SERVICES OFFERED THROUGH THE E-SAATHI APPLICATION

- Character verification
- Employee verification
- Servant verification
- Tenant verification
- Share Your Problem
- Lost Article
- Police Assistance
- Cyber Helpline
- PCC for Abroad
- Citizen Verification Status
- Passport Verification Status
- Senior Citizen Registration
- Locked Home Registration
- Advisories
- Feedback and Suggestions

The e-Saathi app facilitates residents to share problems of gambling, eve-teasing, public drinking, anonymously without going to police station. The local beat officer attends such calls and ensures their prompt redressal.

e-FIR: This application facilitates citizens to lodge a FIR online in case of vehicle theft.

Integrated Complaint Management System (ICMS): This application empowers citizens to lodge their complaints digitally at the ease of their homes. This application has a feature "Speech to Text and Text to Speech" which provides a more user-friendly interface to the common citizens. The complaint lodged through this platform will be digitally investigated by the IO. Hence this application makes the whole process from registration of complaint to redressal, paperless.

⑤

E-SAATHI INTERFACE

E-Saathi

- Share your problem
- Cyber Helpline
- Advisory To Senior Citizens
- Feedback And Suggestions
- Character Certificate
- Tenant Verification
- Servant Verification
- Senior Citizen Registration
- PCC for Abroad
- Citizen Verification Status
- Senior Citizen Sticker
- Locked Home Registration

⑥
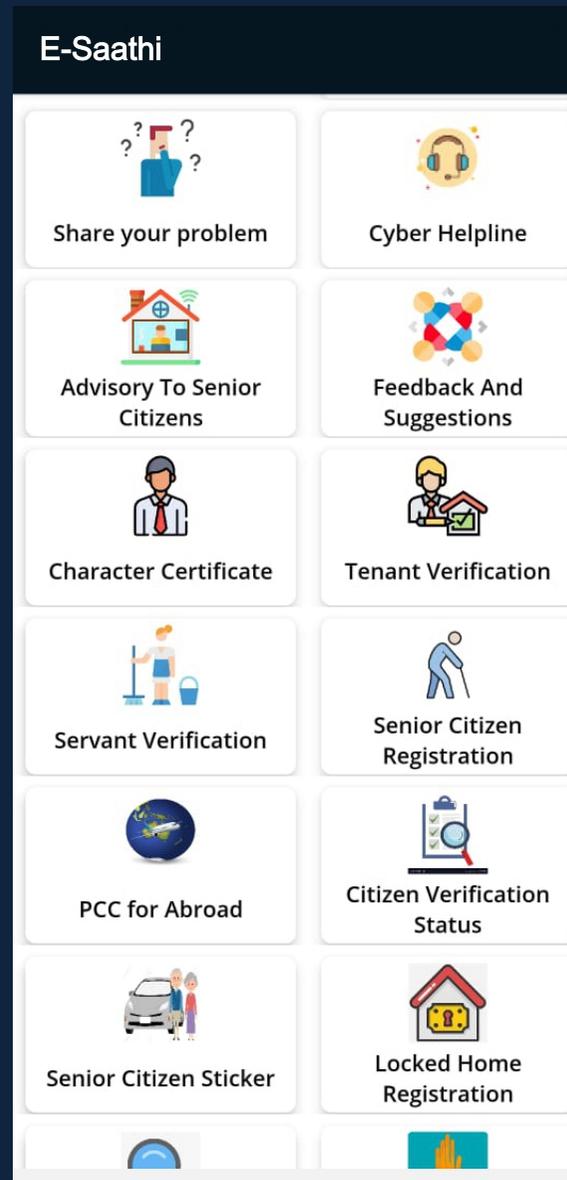
CHANDIGARH POLICE
CITIZEN SERVICES CENTRE(CSC): ONE STOP CENTRE FOR POLICE SERVICES

Citizen Services Centre: The Citizen Services Centre is established to provide police services at one desk to enhance the efficiency and effective policing at all levels and especially at the Police Station level. The CSC caters to collect all the data/information at a common platform. It provides a physical space to the citizens to avail police services and share their concerns with the police officers. The CSC will play a key role in improving image of the police and police-public relationship.

①

SERVICES AT CITIZEN SERVICES CENTRE

1. e-FIR for Vehicle Theft
2. Complaint Registration
3. Character Verification
4. Employee Verification
5. Tenant Verification
6. Servant Verification
7. Lost Article Report
8. Police Clearance Certificate
9. Senior Citizen Sticker
10. Locked Home Registration
11. Passport Verification
12. Status of Complainant/Case
13. Application for Horse Riding
14. Application for Shooting Range
15. Services Related to Foreigners :
    a. Issue of NOCs
    b. Registration of Foreigners
    c. Visa Extension
    d. Exit/Departure Permission
    e. Return/Re-entry Visa

②

POLICE SPACES AVAILABLE FOR PUBLIC

Horse Riding School/Club: Chandigarh Police has started Horse Riding School/Club at the Police Lines, Sector-26, Chandigarh. The Police wards or any civilian of age above 10 years with nominal charges can become a member of this club and seek coaching for horse riding .

Shooting Range: Chandigarh Police has a Shooting range which can be used by the civilians for training and practice after taking relevant permission and by paying nominal charges.

③

DELIVERY OF POLICE SERVICES AT DOORSTEP : E-INITIATIVES

Chandigarh Police launched e-Applications for citizens to avail various police services.

e-SAATHI: This is a mobile-based application meant for the use of the general public, developed with the motive of "Your Police at Your Doorstep". Through this application public can apply for various services, such as servant verification, character verification, passport verification, tenant verification, et cetera at a click of a button without visiting a police station. Once the service is requested, the beat staff visits the applicant and provides the service at the applicant's doorstep.

OBJECTIVES:

- Improving public outreach to the police;
- Making the public outreach to the police services easy and hassle-free; and,
- Providing the police services to the public at their doorstep.

FEATURES OF E-SAATHI APPLICATION

- Facility to talk to Local Beat Officer directly;
- Share all kinds of problems directly with the Local Police Station/ Booth;
- Request for various services without visiting the Police Station;
- Enrolling in various programs;
- Direct access to the Helplines which act as a time-saver; and,
- All calls are monitored via Cloud Telephone Exchange with 100% call recording.

④