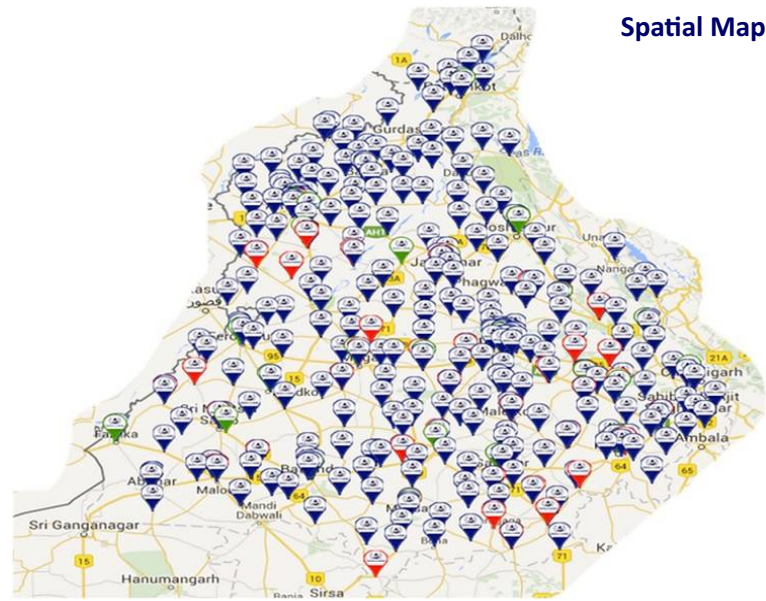




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Citizens in Partnership with Police

Spatial Mapping of 'SAANJH' Kendras



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- **FORUM FOR DIGNIFIED COMMUNITY POLICE INTERFACE**
- **FORUM TO ENSURE CITIZENS SECURITY AND SAFETY**
- **FORUM FOR REDRESSAL OF GRIEVANCES**
- **FORUM FOR DISPUTE RESOLUTION AND VICTIM RELIEF**
- **FORUM FOR POLICE-CITIZEN PARTNERSHIP**

FORUM FOR DIGNIFIED COMMUNITY POLICE INTERFACE

COMMUNITY POLICE CENTERS (CPCs)

The CPC is a five-tier body at the head of which is the Community Affairs Division and the state level coordination and review committee that provides policy guidelines, support for capacity building and strengthens systems of planning, management, participatory and integrity mechanism. At the district level Community Police Resource Centres (CPRCs) / District Saanjh Kendra and the district level committees 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 fifth and the sixth tier i.e. sub-divisional Community Police Suvidha Centres (CPSCs) / Sub-Division Saanjh Kendra and Police Stations Outreach Centres (PSOCs) / Police Station Saanjh Kendra at the police station level.

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FORUM TO ENSURE CITIZENS SECURITY AND SAFETY

- A place where community can express its concern about safety and security suggest various measures to address those concerns.
- A place for community-oriented schemes like combating domestic violence and assistance to the elderly and vulnerable sections of society.
- A place for the Meetings of Resident Welfare Associations, Traffic Regulation, Economic and gender dispute resolution Committees

FORUM FOR REDRESSAL OF GRIEVANCES

- In-charge SAANJH Kendra available at the centre for all working hours to improve the accessibility of the police to the people.
- Acknowledgement receipt for every complaints submitted by the complainant.
- Sure and time bound action and status update.

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FORUM FOR DISPUTE RESOLUTION AND VICTIM RELIEF

- Counselling for resolution of domestic violence, marriage disputes, economic offences
- To provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations
- Conciliation in property disputes like tenant landlord
- Conflict resolution cells to resolve caste or communal conflicts potential or emerged with the help of arbitration between the conflicting parties.
- The Victim Relief Centre to focus on the victims, their rights, needs and expectations.

- Particular efforts to improve the police response to the victims of sexual and violent crime.
- Victim Help lines and Women Help lines
- Networking with societies, NGO's and voluntary agencies help and relief of victim.
- Specially trained volunteers to 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 the law enforcement agencies, and to receive respect, recognition and support.

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FORUM FOR POLICE-CITIZEN PARTNERSHIP

- Community participation is central to Saanjh programme hence mandatory public committee at each administrative level.

SERVICES PROVIDED AT 'SAANJH'

1. Renewal of Arms Licence
2. Renewal where licensee has shifted his residence
3. Renewal where adverse report is received
4. Renewal of arms Licence (Apply after due date)
5. Addition/Deletion of weapon
6. Entry of weapon on arms license
7. Extension of purchase period of weapon
8. Registration of Foreigner (Arrival/Departure)
9. Extension of residential permit of foreigners
10. Copy of FIR or DDR
11. NOC for use of loud speakers
12. NOC for fair/melas/exhibition/sports events
13. Stranger verification
14. Tenant/servant verification (local area)
15. Tenant/servant verification (other district/State)

16. Other verification related service
17. Copy of untraced report in road accident cases
18. Copy of untraced report in case stolen vehicle
19. Copy of untraced report in theft cases
20. NOC for pre-owned vehicles
21. Service verification (Resident of Punjab)
22. Character verification
23. NOC issuance/renewal of Arms License dealer
24. NOC for setting up of Cinema hall
25. Passport verification
26. Verification for fresh Arms license
27. Acknowledgment of complaint
28. Information of action taken on complaint
29. MRG enquiry in case of loss of passport abroad
30. Other services related with passport

31. Counter sign of document
32. Issuance of new arms licence
33. Issuance of duplicate Arms license
34. NOC for sale of weapons
35. Application for extension of jurisdiction (Pb)
36. Cancellation of Arms license on the request
37. Change of address in Arms license
38. Appointment of retainer of weapon
39. Addition/Deletion of retainer in arms license
40. Change of weapon bore
41. Permission for deposit weapon in case of death
42. Permission sale/transfer weapon in death case
43. Permission of addition of cartridge

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BENEFITS OF 'SAANJH'

- Modernised police infrastructure up to police station level which includes improvement in over all working environment; improved morale of police force and better police image
- Use of technology brought more objectivity in evaluating police response & it also facilitated close monitoring by senior authorities
- Issues of foreigners and NRIs relating to various facets of police working are handled in an effective and efficient manner
- Motivated women to come forward for registration of their complaints and seeking police services as in traditional police set-up women have lot of apprehensions in visiting a police station for such services



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Punjab Police Help Line: 181
Emergency Response Number: 112