

Community Policing Programme SAMAVESH



Chandigarh Police
2023

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Introduction

The present era has thrown up major challenges to policing. These have added new dimensions to the principles and scope of police accountability. With globalization and resultant technological advancement, the nature and scope of policing have also changed. With the introduction of new governance principles, it is appropriate to delineate the nature and scope of policing and the corresponding principles of accountability. Therefore, the police have to function in convergence with the cultural needs of the people without disturbing their cultural sensibilities.

Chandigarh police have moved from being a traditional force to modern police to some extent. However, the present need is to shift from unilateral to multilateral policing through a robust, well-designed and institutionalized mechanism that not only supports regular policing but also takes it forward towards more engaged policing.

Society has undergone dramatic changes, and public expectations from police have multiplied. At the same time, newer forms of crimes have surfaced. The policing system in Chandigarh also needs to be reformed in tune with the present-day scenario and upgraded to effectively deal with crime and criminals, uphold human rights, deliver police services, organize various community policing programmes and ultimately safeguard the legitimate interests of all the citizens.

The unique initiative of Chandigarh Police, **Samavesh**, literally means inclusion. It is to institutionalize and provide sustainability to the previously run ad-hoc community policing schemes to enhance the community's involvement in regular policing activities. Community Policing Programme "**Samavesh**" - **Policing along with the Community** is meant to reduce the trust deficit, dignity deficit and spatial disconnect among the citizens towards the police.

SAMAVESH KENDRAS

SAMAVESH KENDRAS are an autonomous registered societies under the Societies Registration Act 1860, collectively managed by representatives of the community and police functionaries. These centres provide citizens with dignified access to police-related services and a forum to implement community-oriented programmes. Samavesh Kendras provide space for police-community partnership in crime prevention, grievance redress, victim assistance and information related to law, rules and procedures, civic rights and duties. It is an institutionalized effort to integrate community policing with the existing policing system. These centres have a built-in coordination mechanism with civil, judicial and non-government organizations. It is a three-tier system of policing in partnership with the community, managed through public committees with civil society representatives, specialists, NGOs, police functionaries and the civil administration.

Objectives

These SAMAVESH KENDRAS provide continuity and sustainability to the ad-hoc initiatives of community policing by ensuring greater community participation in police work. Another significant objective is to provide all non-crime-related police services under one roof. Specific objectives to set up the SAMAVESH KENDRAS are to:

- Reduce **spatial disconnect** faced by citizens in police stations and other police offices;
- Provide easy and dignified access to the citizens to **police services** such as – service verification, tenant verification, passport verification, permissions for procession, use of loud-speaker, congregation, services for NRIs and foreigners, services to the victims of crime, legal assistance to vulnerable section etc.;
- Provide amicable resolution to various **disputes**;
- To **disseminate information and generate awareness** amongst citizens about police and their legal rights;
- **Integrate community policing** with the existing policing system;
- **Engage the community** in police functioning and provide a platform to address the concerns of all citizens and different sections of the community to improve the police-community relationship;
- **Institutionalize Community Policing** at each level of police administrative structure.

SAMAVESH KENDRAS have a convergence of community policing with:

- **Community:**
 - a. It provides citizens dignified access to police-related services and a forum to implement community-oriented programmes.
 - b. These are autonomous registered societies collectively managed by community representatives and police functionaries.
 - c. It provides space for police-community partnership from decision-making to implementation through the formation of public committees.
 - d. It provides space for police-community partnership in crime prevention, grievance redress, victim assistance and information related to law, rules and procedures, civic rights and duties.
- **Regular Policing:**
 - a. It is an institutionalized effort to integrate community policing with the existing policing system.
- **Civil Administration:**
 - a. It has a built-in coordination mechanism with civil, judicial and non-government organizations.
- **Information and Technology:**
 - a. It is a citizen-centric police governance model using web-based information and technology platforms.
 - b. Mobile app-based delivery of various services.
 - c. Single-window delivery of various services through Samavesh Kendra.

UNIQUENESS OF SAMAVESH KENDRAS

- Being meticulously designed, these centres are not to be “individually” reshaped or restructured.
- It has ‘backbone activities’ leading to standardization but has a provision to initiate activities in response to local requirements.
- The majority of the members of community policing are ex-officio, which reduces the scope of political interference.
- Efficient and dignified delivery of services
 - Easy approach, no sentry/policemen controlling access to the centres
 - Front end of Police station/other offices
 - Clean and neat setup
 - Air-conditioned environment
 - Facility of toilet/recreation
 - Well-trained policemen/women in civvies

SAMAVESH KENDRAS are established at different locations in Chandigarh and has a distinct identity, its own brand, code of administration, standard design and spatial features.

STRUCTURE OF SAMAVESH PROGRAMME

UT POLICE HEADQUARTER	UT Level Apex Steering and Review Committee Executive Committee
	Community Policing Division (CPD) Units of CPD <ul style="list-style-type: none"> • NRI& Foreigner affairs • Women and Children Protection and Welfare • Monitoring and Coordination • Grievance Redressal and Dispute Resolution
Police Stations (16)	Police Station Level SAMAVESH Committee
	Police Station Level Samavesh Kendra <ol style="list-style-type: none"> 1. Citizen Services 2. Grievances and Complaint Registration 3. Minor Disputes Resolution 4. Information and Awareness – For crime prevention 5. Legal Aid and Victim Relief

Police Beat	<p>Samavesh Outreach Kendras</p> <p>Services:</p> <ul style="list-style-type: none"> • Complaint registration • Character Verification • Employee Verification • Tenant Verification • Servant Verification <p>Outreach Activities:</p> <ul style="list-style-type: none"> • Organizing Residential Welfare Association Meetings • Organizing Market Welfare Association Meetings • Sector-wise Safety and Security Plan • Awareness Complain
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COVERAGE

Samavesh Kendras are established at 16 police stations in Chandigarh, and Samavesh Outreach Kendras are working in all police beats from Police Beat Boxes.

FUNCTIONS AND ACTIVITIES PERFORMED BY SAMAVESH KENDRAS

These SAMAVESH KENDRAS have a distinct space for equitable and efficient access to police services and interactive forums for dispute resolution and crime detection.

1. Single Window Delivery of Citizen Services

- These centres provide services that include delivery of copies of FIRs and untraced reports, no-objection certificates for armed licences, verification of tenants, registration of servants, and safety and security services. Moreover, citizens can apply for permission for religious and political processions at these kendras. There is a timeline to deliver notified services, and in case of non-delivery and unjustified rejection, there are appellate authorities; DySP Division is a First Appellate Authority, and SSP City is a Second Appellate Authority.

2. Grievances and Complaints Registration

- These centres have a facility for lodging complaints against the working of the police personnel and transparent disposal of complaints so lodged.
- These centres are authorized to register complaints from the public. A complaint can be registered in any centre, irrespective of the jurisdiction.
- Complainants are given a unique ID as an acknowledgement receipt.
- Action taken is immediately reported to the complainant by the designated officer.

3. Conflicts and Disputes Resolution

- These centres are equipped with specialized counsellors and experts from diverse spheres of human activities for amicable resolution of disputes.

4. Information and Awareness – For crime prevention

- The primary function of SAMAVESH KENDRAS is to generate awareness among the community regarding the rights and responsibilities of the common citizen.
- To encourage the public to adopt neighbourhood policing for crime prevention through participation in preparing the **Sector Safety and Security Plan**. **SAMAVESH KENDRAS** engage citizens in formulating policies, their implementation and feedback in building a safe environment.

5. Legal Aid and Victim Relief

- A victim relief centre in the SAMAVESH KENDRAS includes a first-aid facility and free legal aid for people experiencing poverty.
- These centres provide counselling services to resolve disputes relating to domestic violence, dowry and various other crimes against women. It also has a police on-call facility for women in distress due to domestic violence, social atrocities, other violations and criminal offences.

FUNCTIONS AND ACTIVITIES PERFORMED BY SAMAVESH OUTREACH KENDRAS

Services:

- Complaint Registration
- Character Verification
- Employee Verification
- Tenant Verification
- Servant Verification

Outreach Activities:

- Organizing Residential Welfare Association Meetings
- Organizing Market Welfare Association Meetings
- Sector-wise Safety and Security Plan
- Awareness Complain

ADMINISTRATION OF SAMAVESH

The SAMAVESH KENDRAS is a **three-tier body**. There is a **Community Policing Division** at the police headquarters, **Samavesh Kendras** at the Police Station Level and **Samavesh Outreach Kendras** at the Police Beat Level. The Community Policing Division (CPD) and **Apex Steering and Review Committee** at the headquarters level will provide policy guidelines support for capacity building and strengthens systems of planning, management, participatory and integrity mechanism. There is an **Executive Committee** to oversee decisions and policy

implementation and monitor the programme on behalf of the **Apex Steering and Review Committee**. DySP sub-division monitors the functioning of Police Station level SAMAVESH KENDRAS. **Executive Committee** ensures the SAMAVESH KENDRAS's networking with other government departments and administrative structures. **Executive Committee** streamlines the training of personnel working in the SAMAVESH KENDRAS. **Police Station level SAMAVESH KENDRAS** have their own **Police Station Level SAMAVESH Committees** and functions under the supervision of the Station House Officer.

Administration of the SAMAVESH KENDRAS at the Police Station Level

- SHO Police Station is responsible for the smooth running of the **SAMAVESH KENDRAS**.
- One Sub-Inspector rank officer of the police department is engaged at each **SAMAVESH KENDRAS** to provide services **and remains available for 12 hours at the centre**.
- **In-charge Samavesh Kendra works in consultation with the Police Station Level SAMAVESH Committee.**
- Local NGOs and volunteer support are mobilized to implement various schemes from time to time.

Administration of the SAMAVESH OUTREACH KENDRAS at the Police Beat Level

- One Assistant Sub-Inspector rank officer of the police department is engaged at each **SAMAVESH OUTREACH KENDRAS (SOK)** to provide services **and remains available for 12 hours at the (SOK)**.
- **In-charge Samavesh Outreach Kendra works under the supervision of the in-charge Samavesh Kendra.**

STANDARDIZATION: STANDARD STRUCTURE, BANNER, LETTERHEADS AND TELEPHONE

All the **SAMAVESH KENDRAS** in the UT have uniform logos and letterheads.

Standardized telephone number for Samavesh Kendra- A uniform telephone number throughout UT has been made available to **SAMAVESH KENDRAS**, Child Helpline, and Women Helpline function under this number.

ADMINISTRATIVE CODES FOR RUNNING SAMAVESH KENDRAS

- Staff in Civil Uniform;
- Uniform design and spatial features of SAMAVESH Centres;
- Basic amenities like drinking water, male-female toilets;
- Air-conditioned environment;
- No armed sentry;
- Free & dignified access;

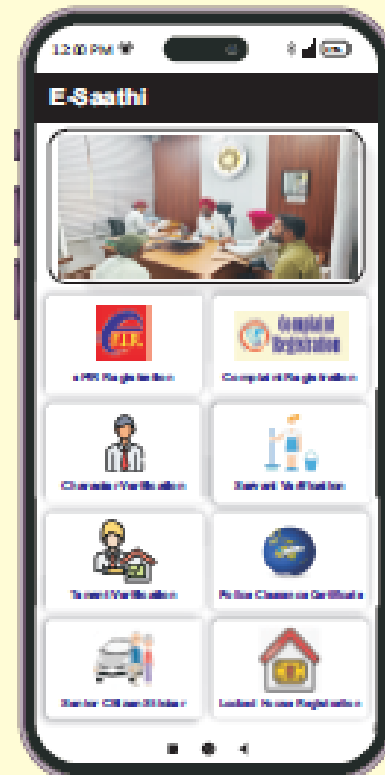
- Recreational facilities;
- Informatory signage (Services, Fee and Timeline);
- Adequate infrastructure;
- Dedicated Staff- appointed after competence test;
- Staff placement for other jobs with prior permission of the CPD;
- Transparent financial management with an annual audit under the Societies Act;
- To identify locally relevant social issues and solutions;
- Community-oriented schemes and
- Resource base for general information, rules, procedures and awareness campaigns.

LOCATIONS OF THE SAMAVESH KENDRAS AND ADMINISTRATIVE UNITS

UT Police Headquarter	Police Station (16)
Community Policing Division [CPD]	Samavesh Kendra PS 11
	Samavesh Kendra PS 3
	Samavesh Kendra PS 17
	Samavesh Kendra PS Sarangpur
	Samavesh Kendra PS 26
	Samavesh Kendra PS 19
	Samavesh KendraPS Industrial Area
	Samavesh KendraPS Mani Majra
	Samavesh KendraPS IT Park
	Samavesh KendraPS Mauli Jagran
	Samavesh KendraPS Maloya
	Samavesh KendraPS 39
	Samavesh KendraPS 36
	Samavesh KendraPS 34
	Samavesh KendraPS 31
	Samavesh KendraPS 49

Samavesh Kendras integrated with E-Saathi app Services at your doorsteps

- eFIR registration
- Complaint registration
- Character Verification
- Employee Verification
- Tenant Verification
- Servant Verification
- Lost Article report
- Locked House Registration
- Passport Verification
- Know the Status of Complaints/Case
- Application for Horse Riding School
- Application for Shooting Range
- Police Clearance Certificate
- Senior Citizen Sticker



The e-Saathi app facilitates residents to share problems & access services without going to police station. The local beat officer attends such call and ensures their prompt redressal.

General Helplines 📞

- E-Saathi- 6283289563, 6283289538, 6283289560
- Emergency No.: 112
- Women & Child Helpline: 1091
- Traffic Helpline: 1073
- Cyber Crime: 1930



SAMAVESH

Community Policing Project



Samavesh Kendras: Established in all Police Stations of Chandigarh:

- To make Police Administration people-friendly and responsive.
- To ensure greater community participation in police work.
- To implement community-oriented schemes in partnership with NGOs and other Government Departments.
- To provide citizen-friendly and dignified access to delivery of non-crime related police services to the citizens.



