



STAKE YOUR CLAIM – AVAIL SERVICES AT SAANJH KENDRAS

### THREE TIERS SAANJH SERVICE DELIVERY

1. District SAANJH Kendra



2. Sub-division SAANJH Kendra



3. Police Station SAANJH Kendra

Community-police partnership to citizen-oriented safety and security

**SAANJH**  
COMMUNITY POLICING IN PUNJAB



## **FUNCTIONS OF SAANJH KENDRA**

### **District, Sub-Division and Police Station**

**District level :**

**District SAANJH Kendra**

- Grievance Redressal Unit
- Police Services-cum-Information unit
  - NRI & Foreign counter
  - Crime Prevention Counter
  - Verification and Permission Counter
  - RTI counter
  - Traffic Management and Information Counter
- Legal aid and victim relief unit
- Sensitisation and dispute resolution unit
  - Gender Dispute Resolution
  - Economic Dispute Resolution
  - Social and Political Conflict Resolution

**Sub division level :**

**Sub-division SAANJH Kendra**

- Police Services-cum-Information Unit
- NRI's Foreign Counter
- Gender Dispute Resolution Unit

**Police Station Level :**

**Police Station SAANJH Kendra**

- Police Services-cum-Information Unit
- Gender Dispute and Social Conflict Resolution Unit

## Police Services at SAANJH Kendras

| 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/<br>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.



# SAANJH KENDRAS:

CITIZEN-POLICE COMMITTEES

## Members of the District SAANJH Committee

### Official Members (7)

- SSP/ Commissioner of Police will be the Chairperson of this Committee;
- SP/DSP\* Community Policing (Nodal Officer) will function as District Community Policing Officer (DCPO) and will function as the **Convener** of this committee;
- In-charge District SAANJH Kendra (CPRC);
- District Health Officer/ Civil Surgeon;
- District Education Officer;
- District Program Officer (Department of Social Security and Development of Women and Child);
- District Welfare Officer (Department of Welfare of BC and SC); and,
- District Red Cross Officer.

### Non-Official Members (12)

- Social workers (state or national awardees);
- Academicians;
- Principals of Colleges;
- Lawyers;
- Human Rights Activists;
- Disaster Management Professionals; and,
- Cyber or Web experts and Media Persons
- (At least 4 members shall be women)

#### Tenure:

- Non-official members shall be selected for tenure of at least 2 years.

Tenure of a member with efficient and active participation may be prolonged with the consensus among non-official members and approval of the Chairperson of the Committee.

## Members of Sub-Division SAANJH Committee

### Official Members (6)

- DSP (Sub-Division) (Convener cum Chairperson);
- In-charge Sub-Division SAANJH Kendra;
- Sub-Divisional Magistrate (SDM)
- Senior Medical Officer (SMO);
- Child Development Project Officer (CDPO); and,
- Block Development and Panchayat Officer (BDPO).

### Non-Official Members (12)

- Social Workers
- Heads of Colleges/Schools
- Lawyers
- Community Representatives
- President of Business Associations
- Youth Clubs Members
- Nehru Yuva Kendra Sangathan (NYKS) Members
- (At least 4 members shall be women)

#### Tenure:

- Non-official members shall be selected for the tenure of at least 2 years.

Tenure of a member with efficient and active participation may be prolonged with the consensus among non-official members and approval of DSP/ACP.

## Members of the Police Station SAANJH Committee

### Official Members (5)

- SHO Police Station (Chairperson cum Convener);
- In-charge Police Station SAANJH Kendra;
- Medical Officer of Community Health Centre;
- Circle Supervisor (Aanganwadi); and,
- Head of College/School.

### Non-Official Members (10)

- Social Workers
- Lawyers
- Community Representatives
- President of Business Associations
- Youth Clubs' Members
- Nehru Yuva Kendra Sangathan (NYKS) Members
- (At least 3 members shall be women)

#### Tenure:

- Non-official members shall be selected for the tenure of at least 2 years.

Tenure of a member with efficient and active participation may be prolonged with the consensus among non-official members and approval of SHO Police Station.



ADGP Community Policing & IGP Community Policing  
Community Policing Wing, Punjab Police Complex  
Phase 7 Mohali, 0172-2220050

Saanjh Control Room : 0161-4640900  
Punjab Police Help Line: 181  
Emergency Response Number: 112