Community Policing Programme (Saanjh): Punjab

PROTECTION | PARTNERSHIP | PEACE

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Peace, Conflict Resolution & Policing | Education | Governance Studies | Gender Studies | Development Studies

DISTRICT, SUB-DIVISION AND POLICE STATION SAANJH KENDRAS

1. District SAANJH Kendra

2. Sub-division SAANJH Kendra

3. Police Station SAANJH Kendra

COMMUNITY POLICING PROGRAMME (SAANJH): PUNJAB

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PROTECTION PARTNERSHIP **PEACE**

COMMUNITY POLICING PROGAMME (SAANJH) : PUNJAB

SAANJH is a five-tier body at the head of which is the Community Affairs Division and the State Level Steering Committee that provides policy guidelines, support for capacity building and strengthens systems of planning, management, participatory and integrity mechanism. At the district level, District SAANJH Kendras [Community Police Resource Centres (CPRCs)] and the district level Saanjh Committees are established to ensure the networking of the CPRCs with other government departments and administrative structures. It also streamlines the training of personnel at the district level and coordinates with the fourth and the fifth tier, i.e. Sub-Division SAANJH Kendras [Community Police Suvidha Centres (CPSCs)] and Police Station SAANJH Kendras [Police Station Outreach Centres (PSOCs)] at the Police Station level.

- The Community Police Centres- SAANJH Kendras (CPRCs, CPSCs and PSOCs) are autonomous registered societies functioning in partnership with representatives of the police, the administration and civil society. The main features of SAANJH Kendras are:

  o Collectively managed by the community and the police (including government officials from departments, such as, Health, Education, Welfare and representatives from NGOs, academics, local bodies, etc.);

  o Community-police collaboration from decision-making to implementation; and,

  o A pool of police and community resources.

- These centres, i.e. at the district, sub-division and police station level, are nodal places for police-community extension services.

> ### Institutionalisation of Community Policing
> - Government notification.
> - Creation of NGOs: Registration under Societies Act.
> - Police-Community Ownership.
> - Nodal Centre for Police-Community Schemes and Activities.
> - Standardised (backbone services) Service Delivery.

Community Police Centres and Units

District SAANJH Kendras
1) Grievance Redressal Unit
2) Community Services cum Information Unit
   (i) NRIs & Foreign Counter
   (ii) Crime Prevention Counter
   (iii) Verification and Permission Counter
   (iv) RTI Counter
   (v) Traffic Management and Information Counter
3) Legal Aid and Victim Relief Unit
4) Sensitisation and Dispute Resolution Unit
   (a) Gender Dispute Resolution
   (b) Economic Dispute Resolution
   (c) Social and Political Conflict Resolution

Sub-Division SAANJH Kendras
1) Community Services cum Information Unit
2) NRIs & Foreign Counter
3) Gender Dispute Resolution Unit

Police Station SAANJH Kendras
1) Community Services cum Information Unit
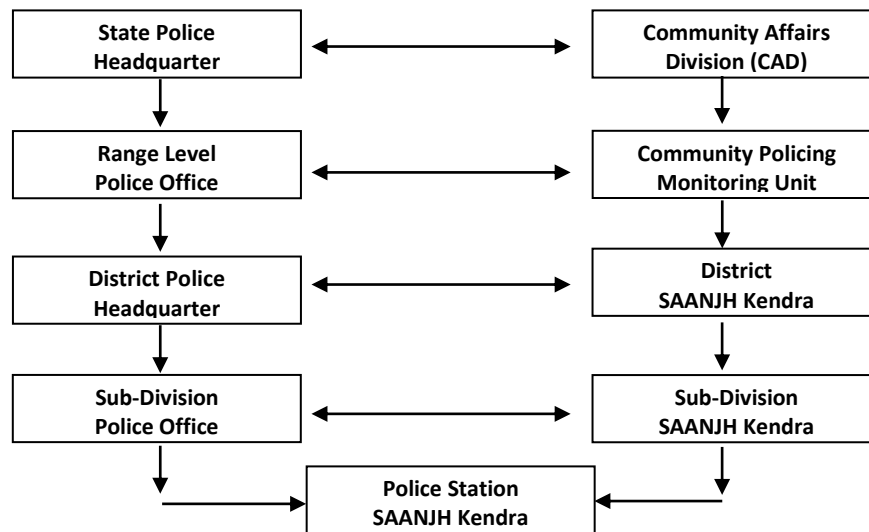2) Gender Dispute and Social Conflict Resolution Unit

- Easy and dignified access of the public to police services
- Improves community-police relations
- Transparency in service and dealings
- Forum to address the rights of all citizens and sections of the community
- Builds confidence of the people in crime management and grievance redressal

INSTITUTIONAL STRUCTURE OF SAANJH PROGRAMME

Different administrative levels of Police Department Vis a Vis SAANJH

Police Organisation Structure and Community Centres

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State Police              ◄──────────►   Community Affairs
Headquarter                              Division (CAD)
     │                                        │
     ▼                                        ▼
Range Level               ◄──────────►   Community Policing
Police Office                            Monitoring Unit
     │                                        │
     ▼                                        ▼
District Police           ◄──────────►   District
Headquarter                              SAANJH Kendra
     │                                        │
     ▼                                        ▼
Sub-Division              ◄──────────►   Sub-Division
Police Office                            SAANJH Kendra
     │                                        │
     └──────►   Police Station   ◄───────────┘
               SAANJH Kendra
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Salient Features

This Community Programme SAANJH has the following salient features which make it unique:

- This programme is well institutionalised and mandatory given its statutory provision in The Punjab Police Act, 2007; immunised from adhocism.
- Being meticulously designed, these centres cannot be "individually" reshaped or restructured.
- It has 'backbone activities' leading to standardisation, but has a provision to initiate activities in response to the local requirements.
- Participation of the community has been made integral at all levels from Committees to Advisory Boards at each level of its administrative unit.
- These centres are registered under the Societies Act and the police and public representatives are the members of this society.
- Majority of the members of community policing are ex-officio, reduces scope of political interference.

Community Policing Programme "SAANJH": The Concept

Convergence with Policing

- An institutionalised effort to integrate community policing with the existing policing system.
- At the State level, a Community Affairs Division (CAD) has been set up. At the district level, District SAANJH Kendras, at the Sub-divisional level Sub-Division SAANJH Kendras and at the thana/police station level. Police Station SAANJH Kendras have been set-up

Convergence with Community and Civil Administration

- Saanjh is a five-tier system of policing in partnership with the community, managed through committees having representatives of the civil society, specialists, NGOs, police functionaries and the civil administration.

- 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.

- It has a built-in **mechanism of coordination** with civil, judicial and non-government organisations

- All these tiers have forward and backward linkages. The State Level Steering Committee provides policy guidelines, support for capacity building and strengthens the system of co-ordination. All other tiers provide backbone services and evolve their own local level and need-based schemes.

- Each SAANJH Kendra is an **autonomous registered society** collectively managed by representatives of the community and police functionaries. It provides citizens **dignified access** to police related services and a forum to implement community oriented programmes.

- Community policing implements selected activities which are designated as 'backbone activities' along with the local specific activities as per the needs of the area. Backbone activities help standardise the service to be provided in the entire State, whereas initiation of area specific activities ensures autonomy and thereby makes community policing vibrant and responsive to the cultural needs of the local population.

- To maintain a focus of local specific initiatives, it would be worthwhile if the target group for each of the activities and initiatives, the aim of this activity and also the content to ascertain objectives and activity management are identified.

Convergence with Information and Technology

(1) "PPSaanjh" - The following Apps are subset of 'PPSaanh' and citizen only have to download 'PPSaanjh' from google play store to avail these services.

(a) **Untrace report 'App'** - All untrace reports relating to general theft cases are to be provided to the victims or complainants within 60 days of registration of FIR's. Similarly untrace reports relating to the thefts of vehicles are to be provided within 45 days of registration of FIR's. The applicant can get these untrace reports by downloading this App.

(b) **Verification 'App'** - Number of services like 'Service verification', 'Character Verification', 'Military Verification', etc can be availed through this App.

(c) **No objection certificate 'App'** - Common people and organizations require 'No Objection Certificates' (NOC's) for holding various functions, fairs, exhibitions etc. A Citizen can avail these services through this App.

(d) **Police Clearance Certificate 'App'** - For getting Police Clearance Certificates for procuring visas and for other purposes related to the immigration, citizen can use this App.

(e) **Lost articles/equipment/documents registration 'App'** - A citizen can register missing report about lost article, equipment, document, etc by using this App. A digitally signed report will be received by applicant automatically.

(f) **Complaint registration 'App'** - More often than not, the citizens especially women hesitate to visit Saanjh Kendra or a Police Station for registration of complaints. Now a citizen can lodge his complaint online through this App'.

(g) **Know my complaint 'App'** - Through this App a citizen can check status of his complaint online

(h) **Police verification 'App'** - After re-engineering of Passport Verification process, a Mobile phone App has been developed by the 'Saanjh' for passport verification. At the time of verification, the passport verification officer clicks photo of applicant and captures identity proof of the applicant electronically. The details of addresses of witnesses and applicant are also recorded in the electronic Tab. The geo locations of these addressees through GPS are also filled and these details are uploaded on centralized server.

(i) **Passport verification Status 'App'** - By using this App a citizen can check status of his passport verification.

(2) **Know your police 'App' -** This '**App**' will help people in distress situations like accidents, crime, etc. and will enable common people to ascertain certain details of Police Stations like its location, telephone numbers of SHO's, DSP's, SSP's including senior officers in office of DGP, Punjab. Individual will have to download this '**App**' from 'Google play store'. Individuals can also access following information through this '**App**':-

i) Telephone numbers of any Police Station, SHO, DSP, SSP, DCP/CP in Punjab and senior police officers at Police Headquarter.

ii) Location and Map of the area of police station and approximate distance of location of individual from Police Station. It also gives details of location of individual at a particular point of time.

iii) It can be used for dissemination of information or advisories by Police to persons who have downloaded this '**App**'.

iv) It also provides contact details of all Police Stations, Sub Divisions including e-mail ID's and google maps of all police stations.

(3) **Women safety App 'SHAKTI'** - For the safety and security of women, a women safety mobile App namely 'SHAKTI' has been developed by the 'Saanjh' wing of Punjab Police. The main features of this App are as follows:-

- User can download this 'App' from the Google play store. It can be downloaded on **Android**.
- User can register this 'App' after filling necessary details.
- User can feed contact numbers of her relatives or guardians in SOS help to generate SMS alert at the time of crises.
- By pressing 'HELP' button on her mobile phone, she can send alerts to her relatives, District Control Room concerned SHO, DSP of Subdivision and other police officers.
- User can take pictures of the unsafe places and can send these pictures to Police control room. These geo tagged pictures alongwith metadata will be received in Police Control Room and Police can further analyse this information and take necessary remedial steps like enhanced patrolling, getting street lights installed in the area, etc. This will help in prevention of crime in area.
- User with the help of this 'App' can access information like contact numbers of SHO of nearest Police Station, concerned DSP of Subdivision etc. In addition to these details, she can also get her location on google map and distance of this location from nearest police station.

What community policing is not?

- Community policing is not merely a single window service. In other words, it is not policing for the people.
- It is also not to use community merely as an additional force, for instance, managing traffic or act as informers etc.
- Community policing is also not a project or a problem solving technique.
- Community policing is not an oversight and separate from regular policing and also not supportive mechanism of existing policing.
- Community policing is not a co-option strategy of members of community by recruiting them as volunteers.
- Community policing is not an ad-hoc basket of schemes. It reflects individual biases and their limitations.

Community policing is:

- Integral to policing.
- An institutionalised integrative approach responsive to diversity of gender, caste, class and religions.
- A partnership between police, members of community and other stakeholders for crime prevention, safety and security and delivery of justice. The partnership is neither a strategy of tactics, but an approach to policing. In other words, community policing is to do policing along with the community. It is a collaborative interactive relationship between the community and the police.
- An empowerment for both the police and the community for crime prevention and delivery of justice.

S.No	Name of the Service	Recommended time limit (in days)
1.	Renewal of Arms Licence	15 days
2.	Renewal in case of licensee has shifted his residence from the license issuing district to another district	30 days
3.	Renewal of Arms license in the case where an adverse report is received from the Police and an opportunity of being heard has to be given to the Licensee before taking any action as provided under Arms Act.	Additional 60 days
4.	Renewal of arms license (in the case where the applicant applies for renewal after due date)	40 days
5.	Addition of weapon (if the license issuing district is the same where service has been sought)	15 days
6.	Deletion of weapon (if the license issuing district is the same where service has been sought)	7 days
7.	Entry of weapon on arms license	7 days
8.	Extension of purchase period of weapon (within permissible time period and if the license issuing district is the same where service has been sought	15 days
9.	Registration of foreigners (Arrival / departure)	Immediate
10.	Extension of residential permit of Foreigners	5 days
11.	Copy of FIR or DDR	Immediate/ Online
12.	NOC for use of loud speakers (applicable only in case of SDM obtains NOC from the concerned SHO before granting permission)	10 days
13.	NOC for fairs/ melas/ exhibitions / sports events, etc	10 days
14.	Stranger verification (after receiving the verification from other District/State of which the stranger is residing)	05 days
15.	Tenant / servant verification (if resident of local area)	10 days
16.	Tenant / servant verification (if resident of other district / state and after receiving the verification from other district/ state)	05 days
17.	Other verification related services	30 days
18.	Copy of untrace report in road accident cases (from Registration of FIR)	45 days
19.	Copy of untrace report in cases pertaining to stolen vehicles (from registration of FIR)	45 days
20.	Copy of untrace report in theft cases (from registration of FIR)	60 days
21.	NOC for pre-owned vehicle	05 days
22.	Police record checking (for newly appointed persons in government and semi government department etc.	10 days
23.	Police clearance certificate (for private employment, etc)	10 days
24.	NOC for issuance / renewal of License of Arms Dealers	30 days
25.	Issuance of NOC for setting up of Cinema Hall	30 days
26.	Police record checking for passport applicants	21 days
27.	Verification for fresh arms license	45 days
28.	Acknowledgment of complaint	same day
29.	Status of complaint	30 days
30.	MRG enquiry in case of loss of passport abroad	21 days
31.	Other services related with passport (Report for loss of passport, nativity certificate)	21 days
32.	Counter signing of document	7 days
33.	Issuance of new arms license	45 days
34.	Issuance of Duplicate Arms License	10 days
35.	NOC for sale of weapon	10 days
36.	Application for extension of Jurisdiction (Punjab)	20 days
37.	Cancellation of Arms License on the request of the licensee	15 days
38.	Change of Address in Arms License	30 days
39.	Appointment of Retainer of weapon	15 days
40.	Addition of retainer in Arms license	30 days
41.	Deletion of retainer in Arms License	05 days
42.	Change of bore	10 days
43.	Permission for deposit of weapon in death case	07 days
44.	Permission of sale / transfer of weapon in death case	20 days
45.	Permission of addition of cartridges	20 days

* Earlier notified under RTS Act 2011, Now yet to be notified under Punjab Transparency and Accountability Act 2018.