemented in the districts Moga, Bathinda, Hoshiarpur, Jalandhar, Ludhiana, Patiala and Amritsar.

In the second and third phases, it will be implemented in the remaining districts of the state. All districts of Punjab will have CPRCs by 2004.

## **FUNDING AND RESOURCE MOBILISATION**

- ✿ Each CPRC shall be allocated Rs. 10,00,000/- as a one-time grant to meet the initial cost of setting up the centre. This amount shall be met from the funds allocated for Police Modernization. Guidelines for incurring the expenditure shall be issued separately.
- ✿ Recurring expenditure shall be met out of the police budget.
- ✿ Each centre shall open a separate account for donations and project funding from external organizations for which efforts should be made to get the CPRC at the district level registered as a society under the Societies Registration Act. 1860.
- ✿ This account shall be jointly operated by the SP In-charge of the CPRC and a community representative nominated by the district level committee from among its members.
- ✿ This account shall be audited annually and approved by the district level CPRC committee and forwarded to the state level committee for information.

## **ADMINISTRATION OF COMMUNITY POLICE RESOURCE CENTRES**

**The Community Affairs Division (CAD)** will be set up at the Punjab

Police Headquarters to design, develop, implement and monitor programmes in the area of community policing. The CAD will take decision on various reports and periodical returns which will be required to be received from the field units for better monitoring and implementation of the scheme. A Nodal Officer of the CAD in the rank of ADGP nominated by the State Government will be responsible for policy formulation, implementation, review and evaluation of the scheme. The Nodal Officer shall be assisted by the IGP/Headquarters who shall be redesignated IGP/Headquarters-cum-Community Affairs. An officer in the rank of DIG shall be posted in CAD and shall be designated DIG Community Affairs. The CAD shall function in consultation and conjunction with a State Level Steering Committee and District Committees.

The **State Level Steering Committee** will be the apex policy formulation and advisory body at the state level and shall function through a **State Level Co-ordination and Review Committee**.

The role of the committee shall be :-

- To lay down policy for conceptualising and institutionalising community policing initiatives in the state.
- To issue broad guidelines for the successful running of the CPRCs.
- To coordinate and conduct a periodical review of the working of these centres.

- To provide budgetary and financial support.

## **MEMBERS**

### **☀ Officials**

- Nodal Officer of the Community Affairs Division – Convener
- IGP (Headquarters) cum Community Affairs.
- IGP/Zones
- DIG (Ranges).
- Director – PPA, Phillaur
- Any other officer to be co-opted by the Nodal Officer.

### **☀ Non-officials**

- Three representatives of state level Non Governmental Organisations.
- Five professionals drawn from various fields.
- Dr. D.J. Singh, PPA Phillaur.
- Dr. Pramod Kumar, Director, Institute for Development and Communication, Chandigarh
- Prof. S.L. Sharma, Course Director, Institute for Correctional Administration, Chandigarh
- Mr. Shankar Sen, Former Director, National Police Academy, Hyderabad.

**Note :-** Officials from Health, Education, Social Welfare, Social Security and

Women and Child Development Departments may be asked to participate in these meetings as special invitees as and when required.

### **Term**

The term of the members shall be two-years extendable up to three years.

### **District Level Committee**

- ✿ The number of members of a District Level Committee should not exceed 25.
- ✿ District Senior Superintendent of Police – Convener
- ✿ Community Representative – Co-convener

### **MEMBERS**

#### ✿ **Official members**

- SP (Headquarters) cum Community Affairs.
- DSP (Headquarters) cum Community Affairs. (Convener)
- District Health Officer
- District Education Officer
- District Women and Child Welfare Officer
- Representative of state and district level NGOs\*
- Advocates\*
- Expert from the fields of Sociology and Psychology\*

\* As per requirement.

## ✿ **Non-official members**

- Heads of medical colleges or hospitals, principals of schools and colleges, senior academics, renowned poets, theatre and cultural personalities – 5
- Representatives of NGOs and community representatives – 3
- Commerce, industry, trade union, youth representatives – 5

**Note :-** At least four women shall be nominated as members.

## **Term**

The term of the members shall be two years extendable up to three years.

## **Functions**

- These committees shall issue guidelines for running the CPRC and shall also be responsible for coordinating their activities. All proposals for new proposed schemes shall be examined by the committee.
- The committee shall meet at least four times in a year.
- The decisions taken by the committee shall be sent to the state level co-ordination committee through CAD for information.

## **Administration of the CPRC at District Level**

- The SP (Headquarters) shall be responsible for the smooth running of the CPRC and will be redesignated SP/Headquar-



ters-cum-Community Affairs Officer.

- The DSP (Headquarters) shall be incharge of the CPRC and shall be redesignated DSP/Headquarters-cum-Community Affairs Officer.
- Two non- Gazetted officers of the police department will be engaged to provide CPRC services.
- Local NGO and volunteer support should be mobilised to implement various schemes from time to time.

#### **Administration of the CPRC at Sub Division Level**

- The DSP Sub-division shall be responsible for the smooth running of the CPRC and will be redesignated as DSP/Sub-Division-cum-Community Affairs Officer.
- One non- gazetted police officer will be engaged to provide CPRC services.
- Local NGO and volunteer support should be mobilised to implement various schemes from time to time.

#### **Administration of the CPRC at Police Station Level**

- The SHO of the Police Station shall be responsible for the smooth running of the CPRC and will be redesignated SHO/Police Station-cum-Community Affairs Officer.

- One non- gazetted police officer will be earmarked to provide CPRC services.
- Local NGO and volunteer support should be mobilised to implement various schemes from time to time.

## **BANNER AND LETTERHEADS**

- All the CPRCs in the state shall have uniform banners and letterheads

## **TRAINING AND MONITORING**

The Vera Institute of Justice shall provide training inputs to police functionaries and the Institute of Development and Communication, Chandigarh will be the local resource organization. The IDC shall in turn provide training to master trainers and help in the designing of training resource material. The IDC shall monitor the implementation and functioning of the scheme. It shall also provide training to the persons responsible for running the CPRCs and provide awareness to community representatives and facilitate community-police interface. The Director of PPA, Phillaur shall organise special courses to provide training to policemen selected to run these centres. Training and orientation shall be in three phases: -

### **Training of Trainers**

A special module shall be evolved so that specially trained persons

can further impart training to others. The SSPs will decide whether the SPs or DSPs are to undertake this module.

### **Capsule Courses at PPA**

The second level of training will be conducted at Phillaur in the form of three-day capsule courses. This will be done at the DSP-Inspector level and at the constable-non gazetted officer level.

### **Training Programme at CPRC**

Training Programme at the CPRC will again consist of capsule courses and the effort will be to get all persons to attend the courses at the CPRC to get acquainted with the concept of community policing.

**Sensitization** – could be carried out by making documentaries, posters, booklets etc. on the concept. Brochures, pamphlets on various aspects of the scheme should be printed. Public meetings with public may also be held for this purpose.

**Networking** – involving partnerships with the health department, schools, NGOs, voluntary organizations, academia will be done.

**Standardized telephone number for CPRC** – A uniform telephone number, throughout Punjab, would be made available to the CPRCs. Child Helpline and Women Helpline etc. would function under this number.

## INFRASTRUCTURE AND EQUIPMENT REQUIRED

The CPRCs should have a pleasant ambience and an air of informality and friendliness. It should not be officious and restrictive. The colour scheme should be soft and the place should be kept clean and aesthetically done up.

### ✱ One hall approximately 30' x 30' with parti tions:

Library – 30 ' x 10

Victim Relief Centre – 20' x 15'

Community Service-cum-Information Centre – 12' x 15'

Redressal Centre – 8' x 15'

### Layout of Community – Police Resource Centre

		10'	12'	8'		
30'	Library	Community Service -cum-Information Centre		Redressal Centre	15'	
		15	8"	15		
		<b>10</b>	<b>20</b>			

Above specifications are only suggestive and may be suitably amended or modified according to local conditions and specific requirements.

✿ **Requirements of each unit**

**(i) Children’s Library-cum-Reading Room**

Almirahs	Books
Chairs	Black Board/White
Tables	Boards
Desk	Soft Boards
Television	Chalk/Markers
V.C.R./V.C.D/D.V.D. player	Fans – Two

**(ii) Victim Relief Centre**

Patient beds	Fans
Chairs First aid kit	Soft board
Ambulance	Table
	Curtain

**(iii) Community Service-cum-Information Centre**

Desk
Chairs
Computer system
Telephone
Stationery
Fans
Soft Board

**(iv) Redressal room**

Table
Chairs
Fans
Soft Board

**SIGNBOARD PATTERN OF COMMUNITY POLICING  
RESOURCE CENTRE**



Note : All centres will have same design in the stationary and sign boards

