

# SAANJH



## Community Policing Programme in Punjab

### Handbook



District SAANJH Kendra (Community Police  
Resource Centre-CPRC)



Sub-division SAANJH Kendra (Community  
Police Suvidha Centre-CPSC)



Thana SAANJH Kendra (Police Station  
Outreach Centre-PSOC)



Institute for Development and Communication  
Chandigarh



# **Community Policing Programme in Punjab Handbook**

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CHANDIGARH

### **Acknowledgements**

*Thankful to all those who are involved in implementation of this venture. My thanks are also due to Mr. Sunil Arora and Mr. Ashwini Kumar for desktop publishing. I thankfully acknowledge the contribution of Mr. Chandan Awasthi in preparation of this guide. And Mr. J.R. Kundal for making this text readable.*

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*© Institute for Development and Communication (IDC), 2011*

*Published by:  
Institute for Development and Communication, 2011  
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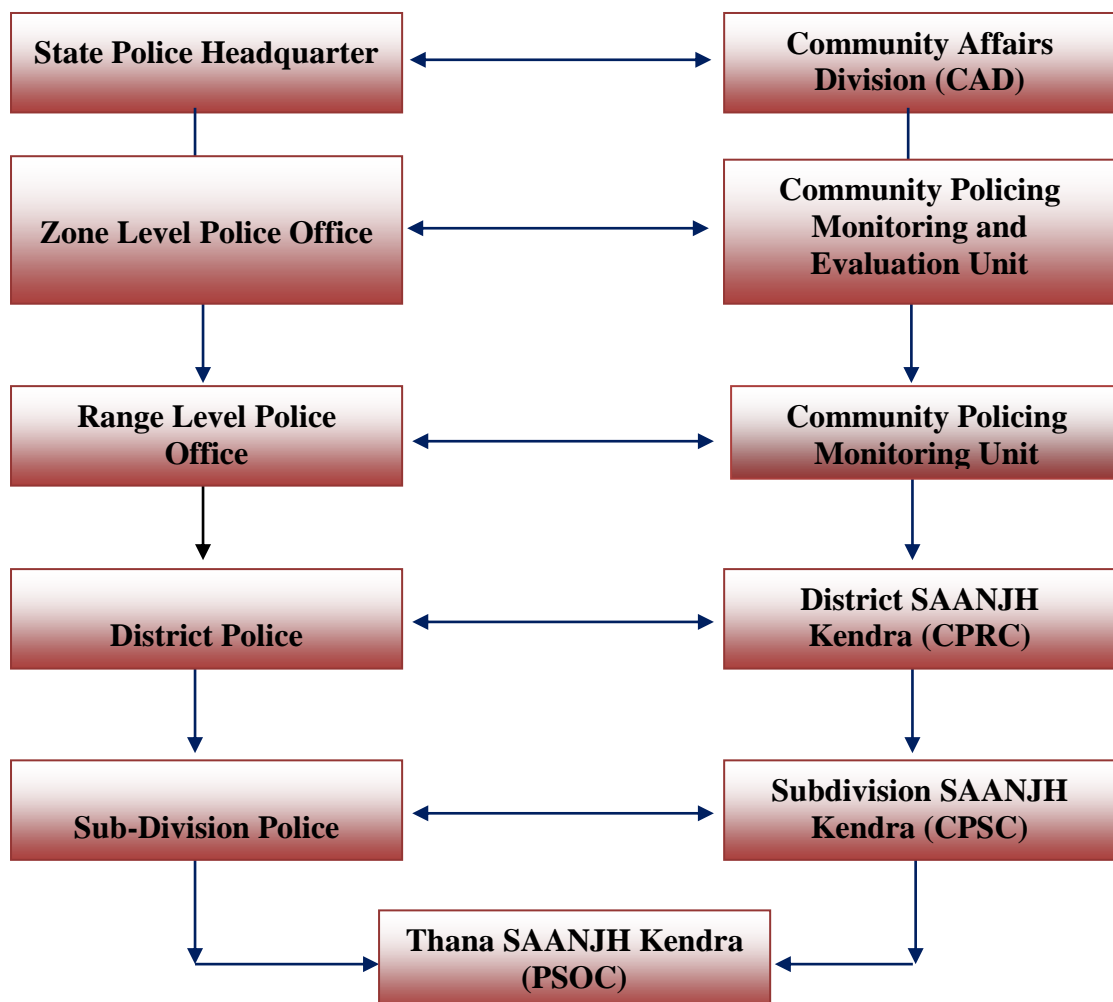
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**Section – 1**  
**SAANJH Kendras: Community Police Centres in Punjab**

The SAANJH Kendras-CPCs is a six-tier body at the head of which is the Community Affairs Division (CAD); the State Level Coordination and Review Committee (SLCRC) and CAD Advisory Council (CADAC) 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 Policing Resource Centres- CPRCs) and the district level SAANJH Committees and Advisory Boards work in coordination to ensure the networking of the SAANJH Kendras 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. Subdivision SAANJH Kendras (Community Police Suvidha Centres- CPSCs) and Thana SAANJH Kendras (Police Stations Outreach Centres- PSOCs) at the police station level; their Committee and Advisory Boards.

**INSTITUTIONAL STRUCTURE OF SAANJH PROGRAMME**  
**Police Organisation and SAANJH Kendras (CPCs) Structure**



**The SAANJH Kendras (CPRCs, CPSCs and PSOCs) are autonomous registered societies formed in partnership with representatives of the police, the administration and civil society. The main features of these Kendras are:**

- Collectively managed by the community and the police;
- Community-police collaboration from decision-making to implementation; and,
- A pool of police and community resources.

**These centres are nodal places for police-community extension services:**

- Grievance redressal and a complaint receipt and time bound outlet;
- Community oriented schemes;
- Resource base for general information, rules, procedures;
- Community Service Centre for verification, crime prevention and other services;
- Victim assistance unit;
- Child unit;
- A training and sensitisation centre on social issues like gender, rights of the child, crime prevention etc.;
- A helpline for women and children; and,
- A facilitating centre for the public and mobile populations like NRIs.

**Relevance of SAANJH – Community Police Centres**

- 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; and,
- Builds confidence of the people in crime management and grievance redressal.

**Community Policing: The Concept**

- An **institutionalized** effort to integrate community policing with the existing policing system.
- 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.

## **Uniqueness of SAANJH**

The Community Policing Programme SAANJH has the following features which makes it unique.

- This programme is well institutionalized and mandatory given its statutory provision in The Punjab Police Act, 2007; immunized 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 Community Liaison Groups 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; and,
- Majority of the members of community policing are ex-officio, reduces scope of political interference.

## **Principle Features of 'SAANJH'**

- i. The SAANJH is a six-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;
- ii. ‘SAANJH’ project is an institutionalized set up of management of 27 District SAANJH Kendras (CPRCs), 114 Sub-division SAANJH Kendras (CPSCs), and 363 Police Station SAANJH Kendras (PSOCs) in the State;
- iii. A Community Affairs Division (CAD) at State level has been created and an ADGP rank officer has been posted as incharge of this division at the Police Headquarters along with Inspector General of Police who supervises, monitors, evaluates and looks after administrative & office work concerning the functioning of the ‘SAANJH Kendras’ across the State. District Community Police Officers (SPs/DSPs) are the supervisory officers at District level;
- iv. District ‘SAANJH Kendras’ and Sub division ‘SAANJH Kendras’ have been designated as facilitation fee collection centers cum redressal units. A police-public committee constituted for each ‘SAANJH Kendra’ handles multifarious work of these

centers which includes resolution of disputes and has also lowered the burden of Police Stations by taking away certain functions of police station like issuance of verification, 'no objection certificates' and police clearance certificates;

- v. These 'SAANJH Kendras' are providing 43 Police related services in the jurisdiction of three Police Commissionerates and 27 police related services in jurisdiction of other districts as per the provisions of Punjab Right to Service Act, 2011 and all these services have to be provided within a time frame defined in the act;
- vi. A State wide IT platform with centralized server at Ludhiana linked to every 'SAANJH Kendra' enabled centralized data uploading and access which helps in providing citizens with services such as copies of FIRs, untraced reports of cases especially those relating to theft and accident cases, no objection certificates, etc., at a click of a button in a time bound manner;
- vii. The citizen from any part of the State can approach the nearest 'SAANJH Kendra' for obtaining information/services from any Police Station in the State;
- viii. 'SAANJH Kendras' are also platforms for partnership of the Community with the Police in planning and implementing locally relevant community oriented projects. 'SAANJH Committees' have co-opted experts such as lawyers, psychologists and counsellors in their fold who are engaged in panels for resolving disputes pertaining to women, children, senior citizens. The issues relating to tenant landlord disputes, petty traffic offences, public nuisance etc, which affect the quality of life in the neighbourhood are also being handled by 'SAANJH Kendras';
- ix. 'SAANJH Kendras' also serve as centres for dissemination of information about specialized services such as free legal aid, victim relief processes and measures by different authorities including those relating to award of compensation which victim of certain offences are entitled to;
- x. The members of the community involved in public dealing at the 'SAANJH Kendras' along with Police Officials have been imparted special training regarding concept of 'SAANJH Kendras' and its day to day management. Training for 'SAANJH' staff is a continuous process and aims at providing requisite soft and management skills which have been developed for the participants of the 'SAANJH' project;
- xi. 'SAANJH Kendras' at police station level enables every citizen to approach these centres for delivery of services and aforementioned dispute resolution. It also provides a platform for multifaceted interaction between members of community & police where

trained staff interact with the citizens at the front end while the police stations provide services at the back end;

- xii. Community liaison groups have been formed and attached with each 'SAANJH Committee' for further widening participatory approach for handling multifarious issues of policing. Nearly sixty thousand people belonging to different strata of society are members of these 'SAANJH Committees' & 'SAANJH Advisory Boards';
- xiii. 'SAANJH Kendras' have deliberately been integrated with local police set up by having local SSP's, sub-divisional police officers and officers incharges of police stations as chairman of 'SAANJH Committees' at district, subdivision and police station level respectively. The entire 'SAANJH' staff is on deputation from police for a fixed period and who after working in 'SAANJH Kendras' go back to core police working & new police officials from these units after getting proper training are posted to these 'SAANJH Kendras'. This has been done deliberately so that the majority of police force should have orientation in community policing projects especially in running these 'SAANJH Kendras'. This will give new perspective of policing and orientation to police force; and,
- xiv. All recurring costs including running of 'SAANJH Kendras' is being met by levying facilitation charges as per the government notification. Now these 'SAANJH Kendras' are running as self sustaining entities in the State of Punjab.

## Section – 2 Familiarisation with SAANJH Programme

### Administrative Structure

There is a six-tiered vertical administrative structure. Horizontally, each tier has multi-sectoral linkages with government departments and community structures. Each sector is woven into the functions of the tier.

#### Administrative Structure of SAANJH

<b>STATE POLICE HEADQUARTER</b>	<b>Community Affairs Division (CAD)</b>
<b>ZONAL OFFICES</b>	<b>Community Policing Monitoring and Evaluation Units (CPMEU)</b>
<b>RANGE OFFICES</b>	<b>Community Policing Monitoring Units (CPMU)</b>
<b>DISTRICT POLICE HEADQUARTER</b>	<b>District SAANJH Committee and Advisory Board</b>
	<b>District SAANJH Kendra (CPRC)</b> <ul style="list-style-type: none"> <li>○ Grievance Redressal Unit</li> <li>○ Community Services cum Information Unit <ul style="list-style-type: none"> <li>(i) NRIs &amp; Foreign Counter</li> <li>(ii) Crime Prevention Counter</li> <li>(iii) Verification and Permission Counter</li> <li>(iv) RTI Counter</li> <li>(v) Traffic Management and Information Counter</li> </ul> </li> <li>○ Legal Aid and Victim Relief Unit</li> <li>○ Sensitisation and Dispute Resolution Unit <ul style="list-style-type: none"> <li>(a) Gender Dispute Resolution</li> <li>(b) Economic Dispute Resolution</li> <li>(c) Social and Political Conflict Resolution</li> </ul> </li> </ul>
<b>SUB-DIVISION POLICE OFFICE</b>	<b>Sub-division SAANJH Committee and Advisory Board</b>
	<b>Sub-division SAANJH Kendra (CPSC)</b> <ol style="list-style-type: none"> <li>1) Community Services cum Information Unit</li> <li>2) NRIs &amp; Foreign Counter</li> <li>3) Gender Dispute Resolution Unit</li> </ol>
<b>POLICE STATION</b>	<b>Thana SAANJH Committee and Advisory Board</b>
	<b>Thana SAANJH Kendra (PSOC)</b> <ol style="list-style-type: none"> <li>1) Community Services cum Information Unit</li> <li>2) Gender Dispute and Social Conflict Resolution Unit</li> </ol>

### I. COMMUNITY AFFAIRS DIVISION (CAD): POLICE HEADQUARTERS LEVEL

The Community Affairs Division (CAD) is located at the Punjab Police Headquarters to design, develop, implement and monitor programs in the area of Community Policing. The CAD takes decision about the various reports as the periodical returns are required to be received from the field units for better monitoring and implementation of the programme. A Nodal Officer of the CAD in the rank of ADGP is responsible for policy formulation, implementation, review and evaluation of the scheme. The Nodal Officer is assisted by IGP/Headquarters who is redesignated as IGP/Headquarters-cum-Community Affairs. An officer in the rank of DIG is posted in CAD and is designated as DIG Community Affairs. The CAD functions in consultation and conjunction with a State Level Coordination and Review Committee (SLCRC) and CAD Advisory Council (CADAC).



Administration of CAD	Role and Functions of CAD
<ul style="list-style-type: none"> <li>• <b>Nodal Officer:</b> ADGP Community Policing</li>   <li>• <b>Assisted by:</b> IG Community Policing &amp; DIG Community Affairs</li> </ul>	<ul style="list-style-type: none"> <li>• To lay down policy for conceptualizing and institutionalizing Community policing initiatives in the state;</li> <li>• To issue broad guidelines for the successful running of the CPRCs, CPSCs and PSOCs;</li> <li>• To coordinate and conduct a periodical review of the working of these centres; and,</li> <li>• To provide budgetary and financial support.</li> </ul>

### UNITS OF COMMUNITY AFFAIRS DIVISION

Community Affairs Division has six units which supervise and monitor different grievances.

Units of Community Affairs Division
<ul style="list-style-type: none"> <li>• Economic Disputes Resolution Unit</li> <li>• Women and Children Protection and Welfare Unit</li> <li>• NRIs Affairs Unit</li> <li>• Monitoring and Co-ordination Unit</li> <li>• Social Marketing and Communication Unit</li> <li>• Grievance Redressal Unit</li> </ul>

a) **Economic Disputes Resolution Unit:** The Economic Disputes Redressal Branch in the Community Affairs Division shall monitor the functioning of the Economic Disputes Forums established in all Resource Centres as a part of the Community Policing structure.

Functions of the Economic Disputes Resolution Unit
<ul style="list-style-type: none"> <li>• To monitor the functioning and coordinate with the Economic Dispute Forums in District SAANJH Kendras (CPRCs).</li> </ul>

b) **Women and Children Protection and Welfare Unit:** The Women and Children Protection and Welfare Branch in the Police Headquarters shall examine the functioning of the various units in the Police field units which deal with domestic violence, matrimonial disputes and connected issues, formulate and ensure implementation of guidelines for providing gender sensitive assistance to needy women and children. The Branch shall be the Nodal co-coordinating authority for ensuring suitable training and capacity building of the resource person and personnel employed in the Women and Children Protection and Welfare Units in the Community Police Resource Centres. All Units of the police department specifically handling Women and Children issues shall

stand transferred to the Resource centres at corresponding levels. The Nodal Community Policing Officer at District, Sub-Divisional and Police Station level shall take steps to operationalise the Women & Children Protection and Welfare Unit in such Community Policing Centres.

<b>Functions of the Women and Children Protection and Welfare Unit</b>
<ul style="list-style-type: none"> <li>• To examine the functioning of various units of police which deal with domestic violence, matrimonial disputes and related issues;</li> <li>• Formulate and ensure implementation of guidelines for providing gender sensitive assistance to needy women and children; and,</li> <li>• Nodal co-ordinating authority to ensure suitable training and capacity building of the resource persons as well as staff deployed in the District SAANJH Kendras (CPRCs).</li> </ul>

c) **NRI Affairs Unit:** The Branches in the Community Affairs Division at Police Headquarters shall be the Nodal authority at the State level for monitoring the grievances of NRIs and dealing with issues connected with NRIs and persons of Indian origin. The NRI Affairs Branch shall supervise the functioning of the NRI Police Stations and NRI Cells in the CPRCs, CPSCs & PSOCs in the field units and shall ensure suitable training and capacity building of personnel and resource persons handling NRI complaints for providing efficient services.

<b>Functions of the NRIs Affairs Unit</b>
<ul style="list-style-type: none"> <li>• To monitor the grievances of NRIs;</li> <li>• To deal with the issues concerning NRIs and Persons of Indian Origin (PIOs);</li> <li>• To supervise the functioning of NRI Police Stations and NRI Cells; and,</li> <li>• To ensure suitable training and capacity building of resource persons as well as staff deployed in the CPRCs, CPSCs &amp; PSOCs.</li> </ul>

d) **Monitoring and Co-ordination Unit:** The branch shall be the nodal authority at the Police Headquarters for overseeing the efficient delivery mechanism followed at the District, Sub-division and Police Station level SAANJH Kendras. The monitoring branch shall direct and supervise the functioning of the various units in the Resource Centres such as Victims Assistance Centres, Drug Rehabilitation Centres, and implementation of the Citizen Charter.

<b>Functions of the Monitoring and Co-ordination Unit</b>
<ul style="list-style-type: none"> <li>• To oversee that the service delivery mechanism at the District, Sub-division and Police Station level SAANJH Kendras are working efficiently; and,</li> <li>• To supervise and direct the SAANJH Kendras to have coordination among different units operating under them.</li> </ul>

- e) **Social Marketing and Communication Unit:** This unit shall prepare and implement state level social campaigns and communication strategies based on the recommendations sent by the state, district, subdivision and police station level committees' after their assessment of public needs.

<b>Functions of the Social Marketing and Communication Unit</b>
<ul style="list-style-type: none"> <li>• To prepare and implement social campaign and communication strategies; and,</li> <li>• To prepare need based campaigns and strategies based on recommendations by the State, District, Sub-division and Police Station level SAANJH Committees.</li> </ul>

## **II. COMMUNITY POLICING MONITORING AND EVALUATION UNIT (ZONE LEVEL)**

Community Policing Monitoring and Evaluation Unit at Zone level police office under the supervision of IG Zone shall be responsible to monitor and evaluate the community policing programme.

## **III. COMMUNITY POLICING MONITORING UNIT (RANGE LEVEL)**

The DIG Ranges shall monitor the community policing SAANJH programme and submit the report to the zone level community policing monitoring and evaluation unit for perusal after getting the same from the SSPs/Commissioners of various districts regarding District SAANJH Kendras (CPRCs), Sub-division SAANJH Kendras (CPSCs) and Police Station SAANJH Kendras (PSOCs) with its preview.

At the district level, there are District SAANJH Kendras (Community Police Resource Centres) and the District Level SAANJH Committee and Advisory Board to ensure the networking of the District SAANJH Kendras (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-division SAANJH Kendras

(Community Police Suvidha Centres) and Thana SAANJH Kendras (Police Stations Outreach Centres) at the police station level.

#### **IV. DISTRICT SAANJH KENDRAS - COMMUNITY POLICE RESOURCE CENTRES (CPRCs) AT THE DISTRICT LEVEL**

District SAANJH Kendras (CPRCs) are the district level centres to provide community-oriented delivery of police services under the single roof. The District SAANJH Kendras along with their District Level SAANJH Committees and Advisory Boards 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-division SAANJH Kendras (Community Police Suvidha Centres) and Thana SAANJH Kendras (Police Stations Outreach Centres) at the police station level. All the information from Sub-division SAANJH Kendra (CPSCs) and Thana SAANJH Kendra (PSOCs) shall be pooled here. These centres shall be registered under the Societies Act, with police officials, other government officers as ex-officio members with representation of civilians as committee members.

Various units have also been established at District SAANJH Kendras to provide efficient and effective delivery of community services.

<b>Units of District SAANJH Kendras (CPRCs)</b>
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

<b>Administration</b>	<b>Roles And Functions of the District SAANJH Kendras</b>
<ul style="list-style-type: none"> <li>• In Major Districts a SP rank officer and in Minor Districts a DSP rank officer has been designated as the District Community Policing Officer (DCPO) to look after the community policing affairs in the district.</li> </ul>	<ul style="list-style-type: none"> <li>• Online facilities are provided to track the complaints, status of FIR, investigation, charge-sheeting etc.;</li> <li>• Counselling for resolution of domestic violence, marriage disputes, economic offences, legal aid, victim relief, NRI facilities;</li> <li>• Community service centres for verification, crime prevention and other services;</li> <li>• Helpline and general information regarding rules and procedures, traffic laws etc.; and,</li> <li>• Formation of SAANJH Committee and Advisory Board.</li> </ul>

#### **Duties of the In-charge District SAANJH Kendra (CPRC)**

- Review daily performance;
- Liaison with various service provider departments;
- To record and maintain the proceedings of SAANJH Committee and Advisory Board meetings;
- To organise grievance redress meeting of SSP once in a week;
- Coordinate with the Convenor and Co-convenor;
- Co-ordinate with the other District SAANJH Kendras (CPRCs);
- Organise joint awareness campaigns; and,
- Coordinate with the Sub-division SAANJH Kendras (CPSCs) and Thana SAANJH Kendras (PSOCs).

#### **Assisted by: Different Units' Heads and Staff**

- Reception desk to be managed by multi-purpose personnel.
- Each unit must have a designated officer.

### **Essentials to Make District SAANJH Kendras Effective**

- Provide a receipt of complaint to ensure efficient compliance and retrieval;
- To ensure that people express their considered opinion at District SAANJH Kendras (CPRCs) committee meetings and ascertain that their views are recorded in the proceedings;
- Take active interest to ensure regular and frequent committee meetings;
- Spread awareness regarding District SAANJH Kendras (CPRCs) and the services available;
- People participate in District SAANJH Kendras (CPRCs) activities; and,
- Contribution of human and material resources by the community.

### **V. SUB-DIVISION SAANJH KENDRAS-COMMUNITY POLICE SUVIDHA CENTRES (CPSC) AT THE SUB-DIVISION LEVEL**

With an aim to enhance police services outreach to the lowest administrative units, Sub-division SAANJH Kendras (CPSCs) are established at the Sub-division level. These Centres have their own Sub-division SAANJH Committee and Advisory Board.

<b>Units of Sub-Division SAANJH Kendras (CPSCs)</b>
(i) Community Services cum Information Unit. (ii) NRI's Foreign Counter. (iii) Gender Dispute Resolution Unit.

<b>Administration</b>	<b>Roles and Functions of the Sub-division SAANJH Kendras</b>
<ul style="list-style-type: none"> <li>• In-charge: Sub-division SAANJH Kendra (CPSC)</li> </ul>	<ul style="list-style-type: none"> <li>• Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.;</li> <li>• Counselling for resolution of domestic violence, marriage disputes, and legal aid;</li> <li>• Community service centres for verification, crime prevention and other services; and,</li> <li>• Formation of SAANJH Committee and Advisory Board.</li> </ul>

### **Duties of the In-charge Sub-division SAANJH Kendra (CPSC)**

- Review daily performance;
- Liaison with various service provider departments;
- To record and maintain the proceedings of SAANJH committee and Advisory Board meetings;
- Coordinate with the convenor and co-convenor;
- Co-ordinate with the District SAANJH Kendra;
- Organise joint awareness campaigns with District SAANJH Kendra;
- Coordinate with Thana SAANJH Kendra;
- Reception desk to be managed by a multi-purpose personnel; and,
- Each unit must have a designated officer.

### **Essentials to make Sub-division SAANJH Kendra (CPSC) Effective**

- Provide a receipt of complaint to ensure efficient compliance and retrieval;
- To ensure that people express their considered opinion at Sub-division SAANJH Kendra (CPSC) committee meetings and ascertain that their views are recorded in the proceedings;
- Take active interest to ensure regular and frequent SAANJH Committee and Advisory Board meetings; and,
- Spread awareness regarding Subdivision SAANJH Kendras (CPSCs) and the services available.

### **VI. THANA SAANJH KENDRA- POLICE STATION OUTREACH CENTRE (PSOC) AT THE POLICE STATION LEVEL**

To bring Community Police services up to the level of police stations is the ultimate goal to achieve. Hence, every police station will be developed as the Thana SAANJH Kendra (Police Station Outreach Centre) to provide community services.

<b>Units of Thana SAANJH Kendras (PSOCs)</b>
(i) Community Services cum Information Unit
(ii) Gender Dispute and Social Conflict Resolution Unit

Administration	Roles and Functions of the Thana SAANJH Kendras
<ul style="list-style-type: none"> <li>• <b>In-charge Thana SAANJH (PSOC) Kendra</b></li> </ul>	<ul style="list-style-type: none"> <li>• Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.;</li> <li>• Counselling for resolution of domestic violence;</li> <li>• Community service centres for verification, crime prevention and other services; and,</li> <li>• Formation of SAANJH committee and Advisory Board.</li> </ul>

#### **Duties of the In-charge Thana SAANJH Kendra (PSOC)**

- Review daily performance;
- Liaison with various service provider departments;
- Co-ordinate with the District SAANJH Kendra (CPRC) and Sub-division SAANJH Kendra (CPSC); and,
- To follow the guideline of District SAANJH Kendra (CPRC) and Sub-division SAANJH Kendra (CPSC).

#### **Assisted by: Different Units' Heads and Staff**

- Reception desk to be managed by multi-purpose personnel.
- Each unit must have a designated officer.

#### **Essentials to make Thana SAANJH Kendra (PSOC) Effective**

- Provide a receipt of complaint to ensure efficient compliance and retrieval;
- Take active interest to ensure regular and frequent SAANJH Committee and Advisory Board meetings; and,
- Spread awareness regarding District SAANJH Kendra (CPRCs), Subdivision SAANJH Kendras (CPSCs) and Thana SAANJH Kendras (PSOCs) and the services available.



## **MAIN ISSUES**

### **What is Community Policing Programme ‘SAANJH’?**

- Collectively managed by the community and the police
- Community-police collaboration from decision-making to implementation
- A pool of police and community resources

### **Why is there a need for Institutionalization of Community Policing?**

- Adhoc initiatives.
- Problem-oriented and individual-centred intervention.
- Lack of optimum utilisation of resources.

### **Steps for Institutionalization of Community Policing**

- Government notification.
- Creation of NGO's: Registration under Societies Act.
- Police-Community Ownership.
- Nodal Centre for Police-Community Schemes and Activities.
- Standardised (backbone services) Service Delivery.

### **Characteristic Features of Community Policing Structure**

- The SAANJH is a six-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.
- Each Community Police Centres/SAANJH Kendra is an autonomous registered society.
- All these tiers have forward and backward linkages. The State Level Coordination And Review 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.
- First three tiers are mainly concerned with policy formulation, monitoring and evaluation.
- Other tiers namely District SAANJH Kendra (CPRC), Sub-division SAANJH Kendra (CPSC) and Police Station SAANJH Kendra (PSOC) are delivery centres and with strong horizontal and vertical linkages. Horizontally, each tier has multi-sectoral linkages with administrative departments and community structures.
- District SAANJH Kendras (Community Police Resource Centres) at the district level have maximum units and counters. At the sub-division level, Subdivision SAANJH Kendras (Community Police Suvidha Centres) have three units with corresponding counters and Thana SAANJH Kendras (Police Station Outreach Centres) shall have two units.
- Each of these six tiers shall have an overall in-charge and assisted by an officer.
- The backbone activities of all District, Subdivision and Thana SAANJH Kendras (CPRCs, CPSCs and PSOCs) follow a standardised format in terms of administrative structure, training, registration and deployment of basic services namely Legal Aid and Victim Relief Units, Community Services-cum-Information Centre, Dispute Resolution Unit and Grievance Redressal Unit.

### **Section – 3**

## **Steps toward Formation of SAANJH Committees and Advisory Boards: Structure and Functions**

The rule of law and the principles of good governance seek to involve community, interest groups and stakeholders in the inception and functioning of governance systems. However, this needs to be layered, made responsive and institutionalised. For instance, these levels can be further classified into three stages reflecting different levels of participation. Ideally, the stages would refer to planning, implementation and monitoring. Laws and policies that already exist can seek participation through an institutionalised community interface. The levels of participation would vary from public awareness i.e. where the public is informed, to consultations with interest groups, collaboration with stakeholders and empowering of multilateral representations.

Community participation is central to SAANJH programme. Most of the surveys conducted concluded that the police in its anxiety to shed its image of being disconnected with the common people use community policing as a face saving device. An IDC Survey (1999) show that majority of the members of the community resent the role of information gatherers for crime detection and facilitators for traffic management and security through neighbourhood watch groups. And, community policing is being enforced rather than collectively conceived, implemented and monitored. The existing community policing efforts were either reductionist or attempts to abdicate. These efforts were directed to provide single window service and to use community representatives as facilitators. In other words, it is policing for the community and through the community and not along with the community.

In SAANJH programme, attempt has been made to redefine boundary conditions for building partnership with the community.

#### **First Level**

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**Establish: Community Affairs Division (CAD); State Level Coordination and Review Committee (SLCRC) and CAD Advisory Council (CADAC)**

**Step 1:** Establishing the Community Affairs Division (CAD) at Police Headquarter level

**Step 2:** State Level Coordination and Review Committee (SLCRC) and CAD Advisory Council (CADAC)

#### **Second Level**

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**Constitute: Community Policing Monitoring and Evaluation Unit (CPMEU): Zonal Level**

#### **Third Level**

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**Constitute: Community Policing Monitoring Unit (CPMU): Range Level**

#### **Fourth Level**

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**Establish: District SAANJH Kendra (Community Police Resource Center-CPRC) and District Level SAANJH Committee and Advisory Board**

**Step 1:** Constitution of District Level SAANJH Committee and Advisory Board

**Step 2:** Registering District SAANJH Kendra, Sub-division SAANJH Kendra and Thana SAANJH Kendra under Societies Registration Act, 1860

**Step 3:** Establishing District SAANJH Kendra (CPRC) at the District Level and Different Units

#### **Fifth Level**

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**Establish: Sub-division SAANJH Kendras (Community Police Suidha Center-CPSC) and Sub-Division Level SAANJH Committee and Advisory Board**

**Step 1:** Constitution of Sub-Division Level SAANJH Committee and Advisory Board

**Step 2:** Establishing Sub-Division SAANJH Kendra (CPSC) at the Sub-Division Level and Different Units

#### **Sixth Level**

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**Establish: Thana SAANJH Kendra (Police Station Outreach Center-PSOC) and Thana Level SAANJH Committee and Advisory Board**

**Step 1:** Constitution of Thana Level SAANJH Committee and Advisory Board

**Step 2:** Establishing Thana SAANJH Kendra (PSOC) at the Police Station Level and Different Units

**FIRST LEVEL: ESTABLISH COMMUNITY AFFAIRS DIVISION (CAD); THE STATE LEVEL COORDINATION AND REVIEW COMMITTEE (SLCRC) AND CAD ADVISORY COUNCIL (CADAC)**

**STEP 1: ESTABLISH: COMMUNITY AFFAIRS DIVISION (CAD) AT THE POLICE HEADQUARTER LEVEL**

The Community Affairs Division (CAD) is located at the Punjab Police Headquarters to design, develop, implement and monitor programs in the area of Community Policing. The CAD takes decision about the various reports as the periodical returns are required to be received from the field units for better monitoring and implementation of the programme. A Nodal Officer of the CAD in the rank of ADGP is responsible for policy formulation, implementation, review and evaluation of the scheme. The Nodal Officer is assisted by IGP/Headquarters who is redesignated as IGP/Headquarters-cum-Community Affairs. An officer in the rank of DIG is posted in CAD and is designated as DIG Community Affairs. The CAD functions in consultation and conjunction with a State Level Coordination and Review Committee (SLCRC) and CAD Advisory Council (CADAC).

**STEP 2: CONSTITUTE: STATE LEVEL COORDINATION AND REVIEW COMMITTEE (SLCRC) AND CAD ADVISORY COUNCIL (CADAC)**

**A. Structure and Functions of the State Level Coordination and Review Committee (SLCRC)**

State Level Coordination and Review Committee is the highest level of Community Participation in State policing. This committee is to work in collaboration with the CAD in designing, developing and implementing new Community Programmes and reviewing the ongoing programmes. This committee can suggest any new programme as per the current requirement of the state but those shall be other than the backbone activities. Backbone activities are the indispensable part of SAANJH model and any change therein shall be discouraged.

Ex-Officio Chief Minister of the State is the Patron of SLCRC.

<p><b>Patron:</b> Chief Minister of the State (Punjab)</p> <p><b>Chairperson:</b> Director General of Police (Punjab)</p> <p><b>Convener:</b> ADGP Community Policing</p> <p><b>Co-convener:</b> Community Representative</p>
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Following are the members of the State Level Coordination and Review Committee (SLCRC)

<b>Members of the SLCRC</b>	
<p><b>Official Members</b></p> <ul style="list-style-type: none"><li>• Nodal Officer CAD: Convener</li><li>• IG Community Policing</li><li>• IG Zones</li><li>• DIG Ranges</li></ul>	<p><b>Non-Official Members (7)</b></p> <ul style="list-style-type: none"><li>• 3 Representatives of state level NGOs</li><li>• 4 Academicians from each of following stream:<ul style="list-style-type: none"><li>○ Police Administration</li><li>○ Law</li><li>○ Human Rights (Women and Children Rights)</li><li>○ Sociology</li></ul></li></ul> <p>Membership of these non-official representatives shall be for 2 years extendable up to 3 years.</p>

1. Nodal Officer CAD shall call the meetings of State Level Coordination and Review Committee (SLCRC) members;
2. Fixed quarterly meeting of the SLCRC members shall be arranged at the Police Headquarter in CAD office;
3. Any emergency meeting shall be called with well in advance notice along with the agenda;

4. This Committee shall invite and involve state level officers of different government departments as per requirement to get support in different Community Policing Activities;
5. Convener shall approach through proper channel to get official order to ensure the participation of other departments; and,
6. This committee is in place to provide strategic direction to the police services.

### **Roles and Functions**

- To work in partnership with CAD to develop new programmes and review ongoing programmes in regular meetings;
- This committee can suggest starting new community policing activity;
- Review reports and periodical- returns of committees of district and subdivision level;
- To plan research on different issue of policing and recommend to the CAD;
- Conduct appraisal of the district, subdivision and Thana level SAANJH Kendras; and,
- This Committee shall be the apex policy making and advisory body at the state level.

### **Selection of the Non-Official Members**

- Representatives of those NGO shall be selected as members, which have their presence at the state level and working for last more than 15 years in the Punjab State. These NGOs officially shall not have any Political affiliation; and,
- Academicians with more than 10 years experience in their respective field shall be selected as members.

### **B. Structure and Functions of the CAD Advisory Council (CADAC)**

The patron i.e. Chief Minister of the State, Official, and Non-Official Members of State Level Coordination and Review Committee (SLCRC) and Convener, Co-convener from each District Level SAANJH Committee shall be the member of the CAD Advisory Council.

### **Function of the CAD Advisory Council**

- To arrange an annual CAD Advisory Council meeting;
- This annual meeting is to be presided over by the patron of State Level Coordination and Review Committee (SLCRC);

- The meeting shall be convened by ADGP Nodal Officer CAD for appraisal of the SAANJH programme and to felicitate the best performing SAANJH Kendras and staff working there; and,
- To make sure that all official, non-official members of State Level Coordination and Review Committee and Convener and Co-convener from all the 27 Police Districts level SAANJH Committees shall be present in that meeting.

**SECOND LEVEL: CONSTITUTE COMMUNITY POLICING MONITORING AND EVALUATION UNIT (CPMEU): ZONAL LEVEL**

The Community Policing Monitoring and Evaluation Unit (CPMEU) shall be established at the Zonal level Police Offices under the supervision of IG Zones to monitor and evaluate the community policing programme.

Administration	Role and Functions
<ul style="list-style-type: none"> <li>• Nodal Officer: IG Zone</li> <li>• Assisted by: His Staff</li> </ul>	<ul style="list-style-type: none"> <li>• To monitor the Implementation of SAANJH programme in the Ranges and Districts falls under the Zone;</li> <li>• Arranging Regular meetings may be once in six month with the Range IGs and Districts' SSPs and Commissioner; and,</li> <li>• To do the annual evaluation of the performance of SAANJH Kendras functioning under the zone.</li> </ul>

**THIRD LEVEL: CONSTITUTE COMMUNITY POLICING MONITORING UNIT (CPMU): RANGE LEVEL**

The Community Policing Monitoring Unit (CPMU) shall be established at the Range level Police Offices under the supervision of DIG Ranges to monitor the community policing programme and submit the report to the Zone level Community Policing Monitoring and Evaluation Unit (CPMEU) for perusal after getting the same from SSP/Commissioners of the different districts under its jurisdiction.

Administration	Role and Functions
<ul style="list-style-type: none"> <li>• Nodal Officer: DIG Range</li> <li>• Assisted by: His Staff</li> </ul>	<ul style="list-style-type: none"> <li>• To monitor the Implementation of SAANJH programme in the Districts under jurisdiction of the respective Range;</li> <li>• Arranging regular meetings once in six month the Districts' SSPs and Commissioners; and,</li> <li>• To prepare the annual report of the performance of SAANJH Kendras functioning under the Range and forward the same to Zonal level Community Policing Monitoring and Evaluation Unit (CPMEU).</li> </ul>

**FOURTH LEVEL: ESTABLISH: DISTRICT SAANJH KENDRAS (COMMUNITY POLICE RESOURCE CENTRES-CPRCs); DISTRICT LEVEL SAANJH COMMITTEE AND ADVISORY BOARD**

**Step 1:** Constitution of District Level SAANJH Committee and Advisory Board

**Step 2:** Registering District SAANJH Kendra, Sub-division SAANJH Kendra and Thana SAANJH Kendra as NGO's

**Step 3:** Establishing District SAANJH Kendra (CPRC) at the District Level and Different Units

**STEP 1: CONSTITUTION OF DISTRICT SAANJH COMMITTEE AND ADVISORY BOARD**

**A. CONSTITUTION OF DISTRICT SAANJH COMMITTEE**

District level SAANJH Committee is formed to oversee the functioning of District SAANJH Kendra (CPRC). This committee constitutes the policies to form SAANJH Committees at all three levels i.e. District SAANJH Kendra (CPRC), Sub-division SAANJH Kendra (CPSC) and Thana SAANJH Kendra (PSOC). It also pursues their performance reports and evaluates the work of these centres at regular intervals.

Chairperson of the District SAANJH Committee (SP/DSP\*) – **Convener**

Community Representative – **Co-convener**

District SAANJH committee members should not exceed 25

<b>Members of the District SAANJH Committee</b>	
<p><b>Official Members (7)</b></p> <ul style="list-style-type: none"> <li>• SSP/ Commissioner of Police will be the Chairperson of this Committee;</li> <li>• SP/DSP* Community Policing (Nodal Officer) will function as District Community Policing Officer (DCPO) and will function as the <b>Convener</b> of this committee;</li> <li>• In-charge District SAANJH Kendra (CPRC);</li> <li>• District Health Officer/ Civil Surgeon;</li> <li>• District Education Officer;</li> <li>• District Program Officer (Department of Social Security and Development of Women and Child);</li> <li>• District Welfare Officer (Department of Welfare of BC and SC); and,</li> <li>• District Red Cross Officer.</li> </ul>	<p><b>Non-Official Members (12)</b></p> <ul style="list-style-type: none"> <li>• Social workers (state or national awardees);</li> <li>• Academicians;</li> <li>• Principals of Colleges;</li> <li>• Lawyers;</li> <li>• Human Rights Activists;</li> <li>• Disaster Management Professionals; and,</li> <li>• Cyber or Web experts and Media Persons</li> </ul> <p>(At least 4 members shall be women)</p> <p><b>Tenure:</b></p> <ul style="list-style-type: none"> <li>• Non-official members shall be selected for tenure of at least 2 years.</li> </ul> <p>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.</p>

\*In minor districts, DSPs have been deputed as DCPOs.

**Criteria for the selection of Non-Official Members**

- Representatives of those NGOs shall be selected as members, which have their presence at the district level and working for more than 15 years in the State;
- These NGOs officially shall not have any political affiliation; and,
- Non-official members shall have more than 10 years of experience in their respective fields individually.

**Essentials for the Functioning**

1. In-charge District SAANJH Kendra (CPRC) shall be responsible to call meetings of the SAANJH Committee;
2. Fixed quarterly meeting of the SAANJH Committee members shall be arranged at the District SAANJH Kendra (CPRC); and,
3. Any emergency meeting shall be called with well in advance notice along with the agenda.

**Roles and Functions of the District SAANJH Committee**

- To prepare Memorandum of the Society;



- To ensure registration of the District SAANJH Kendra under the Societies Registration Act, 1860;
- To review the law and order situation of the district and to play consultative role for the district police;
- To analyze any emerging problem in the area and ponder to combat the same;
- To evaluate the working of District, Sub-division and Thana SAANJH Kendras of the district and vetting the performance report of each units working under these Centres;
- To keep oversight over Sub-division and Thana SAANJH Committees;
- To send the decisions taken by the SAANJH Committee to the State Level Coordination and Review Committee (SLCRC) and CAD Advisory Council (CADAC) for information;
- To coordinate with the SLCRC and CADAC to implement its decision; and,
- To prepare report and forward the same to the Community Affairs Division (CAD).

These committees shall issue guidelines for running the District SAANJH Kendra (CPRC) and shall also be responsible for coordinating their activities. All proposals for new proposed schemes shall be examined by the committee. The committee shall meet at least four times in a year.

#### **Meetings of the District SAANJH Committee**

- Meetings for Evaluation and Audit to review the functioning of District SAANJH Committees shall be chaired by the DCPO. There shall be 4 mandatory Evaluation and Audit meetings (once in three month) in a year;
- In-charge District SAANJH Kendra shall be responsible to decide the date and time to call meetings of the committee in consultation with the Convener, Co-Convener and members of the committee. He will also ensure their availability before deciding the date of the meeting;
- **Quorum:** Convener and Co-conveners shall ensure their own presence and minimum quorum of 70 percent of non-official members in the meeting;
- Proceedings of the meeting and decision taken shall be properly documented and signed by Convener, Co-Convener and members of the committee present ;
- A copy of the proceedings of the meeting shall be forwarded to CAD at the Police Headquarter, CPMEU at Zone and CPMU at Range level police offices; and,

- Emergency meetings can be called any time as and when required and shall be chaired by DCPO.

**B. CONSTITUTION OF DISTRICT SAANJH ADVISORY BOARD**

The SAANJH Kendra Advisory Board is an alliance/union of civilians of non-political affiliation and non-criminal background. The District SAANJH Kendra Advisory Board will function under the ex-officio chairpersonship of the SSP/ Commissioner of Police of the respective police district. The Advisory Boards are formulated to liaison and bridge communication between police and community at the grass root level. The board will have specific roles in disseminating information, spreading awareness, resolving community disputes, collecting community concerns. They will also provide feedback for strategising new law and order maintenance and crime control strategies. The goal of forming the Advisory Boards is to aid the community and shed their fears and inhibitions about the police. They will act as motivators for the public to become willing partners in policing since every citizen is a stakeholder in not only his/her own security but security of the community and the nation.

<p><b>Total Number of Members of the District SAANJH Kendra Advisory Board</b></p>	<p style="text-align: center;"><b>120</b></p> <p>(Advisory Board members include non-official members of the District SAANJH Committee)</p>
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**Selection of the Advisory Board Members**

The selection of the District SAANJH Advisory Board members is done by the SAANJH Committee members upon instruction by the Chairperson of the SAANJH Advisory Board. Each committee member shall identify and nominate 10 persons from the community to be a part of the Advisory Board including them.

**Steps of Selecting the Advisory Board members**

- Explaining the objectives for the formation of Advisory Boards to Committee Members.
- Call meeting of the volunteers and explain the need to form the Advisory Board.

**Meetings of the District SAANJH Advisory Board**

- Meeting of District SAANJH Advisory Board shall be presided by the Chairperson SSP/ Commissioner of Police;
- Apart from District Advisory Board members, three or four members of the Sub-division Advisory Boards shall also be included;

- In-charge District SAANJH Kendra shall fix the date of meeting in consultation with Chairperson and Non-official members of District SAANJH Committee;
- After discussion with the members of SAANJH Advisory Board, issues and problems related to the community shall be identified;
- In-charge District SAANJH Kendra shall be responsible for proper documentation of minutes of the meeting and matters and concerns raised by the Advisory Board members;
- In-charge District SAANJH Kendra shall also prepare an action taken report and present the same in next meeting;
- Reports shall be signed by the Chairperson, District Community Policing Officer of the District SAANJH Kendra and Non-official members of the SAANJH Committee;
- Out of these matters and problems whichever can be resolved at the district level, efforts for the same shall be done; and,
- Those problems in which policy intervention at the higher level is required or issues which are affected by inter-district jurisdictional conflicts shall be forwarded to the Chairperson and/or higher authorities such as Community Affairs Division (CAD) and the office of DGP/ADGP Community Policing.

#### **Duties of In-charge District SAANJH Kendras**

- In-charge SAANJH Kendras are responsible for compilation and timely update the list of advisory board members;
- In-charge of the District SAANJH Kendra shall inform SP Community Policing and office of SSP/Commissioner of Police about the cancellation of membership and a 30 day advance notice of the completion of membership of the advisory board members.

#### **Role and Duties of the District SAANJH Advisory Board Members**

- Primary role of Advisory Board member is to disseminate information regarding the different policing initiatives for public welfare and to gather feedback from the public and present it during advisory board meetings;
- Advisory Board members are supposed to bring-forth different community concerns pertaining to law and order and crime, and, provide suggestions on the behalf of public to combat these;
- Advisory Board members shall spread awareness on different police initiatives among public and try to evaluate the effectiveness of these initiatives;

- Advisory Board members can point out any emerging issue which may potentially cause a communal or societal conflict. In this situation, the member may suggest consulting those persons representing the groups involved in conflict. This is to be done in order to form a solution and take preemptive measures to alleviate the dispute in an attempt to prevent a major potential violent conflict;
- Advisory Board members may take up issues such as rising drug addiction, drug trade, thefts, traffic congestions, encroachments etc. in the meeting and also suggest measures for the redressal;
- Advisory Board member shall also take up issues of social importance specifically those that have an acceptance in society but are in conflict with the rule of law such as- dowry, domestic violence, sex selection and determination etc.; and,
- Advisory Board members shall also generate awareness regarding SAANJH Programme.

**STEP 2: REGISTERING DISTRICT SAANJH KENDRA, SUB-DIVISION SAANJH KENDRA AND THANA SAANJH KENDRA UNDER SOCIETIES REGISTRATION ACT, 1860**

**REGISTERING A DISTRICT SAANJH KENDRA, SUB-DIVISION SAANJH KENDRA, THANA SAANJH KENDRA**

**---Specimen Only---**

**Memorandum of Association to Register a District SAANJH Kendra under the Societies Registration Act, 1860**

MEMORANDUM OF ASSOCIATION OF THE “DISTRICT SAANJH KENDRA, (NAME OF CITY)  
(NAME OF DISTRICT)”

**Name of the Society:**

The name of the society shall be “DISTRICT SAANJH KENDRA, (Name of City) (Name of District)”  
[Hereinafter referred to as the “DISTRICT SAANJH KENDRA (Name of City)”.]

**Location of the Office:**

The registered office of the District SAANJH Kendra shall be situated at (Full Address)

**Area of Operation:**

The area of Jurisdiction for “District SAANJH Kendra (Name of City) (Name of District)” shall be limited to  
(Area of Jurisdiction)

**Management Body:**

We the undersigned are desirous of forming a society namely “District SAANJH Kendra, (Name of City) (Name of District)” in accordance with the rules prescribed in the societies Registration Act, 1860, and in pursuance of the purpose of this Memorandum of Association and we believe that the facts stated above are true to the best of our knowledge.

[Write here the name, address, designation, occupation and signature of the members of District SAANJH Committee along with their position in the Committee]

Witness:

Name and Address:

Signature:

[Number of witnesses should not be less than three]

**DISTRICT SAANJH KENDRA,**  
(Name of City) (Name of District)

**Rules and Regulations**

**❑ REGISTRATION FEES:**

The prescribed registration fees to be paid to the Registrar/Sub-Registrar of Societies and register the SAANJH Kendra.

**❑ RULES AND REGULATIONS OF THE SOCIETY:**

A copy of rules and regulation of society, certified, to be a correct copy by not less than three of the members of the governing body, shall be filed with the memorandum of association.

**❑ SHORT TITLE:**

These rules shall be called the “Rules and Regulations of the District SAANJH Kendra (Name of City) (Name of District)”

**❑ ADDRESS:** [Write complete address]

**❑ DEFINITIONS:** In these rules, unless the context otherwise requires.

- “The CPRC (Name of City)” means the Community Police Resource Centre (Name of City) (Name of District)
- The NGO means the “Non-Government Organisation”.
- The SLCRC means the “State Level Coordination and Review Committee”.
- CAD means “Community Affairs Division”.

(Any Definition which is deemed significant by the District SAANJH Kendra/ Sub-division SAANJH Kendra/ Thana SAANJH Kendra may be added)

**❑ OBJECTIVES:**

The specific objectives for which the District SAANJH Kendra (Name of City) is established are:

- i) To set up District SAANJH Kendra (CPRC) for providing continuity and sustainability to ad-hoc initiatives.
- ii) To ensure greater community participation in police work.
- iii) To implement community oriented schemes in partnership with NGOs, grassroot organisations and other government departments.

**❑ FUNCTIONS AND ACTIVITIES TO BE PERFORMED BY THE DISTRICT SAANJH KENDRA**

(Name of City):

Functions and activities of the District SAANJH Kendra (name of city) can be classified in the following four categories, which are performed by the different units.

- 1) **Grievance Redressal Unit**
- 2) **Community Services cum Information Unit**
  - a. **NRIs & Foreign Counter**
  - b. **Crime Prevention Counter**

- c. **Verification and Permission Counter**
  - d. **RTI Counter**
  - e. **Traffic Management and Information Counter**
- 3) **Legal Aid and Victim Relief Unit**
- 4) **Sensitisation and Dispute Resolution Unit**
- a. **Gender Dispute Resolution Cell**
  - b. **Economic Dispute Resolution Cell**
  - c. **Social and Political Conflict Resolution Cell**

Any other relevant functions or activities to promote the objectives can be undertaken by the District SAANJH Kendra (Name of City) from time to time.

**□ MANAGEMENT COMMITTEE:**

The affairs of the District SAANJH Kendra (name of city) shall be managed by a State / District Level Committee / Sub-divisional committee.

**OFFICIAL MEMBERS**

The Convener will be the head of the police in the State / District / Sub-division/ Police Station (Thana) Level, according to State, District, Sub-Division and Police Station (Thana) levels respectively. In-charge SAANJH Kendra, officials from Health, education, social security and development of women and child, welfare department and red cross departments at the district level shall also be included. Following are the officials which are official members of the District SAANJH Kendra in their ex-officio capacity:

- 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.

**UNOFFICIAL MEMBERS**

Unofficial members can be selected according to State, District, Sub-Divisional and Police Station (Thana) levels SAANJH Kendras respectively. Representatives of state level NGOs, professionals from various fields: heads of medical colleges, hospitals, principals of colleges/ schools, senior academicians, lawyers, human rights activists, disaster management professionals, cyber, web and media experts, renowned poets, theater and cultural personalities; representatives of the opinion making sections, commerce, industry, trade union representatives etc. The Co-convener of the SAANJH Committees shall be the community representative.

**❑ SIGNBOARD, LOGO, LETTERHEADS:**

District SAANJH Kendra (Name of City) has its own signboard, logo, letterheads. It is mandatory that all the District SAANJH Kendras are to adopt them without alteration.

**❑ FUNDING AND RESOURCE MOBILISATION:**

- Recurring expenditure shall be met out of the police budget;
- District SAANJH Kendra will open a separate account for donations and project funding from external organizations;
- This account shall be jointly operated by the Convener and Co-convener of the District SAANJH Kendra; and,
- This account shall be audited annually and approved by the district level District SAANJH Kendra committee and forwarded to the state level committee for information.

**❑ MEMBERSHIP ROLL:**

The committee shall meet at least four times in a year i.e. once in three months. The committee shall keep a roll of its members and every member of the committee shall sign the roll and shall state there, their rank or occupation and address.

[A list shall be filed with the registrar of the names, addresses and occupations of the members, then entrusted with the management of the affairs of society within fourteen days succeeding the day on which first meeting of the year is held.]

**❑ PROPERTY:**

The property, movable and immovable belonging to District SAANJH Kendra (Name of City) shall be deemed to be vested in the district committee and in all proceedings, civil and criminal, may be described as the property of the district committee for their proper title.

**❑ SUITS BY AND AGAINST DISTRICT SAANJH KENDRA (Name of City):**

District SAANJH Kendra (Name of City) may sue or be sued in the name of the convener, co-convener of the district committee or may be in the name of person appointed by the district committee for the purpose.

**❑ ENFORCEMENT OF JUDGMENT AGAINST DISTRICT SAANJH KENDRA (Name of City):**

If a judgment shall be recovered against the person or officer on behalf of the District SAANJH Kendra (Name of City) such judgment shall be put in force against the property, movable or immovable of the District SAANJH Kendra (Name of City).

**❑ CHANGE IN RULES AND ADDITION OF BYE LAWS:**

For the purpose of changing any existing rule or making any bye-law for the District SAANJH Kendra (Name of City) concurrent votes of three-fifth of the members present at such meeting shall be necessary and after that the resolution should be sent to the state level coordination and review committee (SLCRC).

**❑ ALTERATION, EXTENSION OF PURPOSES:**

The District committee can alter, extend or abridge the purposes of District SAANJH Kendra (Name of City) with the vote of three-fifths of the members and after that the resolution should be sent to the state level coordination and review committee (SLCRC).



**❑ PROVISIONS FOR DISSOLUTION OF DISTRICT SAANJH KENDRA (Name of City):**

Any number not less than three-fifths of the members of SLCRC may determine that District SAANJH Kendra (Name of City) shall be dissolved and could determine through vote, the property of District SAANJH Kendra (Name of City) should be given to which society or trust.

**STEP 3: ESTABLISHING DISTRICT SAANJH KENDRA (CPRC) AT THE DISTRICT LEVEL AND DIFFERENT UNITS**

After registration of the District SAANJH Kendra (CPRC) and posting of staff following units are made mandatory to run it. All units except for the victim relief, child and women protection, shall work from 8 am to 8 pm daily.

**Units of the District SAANJH Kendra**

**1) Grievance Redressal Unit**

**2) Community Services cum Information Unit**

- a. NRIs & Foreign Counter
- b. Crime Prevention Counter
- c. Verification and Permission Counter
- d. RTI Counter
- e. Traffic Management and Information Counter

**3) Legal Aid and Victim Relief Unit**

**4) Sensitisation and Dispute Resolution Unit**

- a. Gender Dispute Resolution Counter
- b. Economic Dispute Resolution Counter
- c. Social and Political Conflict Resolution Counter

**FIFTH LEVEL: ESTABLISH: SUB-DIVISION SAANJH KENDRA (COMMUNITY POLICE SUVIDHA CENTRES-CPSCs); SUB-DIVISION LEVEL SAANJH COMMITTEE AND ADVISORY BOARD**

**Step 1:** Constitution of Sub-Division Level SAANJH Committee and Advisory Board

**Step 2:** Establishing Sub-Division SAANJH Kendra (CPSC) at the Sub-Division Level and Different Units

**STEP 1: CONSTITUTION OF SUB-DIVISION SAANJH COMMITTEE AND ADVISORY BOARD**

**A. CONSTITUTION OF SUB-DIVISION SAANJH COMMITTEE**

Sub-division SAANJH Committees have been formed at Sub-division level to oversee the functioning of Sub-division SAANJH Kendras (CPSC).

Deputy Superintendent of Police – **Convener**

Community Representative – **Co-convener**

The number of members of a Sub-Division Level Committee should not exceed 20.

<b>Members of the Sub-Division SAANJH Committee</b>	
<p><b>Official Members (6)</b></p> <ul style="list-style-type: none"> <li>• DSP (Sub-Division) (Convener cum Chairperson);</li> <li>• In-charge Sub-Division SAANJH Kendra;</li> <li>• Sub-Divisional Magistrate (SDM)</li> <li>• Senior Medical Officer (SMO);</li> <li>• Child Development Project Officer (CDPO); and,</li> <li>• Block Development and Panchayat Officer (BDPO).</li> </ul>	<p><b>Non-Official Members (12)</b></p> <ul style="list-style-type: none"> <li>• Social Workers</li> <li>• Heads of Colleges/Schools</li> <li>• Lawyers</li> <li>• Community Representatives</li> <li>• President of Business Associations</li> <li>• Youth Clubs Members</li> <li>• Nehru Yuva Kendra Sangathan (NYKS) Members</li> </ul> <p>(At least 4 members shall be women)</p> <p><b>Tenure:</b></p> <ul style="list-style-type: none"> <li>• Non-official members shall be selected for the tenure of at least 2 years.</li> </ul> <p>Tenure of a member with efficient and active participation may be prolonged with the consensus among non-official members and approval of DSP/ACP.</p>

**Criteria for the Selection of Non-Official Members**

- Representatives of those NGOs shall be selected as members, which have their presence at the district level and working for more than 5 years in the State;
- These NGOs officially shall not have any political affiliation; and,

- Non-official members shall have more than 3 years of experience in their respective fields individually.

### **Essentials for the Functioning**

- In-charge Sub-division SAANJH Kendra (CPSC) shall be responsible to call meetings of the SAANJH Committee;
- Fixed quarterly meeting of the SAANJH Committee members shall be arranged at the Sub-division SAANJH Kendra (CPSC); and,
- Any emergency meeting shall be called with well in advance notice along with the agenda.

### **Roles and Functions of the Sub-division SAANJH Committee**

- These committees shall monitor the implementation the decisions and guidelines of district level committees and suggesting district level committee about their subdivision specific problems;
- The committee shall meet at least four times in a year; and,
- The decisions taken by the committee shall be sent to the District level committee for information.

Monitoring and evaluating the performance of Police Station Outreach Centre and forwarding the periodical report to the District level committees. District Level Committee shall in turn send the district level combined report to the Community Affair Division at State Headquarter.

### **Meetings of the Sub-division SAANJH Committee**

- Meeting for Evaluation and Audit to review the functioning of Sub-division level committees shall be chaired by the DSP/ACP Sub-division. There shall be 4 mandatory evaluation and audit meetings (once in three month) in a year;
- In-charge Sub-division SAANJH Kendra shall be responsible to decide the date and time to call meetings of the committee in consultation with the Convener, Co-Convener and members of the committee. He will also ensure their availability before deciding the date of the meeting;
- **Quorum:** Convener and Co-conveners shall ensure their own presence and minimum quorum of 70 percent of non-official members in the meeting;
- Proceedings of the meeting and decision taken shall be properly documented and signed by Convener, Co-Convener and members of the committee present and copy of the same shall be forwarded to District SSP, SP/DSP Community Policing, DCPO and to in-charge District SAANJH Kendra; and,

- Emergency meetings can be called any time as and when required and shall be chaired by DSP/ACP Sub-division.

**Role and Duties of the Sub-division SAANJH Committee**

- These committees shall monitor the implementation of the decisions and guidelines of district level committees and suggest district level committee about their subdivision specific problems.
- The committee shall meet at least four times in a year.
- The decisions taken by the committee shall be sent to the District level committee for information.

Monitoring and evaluating the performance of Police Station Outreach Centre and forwarding the periodical report to the District level committees. District Level Committee shall in turn send the district level combined report to the Community Affairs Division at State Headquarter.

**B. CONSTITUTION OF SUB-DIVISION SAANJH ADVISORY BOARD**

The Sub-division SAANJH Kendra Advisory Board will function under the ex-officio chairpersonship of the DSP/ACP Division of the respective police district.

<p><b>Total Number of Members of the Sub-division SAANJH Kendra Advisory Board</b></p>	<p style="text-align: center;"><b>120</b></p> <p>(Advisory Board members include non-official members of the Sub-division SAANJH Kendra Committee)</p>
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**Selection of the Advisory Board Members**

The selection of the Sub-division SAANJH Advisory Board members is done by the SAANJH Committee members upon instruction be the Chairperson of the SAANJH Advisory board. Each committee member shall identify and nominate 10 persons from the community to be a part of the Advisory Board including them.

**Steps of Selecting the Advisory Board members**

- Explaining the objectives for the formation of Advisory Boards to Committee Members.
- Call meeting of the volunteers and explain the need to form the Advisory Board.

### **Meetings of the Sub-division SAANJH Advisory Board**

- Meeting of sub-division SAANJH advisory board shall be presided by the chairperson ACP/DSP Division.
- In this meeting, apart from the sub-division advisory board members, three or four members of Thana advisory boards falling under the jurisdiction of sub-division shall also be included.
- In-charge Sub-division SAANJH Kendra shall fix the date of meeting in consultation with Chairperson and non-official members of Sub-division SAANJH Committee.
- In these meetings, after discussion with members of SAANJH advisory board, issues and problems related to the community shall be identified.
- In-charge Sub-division SAANJH Kendra shall be responsible for proper documentation of minutes of the meeting and matters and concerns raised by the advisory board members.
- In-charge Sub-division SAANJH Kendra shall also prepare an action taken report and present the same in next meeting.
- Reports shall be signed by the Chairperson of the Sub-division SAANJH Kendra and non-official members of the SAANJH committee.
- Out of these matters and problems whichever can be resolved at the sub-division level efforts for the same shall be done. Those matters which are to be resolved at the district level, a list of those shall be sent to the in-charge District SAANJH Kendra for further action.
- If policy intervention at the higher level is required those shall be forwarded to the higher authorities such as Chairperson and/or District Community Policing Officer for further action.

### **Duties of In-charge Sub-division SAANJH Kendras**

- In-charge Sub-division SAANJH Kendras are responsible for compilation and timely update the list of advisory board members;
- In-charge of the Sub-division SAANJH Kendras shall inform DSP/ACP Division about the cancellation of membership and a 30 day advance notice of the completion of membership of the advisory board members.

### **Role and Duties of the Sub-division SAANJH Advisory Board Members**

- Primary role of Advisory Board member is to disseminate information regarding the different policing initiatives for public welfare and to gather feedback from the public and present it during advisory board meetings;
- Advisory Board members are supposed to bring-forth different community concerns pertaining to law and order and crime, and, provide suggestions on the behalf of public to combat these;
- Advisory Board members shall spread awareness on different police initiatives among public and try to evaluate the effectiveness of these initiatives.
- Advisory Board members can point out any emerging issue which may potentially cause a communal or societal conflict. In this situation, the member may suggest consulting those persons representing the groups involved in conflict. This is to be done in order to form a solution and take preemptive measures to alleviate the dispute in an attempt to prevent a major potential violent conflict.
- Advisory Board members may take up issues such as rising drug addiction, drug trade, thefts, traffic congestions, encroachments etc. in the meeting and also suggest measures for the redressal;
- Advisory Board member shall also take up issues of social importance specifically those that have an acceptance in society but are in conflict with the rule of law such as- dowry, domestic violence, sex selection and determination etc.;
- Advisory Board members shall also generate awareness regarding SAANJH Programme

### **STEP 2: ESTABLISHING SUB-DIVISION SAANJH KENDRA (CPSC) AT THE SUB-DIVISION LEVEL AND DIFFERENT UNITS**

After registration of the Sub-division SAANJH Kendra (CPSC) and posting of staff following units are made mandatory to run under the Sub-division SAANJH Kendra (CPSC):

**(1) Community Services cum Information Unit.**

**(2) NRI's Foreign Counter.**

**(3) Gender Dispute Resolution Unit.**

**SIXTH LEVEL: ESTABLISH: THANA SAANJH KENDRA (POLICE STATION OUTREACH CENTRES-PSOCs); THANA LEVEL SAANJH COMMITTEE AND ADVISORY BOARD**

**STEP 1: CONSTITUTION OF THANA SAANJH COMMITTEE AND ADVISORY BOARD**

**A. CONSTITUTION OF THANA SAANJH COMMITTEE**

Thana SAANJH Committees have been formed at Police Station level to oversee the functioning of Thana SAANJH Kendras.

- Station House Officer– **Convener**
- Community Representative – **Co-convener**
- The number of members of a District Level Committee should not exceed 15.

<b>Members of the Thana SAANJH Committee</b>	
<b>Official Members (5)</b> <ul style="list-style-type: none"><li>• SHO Police Station (Chairperson cum Convener);</li><li>• In-charge Thana SAANJH Kendra;</li><li>• Medical Officer of Community Health Centre;</li><li>• Circle Supervisor (Aanganwadi): and,</li><li>• Head of College/School.</li></ul>	<b>Non-Official Members (10)</b> <ul style="list-style-type: none"><li>• Social Workers</li><li>• Lawyers</li><li>• Community Representatives</li><li>• President of Business Associations</li><li>• Youth Clubs MemberS</li><li>• Nehru Yuva Kendra Sangathan (NYKS) Members</li></ul> <p>(At least 3 members shall be women)</p> <p><b>Tenure:</b></p> <ul style="list-style-type: none"><li>• Non-official members shall be selected for the tenure of at least 2 years.</li></ul> <p>Tenure of a member with efficient and active participation may be prolonged with the consensus among non-official members and approval of SHO Thana.</p>

**Criteria for the selection of Non-Official Members**

- Representatives of those NGOs shall be selected as members, which have their presence at the district level and working for more than 3 years in the State;
- These NGOs officially shall not have any political affiliation; and,
- Non-official members shall have more than 2 years of experience in their respective fields individually.

### **Essentials for the Functioning**

- In-charge Thana SAANJH Kendra (PSOC) shall be responsible to call meetings of the SAANJH Committee;
- Fixed quarterly meeting of the SAANJH Committee members shall be arranged at the Thana SAANJH Kendra (PSOC); and,
- Any emergency meeting shall be called with well in advance notice along with the agenda.

### **Roles and Functions of the Thana SAANJH Committee**

- These committees shall monitor and implement the decisions and guidelines of district level committees;
- To mediate and resolve non-serious cases with amicable and honourable resolution for both parties of disputes;
- The committee shall meet at least four times in a year; and,
- Report any issue to the Division Level Committee for information.

### **Meetings of the Thana SAANJH Committee**

- Meeting for Evaluation and Audit to review the functioning of Sub-division level committees shall be chaired by the SHO Thana. There shall be 4 mandatory evaluation and audit meetings (once in three month) in a year;
- In-charge Thana SAANJH Kendra shall be responsible to decide the date and time to call meetings of the committee in consultation with the Convener, Co-Convener and members of the committee. He will also ensure their availability before deciding the date of the meeting;
- **Quorum:** Convener and Co-conveners shall ensure their own presence and minimum quorum of 70 percent of non-official members in the meeting;
- Proceedings of the meeting and decision taken shall be properly documented and signed by Convener, Co-Convener and members of the committee present and copy of the same shall be forwarded to In-charge Sub-division; and,
- Emergency meetings can be called any time as and when required and shall be chaired by SHO Thana.



## **B. CONSTITUTION OF THANA SAANJH ADVISORY BOARD**

The Thana SAANJH Kendra Advisory Board will function under the ex-officio chairpersonship of the SHO respective police station.

<b>Total Number of Advisory Board Members of the Thana SAANJH Kendra</b>	<b>100</b> (Advisory Board members include non-official members of the Thana SAANJH Kendra Committee)
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### **Selection of the Advisory Board Members**

The selection of the Thana SAANJH Advisory Board members is done by the SAANJH Committee members upon instruction by the Chairperson of the SAANJH Advisory board. Each committee member shall identify and nominate 10 persons from the community to be a part of the Advisory Board including them.

### **Steps of Selecting the Advisory Board members**

- Explaining the objectives for the formation of Advisory Boards to Committee Members.
- Call meeting of the volunteers and explain the need to form the Advisory Board.

### **Meetings of the Thana SAANJH Advisory Board**

- Meeting of district SAANJH advisory board shall be presided by the chairperson Station House Officer (SHO).
- In this meeting all the thana advisory board members shall be included.
- In-charge Thana SAANJH Kendra shall fix the date of meeting in consultation with Chairperson and non-official members of Thana SAANJH Committee.
- In these meetings, after discussion with members of SAANJH advisory board, issues and problems related to the community shall be identified.
- In-charge Thana SAANJH Kendra shall be responsible for proper documentation of minutes of the meeting and matters and concerns raised by the advisory board members.
- In-charge Thana SAANJH Kendra shall also prepare an action taken report and present the same in next meeting.
- Reports shall be signed by the Chairperson, Thana SAANJH Kendra and non-official members of the SAANJH committee.
- Out of these matters and problems whichever can be resolved at the Thana level efforts for the same shall be done. Those matters which are to be resolved at the Sub-division level, a list of those shall be sent to the in-charge sub-division SAANJH Kendra for further action.
- If in any matter policy intervention at the higher level is required those shall be forwarded to the higher authorities such as Chairperson and/or ACP/DSP Division for further action.

### **Duties of In-charge Thana SAANJH Kendras**

- In-charge Thana SAANJH Kendras are responsible for compilation and timely update the list of advisory board members;
- In-charge of the Thana SAANJH Kendras shall inform SHO Police Station about the cancellation of membership and a 30 day advance notice of the completion of membership of the advisory board members.

### **Role and Duties of the Thana SAANJH Advisory Board Members**

- Primary role of Advisory Board member is to disseminate information regarding the different policing initiatives for public welfare and to gather feedback from the public and present it during advisory board meetings;
- Advisory Board members are supposed to bring-forth different community concerns pertaining to law and order and crime, and, provide suggestions on the behalf of public to combat these;
- Advisory Board members shall spread awareness on different police initiatives among public and try to evaluate the effectiveness of these initiatives.
- Advisory Board members can point out any emerging issue which may potentially cause a communal or societal conflict. In this situation, the member may suggest consulting those persons representing the groups involved in conflict. This is to be done in order to form a solution and take preemptive measures to alleviate the dispute in an attempt to prevent a major potential violent conflict.
- Advisory Board members may take up issues such as rising drug addiction, drug trade, thefts, traffic congestions, encroachments etc. in the meeting and also suggest measures for the redressal;
- Advisory Board member shall also take up issues of social importance specifically those that have an acceptance in society but are in conflict with the rule of law such as- dowry, domestic violence, sex selection and determination etc.; and,
- Advisory Board members shall also generate awareness regarding SAANJH Programme.

### **STEP 2: ESTABLISHING THANA SAANJH KENDRA (PSOC) AT THE POLICE STATION LEVEL AND DIFFERENT UNITS**

**(1) Community Services cum Information Unit.**

**(2) Gender Dispute and Social Conflict Resolution Unit.**

## **PRIMARY ROLE OF COMMUNITY-POLICING COMMITTEES**

### **❑ Generating Awareness**

The primary function of this formal partnership is to generate awareness among the community regarding the rights and responsibilities of the common citizen. It will also dispense information regarding the specific service that the police have initiated in the area. For instance, a survey revealed that in certain instances the target population for whom these services are meant, has little information about these services. Also a large number of policemen do not have information about these services due to the low priority given to these activities and also poor publicity. A part of this awareness will be to provide basic information relating to the citizens regarding police functioning. This information should cover the cognizable and non-cognizable crime, the rights of the citizens for self-defence, to ask for the policemen's badge number etc.

### **❑ Community Mobilisation and Participation**

The community partnership initiative will mobilise the community to participate in social policing. As partners to the programme, the community must present its viewpoint and function collectively to address its own needs of crime prevention. Initiatives such as criminal prevention clinics, COPS on campus programme, ex-offender employment programmes, family crisis intervention projects etc. fall within the purview of community participation. The apathetic attitude of the community members towards crime of which they are not the victims has to be removed. Such mobilisation will also allow citizens' concerns to be reflected and imbibed in the Community Police partnerships.

### **❑ Building Inter-linkages and Networking**

The community partnership will build channels of interaction with the NGOs, opinion making sections and support structures to build a safer community. A number of forward and backward linkages are necessary to prevent crime. For instance, many petty criminals are drug addicts who are apprehended by the police, yet it is outside the purview of the police to initiate them into a rehabilitation centre. Liaison with drug de-addiction centres will help in the treatment of the delinquents. Similarly, NGO support can be called upon to spread awareness about the substance abuse and promote counselling. Educational institutions can also be part of this programme to check the spreading menace of drug addiction. These linkages will help the cell in establishing a wide network while ensuring participation of different sections of the society.

### **❑ Crime Prevention and Investigation**

This initiative will lead to institutionalised partnership with the community to prevent crime and to conduct investigation when a crime is committed. Rather than involving community members only as informers, the programme must seek the creation of neighbourhood committees, reinstate and strengthen the local beat 'chowkidars' and

patrolling. Any number of such schemes can be strengthened. In the instance of a neighbourhood committee, it will allow constant regulation of activities in the area while absorbing information about likely criminal activities. The local beat system can be regulated by the committee with the help of community policing. Providing training for surveillance, patrolling and self-defence can be a part of its activities.

#### **❑ Grievance Redressal**

A number of non-cognizable crimes pertaining to marital disputes, discord between the youth of opposite sexes or tenancy problems are reported to the police. However, due to the nature of such crime, lodging of cases cannot be filed directly. Yet such crimes persist and when these are aggravated, the result is the commission of same cognizable crime. These can be addressed by District SAANJH Kendras (CPRCs).

#### **❑ Area-specific Training**

A number of crimes remain invisible due to the normative sanction attached to them. For instance, invisibility of gender-related crimes, especially those occurring within the family, is quite high. Violation of the rights does occur. Besides, these acts are not reported for lack of perception of injustice. Members of the District SAANJH Kendras (CPRCs) will be sensitised to these societal biases and prejudices so that they in turn can mobilise community and build social fencing. Violation of migrant rights and prejudices against the Scheduled Castes is another area where sensitisation is required.

### **STRATEGY**

#### **❑ Garnering Community Support**

This initiative is based on a partnership wherein a collaborative relationship is based on comparative advantage and effective division of labour between the police functionaries, volunteers and support structures. This partnership will elicit community participation, mobilisation and support for improving security in the area and spreading awareness about the citizens' rights and also sensitising the community to the rights and concerns of the vulnerable sections. Since this a joint venture between community representatives, volunteers and the police, it can only be made effective by ensuring the participation of the community.

#### **❑ Social and People's Policing**

The perspective of crime prevention has an in-built assumption that the community is alive to its rights and is aware of fulfilling its responsibilities. In order to shift the focus from enforcement, it becomes necessary to initiate the people's policing. The concept pertains to the participants of community members, specifically a group of law

enforcement civilians to provide guidance to erring individuals, protect society, maintain social codes and individual integrity. This concept of social policing can be initiated by social support structures such as panchayats and youth volunteers.

#### ❑ **Social Fencing**

NGOs, social activists and volunteers can effectively localise and combat problems by building a social network in the problem area. For instance, in towns that are spatially located in a manner which concentrate specific type of population within one area. For example, a zone may be totally commercial market area with no residential or educational institutions while another area may comprise the university with many students living in surrounding areas. A specific problem of the youth such as substance abuse can be tackled by social fencing of the student populated area. Youth leaders, activists, NGOs and teachers can all interact to identify groups and areas which are the hub of substance abuse, initiate activities of awareness, sensitisation, peer counselling, facilitate drug de-addiction and create recreational activities. This will allow the problem to be contained and combated.

#### ❑ **Awareness and Sensitisation**

Community policing focuses on building people's sensibilities by making them aware of their rights and duties and also sensitising them to the concerned and vulnerable sections. This is expected to serve the dual purpose of mobilising the community for protecting their rights as citizens and also discharging their responsibilities.

#### ❑ **Inter-linkages and Networking**

In tune with the concept of collaborative interaction based on comparative advantage, volunteers, police functionaries and social structures need to build inter-linkages with the administration, the NGOs and others. For instance, in order to sensitise the youth to traffic rules, the community policing can link up with schools, colleges and other educational institutions to hold awareness campaigns on traffic rules. Similarly, while tackling substance abuse, it may be necessary to liaison with the NGOs that are providing counselling or de-addiction facilities. Also, in the context of the enlarged scope of the community policing, wherein intervening in the areas of public health and environment, building of rapport with hospital authorities or environmentalists and the local administration will be necessary if the programmes are to become relevant to the issues of their concern.

#### ❑ **Targeted Approach**

The community policing needs to adopt a targeted approach on certain areas and issues and build supporting activities and structures. The migrant population that lives in slums has a low level of awareness regarding their rights. They lack faith in the administration

and feel targeted by the police. The approach to build a community network, garnering their participation, addressing their needs (harassment at work place, physical disputes within the locality, molestation of women etc.) will be different from the needs of the villagers. The villagers may be embroiled in land disputes and dowry harassment cases and the nature of intervention will be different as will be the support from the local government bodies. The need is, therefore, to evolve a targeted approach within the broader awareness, sensitisation and mobilisation efforts of the community policing.

## **ELEMENTS FOR BUILDING PARTNERSHIP WITH THE COMMUNITY**

### **❑ Involving the Community from the Beginning**

Participation of all sections of the community in all the aspects of the programmes beginning from an assessment of the community to framing specific goals, identifying the strategy and in monitoring the programmes ensures not only the active involvement but generates commitment to the programme. Interactions with trainers, NGOs and specialist organisations provides involvement, access to information and provides various dimensions to the concept of community policing whereby the community can themselves act as social fencers, mobilisers for the larger group. Exposure not only sensitizes the community but also shapes the programme according to the needs of the local specificities and promoting the same through mediums that the common person find interesting.

### **❑ Building Inter-linkages**

At times, a number of efforts that directly impact the community can be related to the community. For instance, awareness on neighbour meetings, community newsletter, COPS on campus programmes, footbridge programmes etc. may all in their own manner be trying to provide skills, services and avenues for development of the community ownership to policing. Networking of these various initiatives is important whereby they provide linkages in addressing the concept of partnership and ownership to safety in a holistic manner. For instance, needs and problems of the young can be interrelated. Lack of supportive environment could push youth to drug and alcohol abuse, poverty, prostitution, petty theft etc.

### **❑ Dovetailing**

In many societies, there may be initial resistance to participation in policing activities and community may not be responsive to the initiatives being undertaken. However, the community may be responsive to an entirely different area of concern such as combating drug abuse, girl child trafficking or safety of the older persons. These issues can be used

to gain entry and credibility in the community and then used as a platform to promote and mobilise the community.

#### ❑ **Reinforcing the Message**

Rather than letting the community policing programme function in isolation in a community, its message needs to be reiterated from different settings. Thus, if the schools, work places, clubs, parents, NGOs provide information and skills relating to community policing, the message gets reinforced and also helps in creating a supporting environment by involving different sections of the community. An environment of change created to that not only assists the programme but also helps the local concerns to be incorporated in the larger programmes.

#### ❑ **Strengthening ties**

The community, parents, adults, religious leaders, all contribute to provide a supporting climate to build relationships, guide the young and provide a safety net. A sense of belonging of community to their families, friends and other adults has been found to be a positive factor in combating certain risk behaviours such as substance abuse and petty crime.

#### ❑ **Catering to Specific Cultural Needs**

Evolving a programme around cultural values, using cultural mediums of interaction including language makes it easier for the different sections to relate to the programme.

**A Stakeholder is defined as any individual, community, group or organisation with interest in the outcome of an activity either as a result of being affected by it positively or negatively, or by being able to influence the activity in a positive or negative way<sup>1</sup>.**

### **OPERATIONALISATION OF THE COMMUNITY PARTNERSHIP**

#### ❑ **Institutionalised Participatory Process**

The partnership should be institutionalised through a government order. The stakeholder should be from the existing support system, such as, local self-government, education and health departments, social welfare, women and child development departments. The representatives of these departments shall be ex-officio members of the community-policing programme. Other than these are the representatives from social welfare organisations, legal experts, social workers, cultural, social and academic personalities

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<sup>1</sup> Guidance on Local Safety Audits: Compendium of international practice, Paris : European Forum for urban safety (EFUS), 2007. [www.urbansecurity.org/fileadmin/efus/secutopics/efus\\_safety\\_Audit\\_e\\_web\\_pdf](http://www.urbansecurity.org/fileadmin/efus/secutopics/efus_safety_Audit_e_web_pdf)

and community members engaged in productive pursuits like commerce, industry, trade, etc. may also be co-opted.

This will help integration of the support systems into policing activities. Another level of integration is through management of the community policing programmes including disbursement of resources together with community representation.

### **❑ Establish Procedures for Working in Partnership**

Integral to governance is the accountability of its institutions and transparency in the process of delivery of justice. While internal accountability referring to the hierarchical chain of command has been part of traditional authority systems, it is the accountability to the citizens and to the rule of law that is being strengthened. The need is to build institutional accountability structures that are democratic in their responsiveness, protective of the rights and sensitive to the multi-cultures. Internal accountability within the institutions needs to be made transparent and responsive rather than being status-quo.

The procedures detailing the partnership have to be listed in the government order and rules and regulations described in the registration of the document. This should include internal and external linkages of administration, finances and human resources. There have to be transparent processes of decision-making. The proceedings of the meetings have to be formally recorded. Exhaustive appraisal tools have to be developed to monitor the implementation of the community-policing programmes and allocation and disbursement of funds.

#### **Steps for Building Community-Police Partnership**

- ❑ Identifying and approaching stakeholders
- ❑ Liaisoning with allied systems (education, health system, district administration)
  - Identify common and complementary goals
  - Resource allocations: Human and material
  - Tasks and corresponding skills identification
  - Monitoring and evaluation: Mechanisms and regular monitoring
- ❑ Community-police partnership: Procedures and processes
  - Regular periodic meetings
  - Appraisal of inputs, outputs and outcomes (half-yearly)
  - Recording of minutes of meetings and action taken
- ❑ Developing skills within the community
  - Encouraging Decisions-Making
  - Awareness and Mobilisation
  - Social Fencing and Social Policing
  - Networking and coordinating with organisations and support systems



## **Defining Role and Functions**

The role and functions of the stakeholders needs to be clearly defined as also to identify the complimentary goals. The sustainability of the programme demands that an integrated plan be mooted in relation to the activities besides mainstreaming of the community-policing initiatives.

## **Defining the role of committee members in services provisions**

A standardised service-delivery mechanism needs to be instated. For instance, redressal of complaints against the policemen, counselling and advocacy for dealing with crimes against women, free legal aid for the vulnerable and poor, single window police services for the citizens, etc.

### **Main Issues in Community Partnership: Administrative Structure and Functions**

**Administrative structure involving community partnership has to be operationalised at four levels. These are:**

- Community Affairs Division at the State Level (CAD)
- District SAANJH Kendras (Community Police Resource Centres-CPRCs) at the district level
- Sub-division SAANJH Kendras (Community Police Suvidha Centres-CPSCs) at the sub-division level
- Thana SAANJH Kendras (Police Station Outreach Centres-PSOCs) at the police station level

### **Primary Role of Community-Policing Committees**

- Generating Awareness
- Community Mobilisation and Participation
- Building Inter-linkages and Networking
- Crime Prevention and Investigation
- Grievance Redressal
- Area-specific Training

### **Elements for Building Partnership with the Community**

- Involving the Community from the Beginning
- Building Inter-linkages
- Dovetailing
- Reinforcing the Message
- Strengthening Ties
- Catering to Specific Cultural Needs

### **Operationalisation of the Community Partnership**

- Institutionalised Participatory Process
- Establish Procedures for working in Partnership
- Defining Role and Functions
- Defining the role of Committee Members in Services Provisions

**How to establish its units which are to execute backbone activities are mentioned in the next Section.**

## **Section – 4**

### **Establishment of Units under SAANJH Kendras**

Police and community partnership is essential for ensuring proper crime prevention, delivery of justice and building sustainable and safe environment. Consequently, the creation of distinct space with a provision of interactive forum for dispute resolution, crime detection, equitable and efficient access to police services also becomes essential. Unlike civil service suvidha centres, these centres are equipped with specialised counsellors, experts from diverse spheres of human activities and, above all, institutionalized mechanisms for invoking mutual respect and confidence amongst the police and the community.

#### **UNITS UNDER DISTRICT SAANJH KENDRA (CPRC)**

SAANJH- Community Police Resource Centres (CPRCs) are equipped with specialised units. These units are:

- 1) Grievance Redressal Unit**
- 2) Community Services cum Information Unit**
  - a. NRIs & Foreign Counter
  - b. Crime Prevention Counter
  - c. Verification and Permission Counter
  - d. RTI Counter
  - e. Traffic Management and Information Counter
- 3) Legal Aid and Victim Relief Unit**
- 4) Sensitisation and Dispute Resolution Unit**
  - a) Gender Dispute Resolution Counter
  - b) Economic Dispute Resolution Counter
  - c) Social and Political Conflict Resolution Counter

All these units have clear mandate in terms of the functions and the manner in which these are to be discharged. The timeline for each service provision is to be specified and adhered to. A feedback mechanism has been built into the delivery of services.

## **1. Grievance Redressal Unit (GRU)**

This unit receives complaints against police from the whole district and disposes them off after the necessary and time bound action taken.

<b>Administration</b>	<b>Services and Functions</b>
<ul style="list-style-type: none"><li>• In-charge District SAANJH Kendra (CPRC) shall always be available at the centre for about 12 hours to improve the accessibility of the police to the people;</li><li>• System for registration of grievances including proformas and receipts;</li><li>• Scrutination of police service and work related grievances;</li><li>• Refer grievances to concerned officials for time bound redressal;</li><li>• Conduct weekly grievance redressal of people and committees with senior police officer;</li><li>• Maintain a data base on number, nature and disposal of grievances;</li><li>• Proper documentation of each complaint mentioning date of complaint type of complaint, action taken and present status i.e. final or pending. If final then the final date of disposal; and,</li><li>• Concise final action taken report of each complaint shall be forwarded to district SSP or Commissioner of police for perusal and record.</li></ul>	<ul style="list-style-type: none"><li>• To receive complaints against police from the whole district and dispose them off after the necessary and time bound action taken;</li><li>• Complaints can be personally submitted by the complainant;</li><li>• Complaints made at the Sub-division SAANJH Kendra (CPSCs) shall also be forwarded to this unit along with action taken report;</li><li>• A nodal place for community oriented schemes like combating domestic violence, elder assistance, legal aid to the vulnerable sections of society etc.; and,</li><li>• Meetings of Resident Welfare Associations, Traffic Regulation Committees, and Economic Offences Wings will be organised under this unit.</li></ul>

### **Essentials**

- Accessibility;
- Time bound redressal of grievances;
- Each complaint is logged into a computer & a receipt by way of acknowledgement is given to the complainant;
- Transparency redressal through conciliation, persuasion & dialogue;
- Conciliation reached outside the formal criminal justice machinery; and,
- Encouraging panchayats/resident associations/trade associations in resolving of minor irritants.

This unit shall have software for data compilation and that software shall be same for all the District SAANJH Kendras (CPRCs) in the state.

■ **Software for Grievance Redressal**

- All the complaints received in the district shall be entered
- Complaints submitted to higher authorities shall also be entered
- Complete database about the complaints prepared
- Complaints scrutinized on the basis of seriousness
- Time bound disposal of complaints made

■ **Advantages**

- Public got speedy disposal
- Casual matter may be tackled in the beginning itself
- Unexpected law and order problem may be avoided
- The pendency in office may be reduced
- Supervision may be improved
- Field staff made accountable

## Infrastructure and Spatial Design of the District SAANJH Kendra (CPRC)

### Model of District SAANJH Kendras (CPRC)



The District SAANJH Kendras (CPRCs) should have a pleasant ambience and an air of informality and friendliness. It should not be officious and restrictive. The colour scheme should be soft and the place should be kept clean and aesthetically done up.



### Spatial Dimensions and Resources

Dimensions	Physical Resource Management
<ul style="list-style-type: none"> <li>• One hall approximately 30' x 30' with partitions:</li> <li>▪ Sensitisation and Dispute Resolution Unit – 30' x 10'</li> <li>▪ Community Service-cum-Information Unit – 12' x 15'</li> <li>▪ Grievance Redressal Unit – 8' x 15'</li> <li>▪ Legal Aid and Victim Relief Unit – 20' x 15'</li> </ul> <p>(The above specifications are only suggestive and may be suitably amended or modified according to local conditions and specific requirements.)</p>	<p>Infrastructure and equipment arranged according to service provision of respective unit i.e. hospital bed, toolkit for victim assistance centre, information, laws and schemes in grievance redressal cell etc.</p>

### Reception Centre

	<ul style="list-style-type: none"> <li>▪ Reception desk equipped with telephone, computer server</li> <li>▪ Space for people to sit</li> <li>▪ TV installed to impart information on various subjects</li> <li>▪ Availability of application forms</li> <li>▪ Displayed information on facilities and service provided by the District SAANJH Kendra (CPRC)</li> <li>▪ Reading resource room</li> </ul>
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### Staff Strength and the Role of In-charge District SAANJH Kendra (CPRC)

Staffing of the District SAANJH Kendra (CPRC)	Role of the In-Charge District SAANJH Kendra (CPRC)
<ul style="list-style-type: none"> <li>▪ Incharge of CPRC: Community Policing Officer (Inspector Rank)</li> <li>▪ Receptionist-Cum-Coordination Officer-1</li> <li>▪ Computer Operators-4</li> <li>▪ Record Keeper-1</li> </ul> <p><b>Total = (Incharge+6)</b></p>	<ul style="list-style-type: none"> <li>▪ Review daily performance.</li> <li>▪ Liaison with various service provider departments.</li> <li>▪ To record and maintain the proceedings of committee meetings.</li> <li>▪ To organize grievance redress meeting of SSP once in a week.</li> <li>▪ Coordinate with Convenor and the Co-convenor.</li> <li>▪ Co-ordinate with the CPRC units.</li> <li>▪ Organise joint awareness campaigns.</li> <li>▪ Coordinate with the sub-divisional CPRC and police station outreach centre.</li> </ul>

## Professional Capacities

Each unit shall provide specified services mentioned further under each unit. Professional like counselors in marital discord cases, computer or financial experts to deal economic offences shall be taken in panel of experts by the relevant units.

## Communication and Service Delivery

- Dedicated phone lines, women and child helplines, shall be available for District SAANJH Kendras (CPRCs).
- Referral system must exist.
- Service provided through appointments and time bound.

## Networking and Coordination with Agencies

On call services shall be available from NGOs and various government departments

<b>Functions of the District SAANJH Kendra (CPRC)</b>	<b>Essentials to Make the District SAANJH Kendra (CPRC) Effective</b>
<ul style="list-style-type: none"> <li>● Online facility is provided to track the complaints, status of FIR, investigation, charge-sheeting etc.</li> <li>● Counselling for resolution of domestic violence, marriage disputes, economic offences, legal aid, victim relief, NRI facilities.</li> <li>● Community service centres for verification, crime prevention and other services.</li> <li>● Helpline and general information regarding rules and procedures, traffic laws etc.</li> </ul>	<ul style="list-style-type: none"> <li>● Provide a receipt of complaint to ensure efficient compliance and retrieval.</li> <li>● To ensure that people express their considered opinion at the District SAANJH Kendra (CPRC) committee meetings and ascertain that their views are recorded in the proceedings.</li> <li>● Take active interest to ensure regular and frequent committee meetings.</li> <li>● Spread awareness regarding District SAANJH Kendras (CPRCs) and the services available.</li> <li>● People's participate in District SAANJH Kendra (CPRC) activities.</li> <li>● Contribute human and material resources by community.</li> </ul>

### ■ Features

- Online complaint Box
- Online Complaint Status
- Special emphasis on women, children and Scheduled Castes
- NRI helpline
- Security guidelines
- Information about general offences
- Cyber crime

- Traffic awareness
- Online road safety test
- Community Policing
- Activities undertaken by the district police
- General information about the district
- **Advantages**
  - Tremendous response can be received from people specially NRIs
  - Online complaints
  - Queries can be obtained
  - Scheduled castes can be made aware about legal provisions for them
  - Women can be made aware about legal provisions against atrocities

**Forms Required at the Grievance Redressal Unit (GRU) Counter**

Complaint Form

Status of Complaint Form

\*See Annexure-A for Specimen of Forms

**Facilities and Display Material**

Facilities	Display Materials
<ul style="list-style-type: none"> <li>• Data recording system</li> <li>• Furniture, display boards</li> </ul>	<ul style="list-style-type: none"> <li>• Duties of police officials</li> <li>• Information on police rules, procedures</li> <li>• Police contact numbers</li> </ul>



## Display Material

-----Specimen-----

### Handbill

#### DUTIES OF SHO

- He is the Chief Investigating Officer and all investigations are conducted under him.
- He is responsible for the effective working, management, good conduct and discipline of the local police to preserve duties, detect and prevent crimes.
- It is his duty to ensure correct registration of records.
- Give instruction to police subordinates.
- To network and liaison with ziledars, nambardars and sarpanches.
- Establish contact with chowkidars.

#### DUTIES OF MHC

- All clerical work such as accounts and record keeping and maintenance of the police station is undertaken by the MHC who is a Head Constable.
- He is assisted by other clerks.
- He writes reports.
- He writes daily diary and maintains other station house registers.

#### DUTY OFFICER

- Assistant Sub-Inspector is attached to the SHO to investigate registered crime.

## **2. Community Services cum Information Unit**

This unit shall provide different services and information to the visitor and comprised of following counters.

- a. NRIs & Foreign Counter**
- b. Crime Prevention Counter**
- c. Verification and Permission Counter**
- d. RTI Counter**
- e. Traffic Management and Information Counter**



### **NRIs & Foreign Counter:**

This counter is to provide all the services to NRI and Foreign tourists who are visiting district, state or country. This unit shall solely dedicate to the service of foreign visitors to make their stay more safe, secure and comfortable.

#### **Services**

- Registration of Foreigner on arrival and departure
- MRG enquiries – in case of loss of passport abroad
- Complaints on fraud and cheating by travel agents
- NRI complaints and enquiries
- Extension of residential permit for foreigners
- Information on registered travel agents
- Information on registered money exchanger
- Information on registered government and private guesthouses, lodges and hotels
- Information on specialized hospitals

#### **Forms Required at the NRIs & Foreign Counter**

Registration of Foreigner

**\*See Annexure-A for Specimen of Forms**

### **Crime Prevention Counter:**

This counter shall provide the copies of FIR, Untraced report and progress report on investigation of ongoing criminal case if applicant unable to get the same from the concerned police station.

<b>Services</b>
<ul style="list-style-type: none"><li>• Application for the copy of FIR or Untraced Report</li><li>• Progress of investigation of criminal case</li></ul>

<b>Forms Required at the Counter</b>
Request for copy of First Information Report (FIR)
Request for copy of Cancellation or Untraced Report
Information regarding Unclaimed Dead Body
Information regarding Lost Vehicle
Application for missing Articles and Documents
Application for Missing Mobile Set
Application for Missing Person/ Child

**\*See Annexure-A for Specimen of Forms**

### **Provide on the spot Computerized Information on the Following**

<ul style="list-style-type: none"><li>■ <b>Victim needs information on</b><ul style="list-style-type: none"><li>■ Registration of F.I.R.</li><li>■ Arrest of accused</li><li>■ Progress of case</li><li>■ About trial dates</li></ul></li><li>■ <b>Software CCIS provides information</b><ul style="list-style-type: none"><li>■ Arrest of accused</li><li>■ Bail of the accused</li><li>■ List of witnesses</li><li>■ Date of submission of final report</li><li>■ Dates of hearing</li><li>■ Progress of trial</li><li>■ Conviction or acquittal of accused</li><li>■ Further appeal, etc</li></ul></li></ul>
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### **Verification and Permission Counter:**

All sorts of permissions and verifications shall be handled at this counter for the convenience of the service seeker. All service requests shall be acknowledged with proper receipt having expected time taken. This counter shall have charter of services mentioning documentation required and tentative time taken.

<b>Services</b>
<ul style="list-style-type: none"><li>● <b>Verifications</b><ul style="list-style-type: none"><li>○ Verification of tenants</li><li>○ Registration and verification of servants</li><li>○ Passport verification</li><li>○ Emergency urgent passport verification when applied under TATKAL scheme</li><li>○ Police Clearance Certificate (PCC) at the time of Foreign Migration</li><li>○ Verification of vehicle</li><li>○ Character Verification for service</li></ul></li><li>● <b>Permissions</b><ul style="list-style-type: none"><li>○ Permission and Request (for security arrangements at political/ sports/ religious and social functions)</li><li>○ NOC for Arms License</li><li>○ Permission for loud speaker or procession</li></ul></li></ul>

<b>Forms Required at the Counter</b>
Information for Status of Passport Verification
Tenant and Servant Verification
NOC for Organizing Public Function
Application for Vehicle Enquiry Request
Police Clearance Certificate
Police Clearance Certificate (Tatkaal Verification)

**\*See Annexure-A for Specimen of Forms**

### **Speed up Verification through Information and Technology**

<ul style="list-style-type: none"><li>■ <b>Passport verifications software</b><ul style="list-style-type: none"><li>■ To give benefit to public as maximum NRIs in Punjab</li><li>■ There is tremendous demand of passport verification</li><li>■ Many people require urgent passports</li></ul></li></ul>
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■ **New software**

- Database for passport verification made
- Receipt of verification at different levels entered
- Make Verifications time bound

■ **Advantages**

- It will improve efficiency
- It will made Field staff accountable
- Supervision will improve
- People got improved service delivery
- Feedback to people on telephone or through internet
- Precious time saved
- Convenience to public

■ **Other Software**

- National Status Verification
- Service Verification
- Police Clearance Certificate

**RTI Counter:**

Applications under the right to information act shall be taken here. Information asked for shall be provided to the applicant from this counter only within the given time frame.

**Services**

- To deal all application under the Right to Information Act

**Forms Required at the Counter**

Application Form for Information (RTI) Act

**\*See Annexure-A for Specimen of Forms**

**Traffic Management and Information Counter:**

There shall be one dedicated counter in all the Centres to receive payments of traffic challans. At the CPRC level there shall be centralized pooling of information on traffic challans, impounded vehicles or document held for traffic violation anywhere in the district. Traffic

rule violator shall be allowed to make payment of his penalty in these Centres and provided with the payment slip and whereabouts of his impounded vehicle or documents.

Services
<ul style="list-style-type: none"> <li>• Payment of Traffic Challans</li> <li>• Information on impounded vehicles</li> <li>• Receiving complaints and suggestions of community on traffic problems in the area</li> <li>• Putting those suggestion and complaints in front of traffic Advisory Committee</li> </ul>

A **Traffic Advisory Committee** is set up in the District SAANJH Kendra (CPRC) to function as an interface between the traffic police and the commuters. The SAANJH Committee can act as a Traffic Advisory Committee to avoid multiplicity of oversights.

**Apart from all the above services provide general assistance to public through Village Information System.**

<ul style="list-style-type: none"> <li>■ <b>Develop Village Information System (VIS)</b> <ul style="list-style-type: none"> <li>■ General information about the district</li> <li>■ Public servants and their phone numbers</li> <li>■ Hotels</li> <li>■ Religious places</li> <li>■ Educational institutes</li> <li>■ Geography of the district</li> <li>■ History of the place</li> <li>■ Demographic pattern</li> <li>■ Deras in the district</li> <li>■ Information on crime and criminals</li> </ul> </li> <li>■ <b>Advantages</b> <ul style="list-style-type: none"> <li>■ Police department get the complete database about the district</li> <li>■ General public can be guided properly about any queries asked by them</li> <li>■ Tourists can be guided properly</li> </ul> </li> </ul>
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Facilities	Display Materials
<ul style="list-style-type: none"> <li>• Furniture</li> <li>• Computer monitor linked to server</li> <li>• Telephone</li> <li>• Stationary and display board</li> <li>• Soft board</li> </ul>	<ul style="list-style-type: none"> <li>• Citizen Charter</li> <li>• What is an FIR (Poster)</li> <li>• When can you be arrested (Poster)</li> <li>• After being arrested (Display Information)</li> <li>• Citizen's rights in a police station (Display Information)</li> <li>• Torture in police custody (Display Information)</li> <li>• Rights after arrest (Poster)</li> <li>• Police station and you (Display Information)</li> <li>• List of government guest houses (Display Information)</li> <li>• List of hotels and inns (Display Information)</li> </ul>

# Specimen of Display Material

Handbill	Sample Handbill
<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;"><b>LUDHIANA POLICE</b> <b>RIGHT TO INFORMATION ACT 2005</b> <b>KEY CONCEPTS</b></p> <ul style="list-style-type: none"> <li>■ Transparency &amp; Accountability in the working of every public authority.</li> <li>■ The right of any citizen of India to Request access to information and the corresponding duty of Govt. To meet the request, except the exempted information (Secs. 18(1))</li> <li>■ The duty of Govt. To pro-actively make available key information (Sec 4)</li> <li>■ A responsibility on all sections: citizenry, NGOs, Media.</li> </ul> </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;"><b>LUDHIANA POLICE</b> <b>RIGHT TO INFORMATION ACT 2005</b> <b>KEY CONCEPTS</b></p> <ul style="list-style-type: none"> <li>■ Transparency &amp; Accountability in the working of every public authority</li> <li>■ The right of any citizen of India to Request access to information and the corresponding duty of Govt. To meet the request, except the exempted information (Secs. 18(1))</li> <li>■ The duty of Govt. To pro-actively make available key information (Sec 4)</li> <li>■ A responsibility on all sections: citizenry, NGOs, Media.</li> </ul> </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;"><b>LUDHIANA POLICE</b> <b>RIGHT TO INFORMATION ACT 2005</b> <b>WHAT DOES RIGHT TO INFORMATION MEANS?</b></p> <p>It includes the right to-</p> <ol style="list-style-type: none"> <li>i) inspect works, Documents records.</li> <li>ii) take notes extracts or certified copies of documents or records.</li> <li>iii) take certified samples of material.</li> <li>iv) obtain information in form of printout, diskettes, floppies, tapes, video cassette or in any other electronic mode or through printouts (S.2(i))</li> </ol> </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;"><b>LUDHIANA POLICE</b> <b>RIGHT TO INFORMATION ACT 2005</b> <b>COVERAGE</b></p> <ul style="list-style-type: none"> <li>■ Came into effect from October 12, 2005</li> <li>■ Covers Central, state and local governments, and all bodies owned, controlled or substantially financed; non-government organisation substantially financed, directly or indirectly by funds provided by the appropriate Government (2(h))</li> <li>■ Covers executive, judiciary and legislature (2(a))</li> <li>■ Includes information relating to private body which can be accessed by under any other law for the time being in force (2(f))</li> </ul> </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;"><b>LUDHIANA POLICE</b> <b>Right to Information Act 2005</b> <b>Process</b></p> <ul style="list-style-type: none"> <li>■ Application to be submitted in writing or electronically, with prescribed fee, to Public Information Officer (PIO).</li> <li>■ Coverage: PIO in each department/agency to receive requests and provide information. Assistant PIO at sub-division level to receive applications, approvals/ complaints. Forward to appropriate PIO there will be existing officers.</li> <li>■ Information to be provided within 30 days, 48 hours where life or liberty is involved, 30 days where request is given to Airtel, PIO, 40 days where third party is involved and 45 days for human rights violation information from listed security intelligence agencies.</li> <li>■ Time taken for calculation and intimation of fees evaluated from the time taken.</li> <li>■ No action on application for 30 days is a deemed refusal.</li> <li>■ No fee for delay of response.</li> </ul> </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;"><b>LUDHIANA POLICE</b> <b>RIGHT TO INFORMATION ACT 2005</b> <b>"Democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold Governments and their instrumentalities accountable to the governed"</b></p> </div> </div>	<div style="display: flex; flex-direction: column;"> <div style="text-align: center;"> <p>Cyber Suvidha at CPRC Patiala</p>  </div> <div style="text-align: center;"> <p>For any information contact: Ph. 0175-2311111 (CPRC, Patiala) 1098 (Cyber Suvidha) 0175-2311333 Senior Citizen, Women &amp; Child Helpline Patiala</p> <p>E-mail : sppatiala2003@yahoo.com cprcpatiala2003@yahoo.co.in visit us at - www.patialapolice.org</p> </div> <div style="text-align: center;">  <p style="font-size: 2em; color: blue; font-weight: bold;">Patiala Police at a Glance</p> </div> <div style="text-align: center;">  <p>A VIEW OF LEGAL AWARENESS PARK AT C.P.R.C. PATIALA</p> </div> </div>
<div style="text-align: center; background-color: blue; color: white; padding: 20px;"> <h2 style="margin: 0;">ਸਿਟੀਜ਼ਨ ਚਾਰਟਰ</h2>  <h2 style="margin: 0; background-color: white; color: blue; padding: 5px;">ਪਟਿਆਲਾ ਪੁਲਿਸ</h2> </div>	<div style="text-align: center; background-color: #ccc; padding: 20px;"> <h2 style="margin: 0;">ਕੀ ਤੁਸੀਂ ਜਾਣਦੇ ਹੋ ?</h2> <p style="font-weight: bold; color: blue;">ਐਫ ਆਈ ਆਰ .ਕੀ ਹੈ?</p> <p>ਸਾਰੇ ਸੁਣਵਾਈ ਯੋਗ (ਕਾਨੂੰਨ ਗੋਚਰ) ਮੁਕੱਦਮੇ ਐਫ ਆਈ ਆਰ. ਵਿਚ ਦਰਜ ਕੀਤੇ ਜਾਂਦੇ ਹਨ। ਇਹ ਜੁਰਮ ਹਨ ਕਤਲ ਜਾਂ ਕਤਲ ਕਰਨ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਨਾ, ਬਲਾਤਕਾਰ ਜਾਂ ਬਲਾਤਕਾਰ ਦੀ ਕੋਸ਼ਿਸ਼, ਅਗਵਾ, ਚੋਰੀ, ਡਕੈਤੀ ਜਾਂ ਡਕੈਤੀ ਦੀ ਸਕੀਮ, ਲੁੱਟਮਾਰ, ਪੈਪਾਪਤੀ ਆਦਿ। ਇਨ੍ਹਾਂ ਜੁਰਮਾਂ ਨਾਲ ਸੰਬੰਧਤ ਸਾਰੀ ਜਾਣਕਾਰੀ ਮੁੱਖ ਅਫ਼ਸਰ ਦੁਆਰਾ ਲਿਖਤੀ ਰੂਪ ਵਿਚ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਵਿਚ ਦਰਜ ਕੀਤੀ ਜਾਂਦੀ ਹੈ। ਐਫ ਆਈ ਆਰ. ਦਰਜ ਕਰਦੇ ਸਮੇਂ ਹੇਠ ਲਿਖੀਆਂ ਗੱਲਾਂ ਵੱਲ ਧਿਆਨ ਦੇਣਾ ਜ਼ਰੂਰੀ ਹੈ:-</p> <ul style="list-style-type: none"> <li>□ ਐਫ ਆਈ ਆਰ. ਕੌਣ ਦਰਜ ਕਰ ਰਿਹਾ ਹੈ?</li> <li>□ ਕਿਹੜੇ ਹਾਲਾਤਾਂ ਵਿਚ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਜਾ ਰਹੀ ਹੈ?</li> <li>□ ਜਿਹੜਾ ਵਿਅਕਤੀ ਜਾਣਕਾਰੀ ਦੇ ਰਿਹਾ ਹੈ, ਕੀ ਉਸਨੇ ਅਪਰਾਧ ਹੁੰਦਾ ਵੇਖਿਆ ਹੈ?</li> <li>□ ਜਿਹੜਾ ਵਿਅਕਤੀ ਐਫ ਆਈ ਆਰ. ਦਰਜ ਕਰਵਾ ਰਿਹਾ ਹੈ, ਉਸ ਨੂੰ ਇਹ ਅਧਿਕਾਰ ਹੈ ਕਿ ਉਹ ਐਫ ਆਈ ਆਰ. ਦੀ ਵਾਪਸੀ ਗ਼ਮੀਦ ਅਤੇ ਨਕਲ ਲਵੇ।</li> </ul> <p style="font-weight: bold; color: blue;">ਗਿਰਫ਼ਤਾਰੀ ਮਗਰੋਂ ਤੁਹਾਡੇ ਹੱਕ</p> <ul style="list-style-type: none"> <li>□ ਤੁਹਾਨੂੰ ਇਹ ਦੱਸਿਆ ਜਾਵੇ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਲਈ ਗਿਰਫ਼ਤਾਰ ਕੀਤਾ ਜਾ ਰਿਹਾ ਹੈ।</li> <li>□ ਤੁਹਾਨੂੰ ਆਪਣੇ ਵਕੀਲ ਤੋਂ ਸਲਾਹ ਲੈਣ ਦਾ ਹੱਕ ਹੈ।</li> <li>□ ਤੁਹਾਨੂੰ 24 ਘੰਟੇ ਦੇ ਅੰਦਰ ਅੰਦਰ ਜੱਜ ਸਾਹਮਣੇ ਪੇਸ਼ ਕਰਨਾ ਜ਼ਰੂਰੀ ਹੈ।</li> <li>□ ਤੁਹਾਨੂੰ ਇਹ ਦੱਸਣਾ ਜ਼ਰੂਰੀ ਹੈ ਕਿ ਤੁਹਾਨੂੰ ਜ਼ਮਾਨਤ ਮਿਲ ਸਕਦੀ ਹੈ ਜਾਂ ਨਹੀਂ।</li> <li>□ ਵਿਅਕਤੀ ਤਲਾਸ਼ੀ ਦੌਰਾਨ ਜਮ੍ਹਾਂ ਹੋਈਆਂ ਚੀਜ਼ਾਂ ਦੀ ਗ਼ਮੀਦ ਮੰਗ ਸਕਦਾ ਹੈ।</li> </ul> <p style="text-align: center; font-weight: bold; color: blue;">ਮਹਿਲਾਵਾਂ ਸਬੰਧੀ ਅਧਿਕਾਰ</p> <ul style="list-style-type: none"> <li>□ ਸਿਰਫ ਮਹਿਲਾ ਪੁਲਿਸ ਅਫ਼ਸਰ ਹੀ ਕਿਸੇ ਔਰਤ ਦੀ ਤਲਾਸ਼ੀ ਲੈ ਸਕਦੀ ਹੈ।</li> <li>□ ਰਾਤ ਵੇਲੇ ਕਿਸੇ ਔਰਤ ਨੂੰ ਪੁੱਛਗਿੱਛ ਲਈ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਨਹੀਂ ਖੁਲਾਇਆ ਜਾ ਸਕਦਾ ਸਗੋਂ ਪੁਲਿਸ ਅਫ਼ਸਰ ਦੀ ਇਹ ਡਿਊਟੀ ਹੈ ਕਿ ਉਹ ਘਰ ਜਾ ਕੇ ਪੁੱਛਗਿੱਛ ਕਰੇ।</li> <li>□ ਔਰਤ ਇਹ ਮੰਗ ਕਰ ਸਕਦੀ ਹੈ ਕਿ ਪੁੱਛ ਗਿੱਛ ਦੌਰਾਨ ਇਕ ਮਹਿਲਾ ਪੁਲਿਸ ਅਧਿਕਾਰੀ ਹੀ ਬਾਣੇ ਵਿਚ ਉਸਦੇ ਕੋਲ ਰਹੇ।</li> <li>□ ਔਰਤ ਇਹ ਮੰਗ ਕਰ ਸਕਦੀ ਹੈ ਕਿ ਉਸਦੀ ਡਾਕਟਰੀ ਜਾਂ ਚਿਕਿਤਸਕ ਮਹਿਲਾ ਡਾਕਟਰ ਦੁਆਰਾ ਕੀਤੀ ਜਾਵੇ।</li> <li>□ ਜੱਜ ਔਰਤਾਂ ਨੂੰ, ਬੱਚਿਆਂ ਨੂੰ ਅਤੇ ਵਿਸ਼ੇਸ਼ ਤੌਰ ਤੇ ਕਮਜ਼ੋਰ ਵਿਅਕਤੀਆਂ ਨੂੰ ਜ਼ਮਾਨਤ ਤੇ ਛੱਡ ਸਕਦਾ ਹੈ।</li> <li>□ ਜੇਕਰ ਪਤੀ ਪਤਨੀ ਇਕ ਹੀ ਜੇਲ੍ਹ ਵਿਚ ਹਨ ਤਾਂ ਉਨ੍ਹਾਂ ਨੂੰ ਆਪਸ ਵਿਚ ਮਿਲਣ ਦਾ ਹੱਕ ਹੈ।</li> </ul> </div>

## Specimen of Display Material

**Handbill**

**ਨਾਗਰਿਕਾਂ ਵਾਸਤੇ ਥਾਣੇ ਵਿਚ ਉਪਲਬਧ ਸੇਵਾਵਾਂ**  
**ਸੇਵਾਵਾਂ ਮੁਹੱਈਆ ਕਰਵਾਉਣਾ**

ਪਾਸਪੋਰਟ ਸਬੰਧੀ ਜਾਂਚ ਕਰਨਾ, ਹਥਿਆਰਾਂ ਲਈ ਲਾਇਸੈਂਸ, ਚਰਿੱਤਰ ਅਤੇ ਨੌਕਰੀ ਲਈ ਪ੍ਰਮਾਣ ਪੱਤਰ ਜਾਰੀ ਕਰਨਾ, ਕਿਰਾਏਦਾਰਾਂ ਅਤੇ ਪਰਵਾਸੀਆਂ ਦੀ ਵੈਰੀਫਿਕੇਸ਼ਨ ਕਰਨਾ ਆਦਿ ਪੁਲਿਸ ਦੇ ਕੰਮ ਹਨ। ਪੁਲਿਸ ਨੇ ਕਈ ਥਾਵਾਂ ਤੇ ਕੁਝ ਅਜਿਹੀਆਂ ਸਕੀਮਾਂ ਵੀ ਚਲਾਈਆਂ ਹਨ ਜਿਨ੍ਹਾਂ ਵਿਚ ਪੁਲਿਸ ਬੱਚਿਆਂ ਉਪਰ ਹੋਣ ਵਾਲੇ ਅੱਤਿਆਚਾਰਾਂ ਦੇ ਖਿਲਾਫ ਸਹਾਇਤਾ ਕਰਦੀ ਹੈ, ਮੁਫਤ ਕਾਨੂੰਨੀ ਮਦਦ (ਸਹਾਇਤਾ) ਦਿੰਦੀ ਹੈ ਅਤੇ ਇਕ-ਖਿੜਕੀ ਸੇਵਾ (ਜਿਸ ਵਿਚ ਆਪ ਪੁਲਿਸ ਸਬੰਧੀ ਕਿਸੇ ਵੀ ਕੰਮ ਲਈ ਇਕ ਹੀ ਥਾਂ (ਖਿੜਕੀ) ਤੇ ਬੇਨਤੀ ਪੱਤਰ ਦੇ ਸਕਦੇ ਹੋ) ਵੀ ਉਪਲਬਧ ਕਰਵਾਉਂਦੀ ਹੈ।

**ਸੁਰੱਖਿਆ ਦਾ ਇੰਤਜ਼ਾਮ ਕਰਨਾ**

ਰਾਜਨੀਤਿਕ, ਧਾਰਮਿਕ ਅਤੇ ਸਮਾਜਿਕ ਸਮਾਰੋਹਾਂ ਵਿਚ ਕਿਸੇ ਦੁਆਰਾ ਬੇਨਤੀ ਕਰਨ ਤੇ ਸੁਰੱਖਿਆ ਦਾ ਇੰਤਜ਼ਾਮ ਕਰਨਾ ਅਤੇ ਜ਼ਰੂਰਤ ਪੈਣ ਤੇ ਗਲਤ ਲੋਕਾਂ ਉਪਰ ਨਿਗਰਾਣੀ ਰੱਖਣਾ ਅਤੇ ਚੋਰੀ, ਛੇੜਖਾਣੀ ਆਦਿ ਨੂੰ ਰੋਕਣਾ ਪੁਲਿਸ ਦਾ ਕੰਮ ਹੈ।

**ਅਪਰਾਧਾਂ ਨਾਲ ਸਬੰਧਿਤ ਸ਼ਿਕਾਇਤਾਂ ਦਰਜ ਕਰਨਾ**


ਸੁਣਵਾਈ ਯੋਗ (ਕਾਨੂੰਨ ਗੋਚਰ) ਜੁਰਮ ਉਹ ਜੁਰਮ ਹਨ ਜਿਨ੍ਹਾਂ ਤਹਿਤ ਪੁਲਿਸ ਅਫਸਰ ਨੂੰ ਗ੍ਰਿਫਤਾਰੀ ਸਮੇਂ ਵਾਰੰਟ (ਗ੍ਰਿਫਤਾਰੀ ਤੋਂ ਪਹਿਲਾਂ ਜੱਜ ਦੀ ਆਗਿਆ) ਦੀ ਜ਼ਰੂਰਤ ਨਹੀਂ ਪੈਂਦੀ। ਇਹ ਜੁਰਮ ਹਨ - ਕਤਲ ਜਾਂ ਕਤਲ ਕਰਨ ਦੀ ਕੋਸ਼ਿਸ਼, ਬਲਾਤਕਾਰ, ਅਗਵਾ, ਡਕੈਤੀ ਜਾਂ ਡਕੈਤੀ ਦੀ ਯੋਜਨਾ ਕਰਨਾ, ਲੁੱਟਮਾਰ, ਧੋਖਾਧੜੀ, ਚੋਰੀ, ਦੰਗੇ ਆਦਿ। ਤੁਸੀਂ ਇਨ੍ਹਾਂ ਜੁਰਮਾਂ ਦੇ ਖਿਲਾਫ ਐਫ.ਆਈ.ਆਰ. ਲਿਖਵਾ ਸਕਦੇ ਹੋ।

ਪੁਲਿਸ ਥਾਣਾ ਅਤੇ ਤੁਸੀਂ



Institute for Development and Communication

# ਕਮਯੂਨਟੀ-ਪੁਲੀਸ ਰਿਸੋਰਸ ਸੈਂਟਰ



ਸਮਾਜ ਨੂੰ ਅਪਰਾਧ ਰਹਿਤ ਅਤੇ ਜਿਆਦਾ ਹਿਤਕਾਰੀ  
ਬਣਾਉਣ ਲਈ ਮਿਲਜੁਲ ਕੇ ਕੰਮ ਕਰਨਾ

“ ਬਚਾਅ                      ਸਾਂਠੀਦਾਰੀ                      ਸ਼ਾਂਤੀ ”



### **3. Legal Aid and Victim Relief Unit:**

The victim remains a ‘forgotten actor’ in the criminal justice process in India. It is time we switched attention from the offender to the victim and recognised that the victim is a key player in the criminal justice process.

Since the police is the first point of contact in the criminal justice system, the police response plays an important role in shaping the victim’s experience. The victim needs to be provided with information about the progress of the case, trial dates, bail and final decisions.

The **Victim Relief Centre** shall focus on the victims, their rights, needs and expectations. Particular efforts shall be made to improve the police response to the victims of sexual and violent crime. There is need for specially trained women officers to avoid insensitive questioning. **Victim Helplines** and **Women Helplines** should be set up. It should be possible to enlist the help of society, NGO’s and voluntary agencies for this purpose.



The vast reservoir of knowledge and experience of the retired officers from the Judiciary, Police, Revenue and other departments could also be tapped for the purpose.

Specially trained volunteers should 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.

Administration	Services and Function
<p>This unit shall work 24 × 365 days with 24 hours dedicated help-line to support victim of crime in general and specifically women and children. Staff shall be posted here on 8 hrs rotational shifts. Each call shall be well recorded digitally as well manually.</p> <ul style="list-style-type: none"> <li>• Formation of sub-committees on victim assistance;</li> <li>• NGO assisted by non-gazetted officers of the police department;</li> <li>• Liaison with medical institutions and shelters;</li> <li>• Liaison with drug de-addiction</li> </ul>	<ul style="list-style-type: none"> <li>• 24 × 365 days women and child helpline;</li> <li>• Quick on the spot and trauma response;</li> <li>• Emotional support (services of professional counsellor);</li> <li>• Help of specialist in need-based human-sensitive interviewing of victim (gender and age specific) to avoid recall of victimization and to lessen trauma;</li> <li>• Ensuring non-repetition of circumstances which induced earlier victimization of the victim;</li> <li>• Referrals and linkages with other resources and agencies to provide help to the victim in medication, restitution and rehabilitation;</li> <li>• Free legal aid;</li> <li>• Help in understanding legal remedies</li> </ul>

<p>centres;</p> <ul style="list-style-type: none"> <li>• Legal aid providers; and,</li> <li>• Maintain a data base and feedback mechanism.</li> </ul>	<p>available;</p> <ul style="list-style-type: none"> <li>• Pre-court preparation;</li> <li>• Recuperation facilities for victims of crime and accidents;</li> <li>• Comfortable sitting arrangement;</li> <li>• First-aid kit;</li> <li>• Availability of doctor and psychiatrist on a phone call. (Specialist to handle sexual abuse victims, mainly women and children); and,</li> <li>• Counselling facility.</li> </ul>
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<b>General</b>	<b>Women</b>	<b>Children</b>
First aid facility	Immediately deputing staff from CPRC or area police station or PCR to reach at the spot of crime	
First aid, Hospitalisation, medical of the victim	Salvage victim from the spot	
Compensation to the victim of hit and run cases under Solarium scheme from DC office	Immediate assistance like:	
	First aid, Hospitalisation, medical of the victim (specially in case of victim of sexual crime)	First aid, Hospitalisation, medical of the victim (specially in case of victim of sexual crime)
	Help of psychologist or counsellor for trauma control	Help of psychologist or counsellor for trauma control
	Assistance in medication, restitution and rehabilitation	Assistance in medication, restitution and rehabilitation
	In case of domestic dispute, referring case to Women Cell for further arbitration	
	Suggestion of legal remedies	Suggestion of legal remedies
	Free legal aid	Free legal aid



## Essentials

### These units shall be equipped with and have linkages as per following:

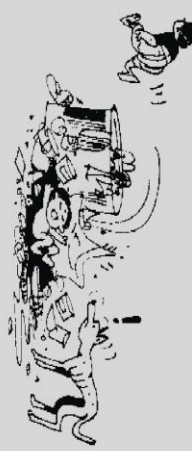
- This unit shall be connected with the all the police stations and subdivision level CPSCs and PSOCs. This help line number shall be same throughout the state and toll free;
- Ambulance services with dispatch staff to reach the spot;
- Networking with all district police stations to dispatch police with in no time to salvage victims;
- First aid facilities and panel of specialist to de-traumatize the victim and to take help in investigation and counseling;
- Functional network with different medical and rehabilitation services for referral and to call in case of emergency;
- Networking with other government departments and non-government organizations, working for the welfare of women and child;
- Free legal aid services; and,
- To assist victim with legal remedies and pre court preparation, law graduating interns can be involved.

Facilities	Display Materials
<ul style="list-style-type: none"> <li>• Furniture: Patient beds</li> <li>• First aid kit</li> <li>• Ambulance on call</li> <li>• Soft board</li> <li>• Table Curtains</li> </ul>	<ul style="list-style-type: none"> <li>▪ List of hospitals and dispensaries</li> <li>▪ List of shelter homes</li> <li>▪ List of legal aid providers</li> <li>▪ List of professional counselors and psychiatrists</li> <li>▪ Cognizable crime against women and punishment (poster)</li> <li>▪ Violence against women (Poster)</li> <li>▪ Drug abuse: Causes and remedies</li> <li>▪ Contact numbers of drug de-addiction centres</li> <li>▪ List of NGO organizations</li> <li>▪ List of women related organizations</li> <li>▪ Women rights in custody (Display Information)</li> <li>▪ Female foeticide (Pamphlet)</li> <li>▪ Rights of the unborn (Folder)</li> </ul>

## Specimen of Display Material

Handbill	Sample Handbill																												
<p style="text-align: center;"><b>ਔਰਤਾਂ ਦੇ ਖਿਲਾਫ ਕਨੂੰਨ ਗੋਚਰੇ ਅਪਰਾਧ ਤੇ ਸਜ਼ਾਵਾਂ</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">ਅਪਰਾਧ</th> <th style="width: 50%; text-align: center;">ਸਜ਼ਾ</th> </tr> </thead> <tbody> <tr> <td>• ਬਾਲ ਵਿਆਹ</td> <td>- 15 ਦਿਨ ਦੀ ਕੈਦ ਅਤੇ 1000 ਰੁਪਏ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਗੈਰਕਾਨੂੰਨੀ / ਫਰੋਬੀ ਵਿਆਹ</td> <td>- 7 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਜੇਕਰ ਸੰਬੰਧ ਨੀਅਤ ਨਾਨ ਕੀਤਾ ਜਾਵੇ ਤੇ ਦਸ ਸਾਲ ਦੀ ਸਜ਼ਾ ਅਤੇ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਇੱਕ ਤੋਂ ਜ਼ਿਆਦਾ ਵਿਆਹ</td> <td>- ਜੇਕਰ ਦੂਜੇ ਸੰਗੀ ਨੂੰ ਪਹਿਲੇ ਵਿਆਹ ਦਾ ਪਤਾ ਹੋਵੇ ਤੇ ਸੱਤ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ ਹੈ। - ਜੇਕਰ ਦੂਜੇ ਸੰਗੀ ਨੂੰ ਪਹਿਲੇ ਵਿਆਹ ਦਾ ਨਾ ਪਤਾ ਹੋਵੇ ਤੇ ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ ਹੈ।</td> </tr> <tr> <td>• ਬਲਾਤਕਾਰ</td> <td>- ਸੱਤ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਸਰੀਰਕ ਫੋੜਖਾਨੀ</td> <td>- ਦੋ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਔਰਤਾਂ ਦਾ ਅਨੁਚਿਤ ਚਿੰਤਰਨ</td> <td>- ਪਹਿਲੇ ਅਪਰਾਧ ਵਾਲੀ ਦੇ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਰੁਪਏ ਜੁਰਮਾਨਾ - ਦੂਜੇ ਅਪਰਾਧ ਵਾਲੀ ਪੰਜ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 1 ਲੱਖ ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਰੰਗੀ ਪੋਸ਼ਾ</td> <td>- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਘਰਵਾਲੋਂ ਜਾਂ ਉਸਦੇ ਸ਼ਿਸ਼ੂਦਾਰ ਵਲੋਂ ਅਤਿਆਚਾਰ ਜਿਵੇਂ ਮਾਰ ਕੁਟਾਈ</td> <td>- ਤਿੰਨ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਭਰੂਣ ਜਾਂਚ</td> <td>- ਡਾਕਟਰ ਅਤੇ ਕਰਵਾਉਣ ਵਾਲੇ ਨੂੰ 3 ਤੋਂ 5 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 50000 ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ - ਪਹਿਲੀ ਵਾਰੀ ਡਾਕਟਰ ਦਾ ਨਾਮ ਪਰਿਸ਼ਦ ਦੇ ਰਜਿਸਟਰ ਵਿੱਚੋਂ ਕੱਟ ਦਿਤਾ ਜਾਵੇਗਾ ਅਤੇ ਅਗਲੀ ਵਾਰ ਹਮੇਸ਼ਾ ਲਈ</td> </tr> <tr> <td>• ਭਰੂਣ ਹੱਤਿਆ</td> <td>- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਬਾਲ ਹੱਤਿਆ</td> <td>- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਬਰਾਬਰ ਕੰਮ ਲਈ ਬਰਾਬਰ ਮਿਹਨਤਾਨਾ ਦਾ ਮਿਲਣਾ</td> <td>- ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 20000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ</td> </tr> <tr> <td>• ਜੱਚਾ ਬੱਚਾ ਸੁਵਿਧਾਵਾਂ ਦੀ ਉਲੰਘਣਾ</td> <td>- ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਤੋਂ 5000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ</td> </tr> </tbody> </table>	ਅਪਰਾਧ	ਸਜ਼ਾ	• ਬਾਲ ਵਿਆਹ	- 15 ਦਿਨ ਦੀ ਕੈਦ ਅਤੇ 1000 ਰੁਪਏ ਜੁਰਮਾਨਾ	• ਗੈਰਕਾਨੂੰਨੀ / ਫਰੋਬੀ ਵਿਆਹ	- 7 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਜੇਕਰ ਸੰਬੰਧ ਨੀਅਤ ਨਾਨ ਕੀਤਾ ਜਾਵੇ ਤੇ ਦਸ ਸਾਲ ਦੀ ਸਜ਼ਾ ਅਤੇ ਜੁਰਮਾਨਾ	• ਇੱਕ ਤੋਂ ਜ਼ਿਆਦਾ ਵਿਆਹ	- ਜੇਕਰ ਦੂਜੇ ਸੰਗੀ ਨੂੰ ਪਹਿਲੇ ਵਿਆਹ ਦਾ ਪਤਾ ਹੋਵੇ ਤੇ ਸੱਤ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ ਹੈ। - ਜੇਕਰ ਦੂਜੇ ਸੰਗੀ ਨੂੰ ਪਹਿਲੇ ਵਿਆਹ ਦਾ ਨਾ ਪਤਾ ਹੋਵੇ ਤੇ ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ ਹੈ।	• ਬਲਾਤਕਾਰ	- ਸੱਤ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ	• ਸਰੀਰਕ ਫੋੜਖਾਨੀ	- ਦੋ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ	• ਔਰਤਾਂ ਦਾ ਅਨੁਚਿਤ ਚਿੰਤਰਨ	- ਪਹਿਲੇ ਅਪਰਾਧ ਵਾਲੀ ਦੇ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਰੁਪਏ ਜੁਰਮਾਨਾ - ਦੂਜੇ ਅਪਰਾਧ ਵਾਲੀ ਪੰਜ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 1 ਲੱਖ ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ	• ਰੰਗੀ ਪੋਸ਼ਾ	- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ	• ਘਰਵਾਲੋਂ ਜਾਂ ਉਸਦੇ ਸ਼ਿਸ਼ੂਦਾਰ ਵਲੋਂ ਅਤਿਆਚਾਰ ਜਿਵੇਂ ਮਾਰ ਕੁਟਾਈ	- ਤਿੰਨ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ	• ਭਰੂਣ ਜਾਂਚ	- ਡਾਕਟਰ ਅਤੇ ਕਰਵਾਉਣ ਵਾਲੇ ਨੂੰ 3 ਤੋਂ 5 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 50000 ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ - ਪਹਿਲੀ ਵਾਰੀ ਡਾਕਟਰ ਦਾ ਨਾਮ ਪਰਿਸ਼ਦ ਦੇ ਰਜਿਸਟਰ ਵਿੱਚੋਂ ਕੱਟ ਦਿਤਾ ਜਾਵੇਗਾ ਅਤੇ ਅਗਲੀ ਵਾਰ ਹਮੇਸ਼ਾ ਲਈ	• ਭਰੂਣ ਹੱਤਿਆ	- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ	• ਬਾਲ ਹੱਤਿਆ	- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ	• ਬਰਾਬਰ ਕੰਮ ਲਈ ਬਰਾਬਰ ਮਿਹਨਤਾਨਾ ਦਾ ਮਿਲਣਾ	- ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 20000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ	• ਜੱਚਾ ਬੱਚਾ ਸੁਵਿਧਾਵਾਂ ਦੀ ਉਲੰਘਣਾ	- ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਤੋਂ 5000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ	<p style="text-align: center;"><b>ਬਾਲਿਕਾ ਭਰੂਣ ਹੱਤਿਆ/ਬਾਲਿਕਾ ਹੱਤਿਆ ਕੀ ਹੈ?</b></p> <ul style="list-style-type: none"> <li>• ਭਰੂਣ ਦੀ ਲਿੰਗ ਜਾਂਚ ਕਰਵਾਉਣ ਮਗਰੋਂ ਕੁਝੀ ਹੋਣ ਤੇ ਗਰਭਪਾਤ ਕਰਵਾ ਦੇਣਾ ਜਾਂ</li> <li>• ਜਨਮ ਤੋਂ ਇਕ ਦਮ ਬਾਅਦ ਜ਼ਹਿਰ ਦੇ ਕੇ ਜਾਂ ਭੁੱਖਿਆਂ ਮਾਰ ਦੇਣਾ। ਕੁਝੀ ਨੂੰ ਜਨਮ ਦੇਣ ਦੇ ਇਕ ਦਮ ਬਾਅਦ ਜਾਂ ਕੁਝ ਦਿਨਾਂ ਮਗਰੋਂ ਬਲੀ ਚੜਾਉਣ ਦਾ ਰਿਵਾਜ ਵੀ ਬਾਲਿਕਾ ਹੱਤਿਆ ਵਿਚ ਆਉਂਦਾ ਹੈ।</li> </ul>  <p style="text-align: center;"><b>ਬਾਲਿਕਾ ਭਰੂਣ ਹੱਤਿਆ : ਲਿੰਗ ਅਪਰਾਧ</b></p> <p>ਸਜ਼ਾ ਦਾ ਹੱਕਦਾਰ ਕੌਣ ਹੈ?</p> <p>ਕੋਈ ਵੀ ਰਜਿਸਟਰਡ ਮੈਡੀਕਲ ਪੈਕਟੀਸ਼ਨਰ / ਡਾਕਟਰ ਜਿਹੜਾ ਭਰੂਣ ਜਾਂਚ ਕਰਦਾ ਹੈ।</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> <li>• ਤਿੰਨ ਸਾਲ ਦੀ ਕੈਦ ਤੇ 10,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ ਤੇ ਦੋ ਸਾਲ ਲਈ ਮੈਡੀਕਲ ਕਾਊਂਸਲ ਦੇ ਰਜਿਸਟਰ ਤੋਂ ਨਾਮ ਕਟ ਦਿਤਾ ਜਾਂਦਾ ਹੈ ( ਪਹਿਲੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ)</li> <li>• ਪੰਜ ਸਾਲ ਦੀ ਜੇਲ੍ਹ ਅਤੇ 50,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ ਤੇ ਮੈਡੀਕਲ ਕਾਊਂਸਲ ਦੇ ਰਜਿਸਟਰ ਤੋਂ ਹਮੇਸ਼ਾ ਲਈ ਨਾਂ ਕਟ ਜਾਂਦਾ ਹੈ। (ਦੂਜੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ)</li> </ul> <p>ਕੋਈ ਵੀ ਆਦਮੀ ਜਾਂ ਔਰਤ ਜੋ ਇਸ ਤਕਨੀਕ ਦੀ ਮਦਦ ਲੈਂਦੇ ਹਨ ਬਸ਼ਰਤੋਂ ਉਸਨੂੰ ਇਸ ਲਈ ਮਜ਼ਬੂਰ ਨਾ ਕੀਤਾ ਗਿਆ ਹੋਵੇ।</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> <li>• ਤਿੰਨ ਸਾਲ ਦੀ ਜੇਲ੍ਹ ਅਤੇ 10,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ (ਪਹਿਲੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ)</li> <li>• ਜੁਰਮਾਨੇ ਦੀ ਰਕਮ 50,000 ਰੁਪਏ ਤਕ ਹੋ ਸਕਦੀ ਹੈ (ਦੂਜੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ)</li> </ul> <p>ਕੋਈ ਵੀ ਆਦਮੀ ਜਾਂ ਔਰਤ ਜੋ ਬਾਲਿਕਾ ਹੱਤਿਆ ਕਰਦਾ ਹੈ ਤਾਂ</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> <li>• 10 ਸਾਲ ਤਕ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ</li> </ul> <p style="text-align: right;"> ਸ਼ਾਹੀ ਕਰਕਾ - ਜਨ. ਸਿਕੰਦਰ ਨਿਸ਼ਾਦੀ, ਮੁਕਾਈ</p>
ਅਪਰਾਧ	ਸਜ਼ਾ																												
• ਬਾਲ ਵਿਆਹ	- 15 ਦਿਨ ਦੀ ਕੈਦ ਅਤੇ 1000 ਰੁਪਏ ਜੁਰਮਾਨਾ																												
• ਗੈਰਕਾਨੂੰਨੀ / ਫਰੋਬੀ ਵਿਆਹ	- 7 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਜੇਕਰ ਸੰਬੰਧ ਨੀਅਤ ਨਾਨ ਕੀਤਾ ਜਾਵੇ ਤੇ ਦਸ ਸਾਲ ਦੀ ਸਜ਼ਾ ਅਤੇ ਜੁਰਮਾਨਾ																												
• ਇੱਕ ਤੋਂ ਜ਼ਿਆਦਾ ਵਿਆਹ	- ਜੇਕਰ ਦੂਜੇ ਸੰਗੀ ਨੂੰ ਪਹਿਲੇ ਵਿਆਹ ਦਾ ਪਤਾ ਹੋਵੇ ਤੇ ਸੱਤ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ ਹੈ। - ਜੇਕਰ ਦੂਜੇ ਸੰਗੀ ਨੂੰ ਪਹਿਲੇ ਵਿਆਹ ਦਾ ਨਾ ਪਤਾ ਹੋਵੇ ਤੇ ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ ਹੈ।																												
• ਬਲਾਤਕਾਰ	- ਸੱਤ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ																												
• ਸਰੀਰਕ ਫੋੜਖਾਨੀ	- ਦੋ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ																												
• ਔਰਤਾਂ ਦਾ ਅਨੁਚਿਤ ਚਿੰਤਰਨ	- ਪਹਿਲੇ ਅਪਰਾਧ ਵਾਲੀ ਦੇ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਰੁਪਏ ਜੁਰਮਾਨਾ - ਦੂਜੇ ਅਪਰਾਧ ਵਾਲੀ ਪੰਜ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 1 ਲੱਖ ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ																												
• ਰੰਗੀ ਪੋਸ਼ਾ	- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ																												
• ਘਰਵਾਲੋਂ ਜਾਂ ਉਸਦੇ ਸ਼ਿਸ਼ੂਦਾਰ ਵਲੋਂ ਅਤਿਆਚਾਰ ਜਿਵੇਂ ਮਾਰ ਕੁਟਾਈ	- ਤਿੰਨ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ																												
• ਭਰੂਣ ਜਾਂਚ	- ਡਾਕਟਰ ਅਤੇ ਕਰਵਾਉਣ ਵਾਲੇ ਨੂੰ 3 ਤੋਂ 5 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 50000 ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ - ਪਹਿਲੀ ਵਾਰੀ ਡਾਕਟਰ ਦਾ ਨਾਮ ਪਰਿਸ਼ਦ ਦੇ ਰਜਿਸਟਰ ਵਿੱਚੋਂ ਕੱਟ ਦਿਤਾ ਜਾਵੇਗਾ ਅਤੇ ਅਗਲੀ ਵਾਰ ਹਮੇਸ਼ਾ ਲਈ																												
• ਭਰੂਣ ਹੱਤਿਆ	- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ																												
• ਬਾਲ ਹੱਤਿਆ	- ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ																												
• ਬਰਾਬਰ ਕੰਮ ਲਈ ਬਰਾਬਰ ਮਿਹਨਤਾਨਾ ਦਾ ਮਿਲਣਾ	- ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 20000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ																												
• ਜੱਚਾ ਬੱਚਾ ਸੁਵਿਧਾਵਾਂ ਦੀ ਉਲੰਘਣਾ	- ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਤੋਂ 5000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ																												

INSTITUTE FOR DEVELOPMENT AND COMMUNICATION  
Sector 17/27, Gurgaon 122 002, Haryana



RIGHTS OF THE UNBORN

FEMALE FOETICIDE

**4. Sensitisation and Gender Dispute Resolution Unit:**

- a. Gender Dispute Resolution Cell
- b. Economic Dispute Resolution Cell
- c. Social and Political Conflict Resolution Cell

**Gender Dispute Resolution Cell:**

This cell shall specifically deal with the cases of women who are the victim of domestic violence and its main functions shall be following:

Administration	Services and Function
<ul style="list-style-type: none"><li>▪ Conciliation between the disputing party;</li><li>▪ If conciliation fails then either registration of case or refer to court as per the merit;</li><li>▪ Ensuring the rehabilitation of the women; and,</li><li>▪ Monitoring the conciliated cases to avoid any recidivism.</li></ul>	<ul style="list-style-type: none"><li>▪ In-charge women shall also be the Protection Officer under domestic violence act;</li><li>▪ Arbitration in cases which are referred from police stations or cases in which women complainant directly approached;</li><li>▪ To provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations;</li><li>▪ Counseling and arbitration committee of 5 members; and,</li><li>▪ Referring and suggesting further course of action in un-resolved cases for registration or to court.</li></ul>

**Constitute a Counseling and Arbitration Committee**

Constitute a Counseling and arbitration committee of 5 members (comprising experts from law, gender studies, psychology, non government organization) (Members of this committee shall be exclusive from the District SAANJH Committee of the District SAANJH Kendra-CPRC).



<b>Essentials</b>
<ul style="list-style-type: none"> <li>▪ Members should be gender sensitized</li> <li>▪ Making invisible crime visible</li> <li>▪ Displaying the list of doctors, counselor and NGO</li> <li>▪ List of rehabilitation centres</li> <li>▪ Attending the cases promptly</li> <li>▪ Separate toilets for male / females</li> </ul>


<b>Facilities</b>	<b>Display Materials</b>
<ul style="list-style-type: none"> <li>• Furniture: Table and Chairs</li> </ul>	<ul style="list-style-type: none"> <li>• List of shelter homes</li> <li>• Cognizable crime against women and punishment (Poster)</li> <li>• Violence against women (Poster)</li> <li>• List of NGO organizations</li> <li>• List of women related organizations</li> <li>• What is dowry (Poster)</li> <li>• Female foeticide (Pamphlet)</li> <li>• Rights of the unborn (Folder)</li> </ul>

## Specimen of Display Material

### Handbill

# VIOLENCE

## AGAINST WOMEN



REPORTED CRIME (Punjab 1999)

These are crimes reported to the police

- Every day 2 women become dowry death victims
- A woman is raped daily
- Four crimes of violence against women are reported each day
- Every 15 hours 1 woman faces violence of cruelty in her married life

Source: Crime in India 1999, New Delhi: National Crime Records Bureau, 2001.

EXTENT OF REPORTING (Punjab 1995)

In a study in Punjab in 1995, it was found that only


- One out of 68 cases of rape is reported
- One out of 27 cases of dowry death is reported
- One out of 374 cases of molestation is reported
- One out of 299 cases of dowry harassment is reported

Source: Pramod Kumar and Rainika Dagar (1995) Atrocities Against women in Punjab, Chandigarh: Institute for Development and Communication

EXTENT OF VIOLENCE AGAINST WOMEN (Punjab 2001)

- One in every 66<sup>th</sup> household faces rape victim
- In every 3<sup>rd</sup> rural home and every 5<sup>th</sup> urban home, wife-beating was acknowledged
- Dowry demand was made in every 4<sup>th</sup> home, while dowry harassment occurred in every 28<sup>th</sup> household
- In every 10<sup>th</sup> household girls have been victims of eye-teasing


Source: Pramod Kumar and Rainika Dagar (2001) Combating Violence Against Women in Punjab, Chandigarh: Institute for Development and Communication.



### Sample Handbill

WHAT IS FEMALE FOETICIDE / INFANTICIDE?

- Determination of sex of foetus leading to female foeticide.
- Killing the girl child soon after birth using methods like poisoning or starving her to death. The custom of sacrificing a girl child after birth or within few days of its being born also amounts to infanticide.



## FEMALE INFANTICIDE

## FEMALE FOETICIDE :

## GENDER CRIMES

WHO ALL ARE PUNISHABLE:

**Any registered medical practitioner / doctor who determines the sex of the fetus**

**PUNISHMENT -**

- Three year prison and fine upto Rs. 10,000/- (1st time) and removal of his / her name from register of medical council for 2 years
- Five year prison and fine upto Rs. 50,000/- (for 2nd time) and removal of his / her name from register of medical council forever

**Any person seeking this service including woman if she's not compelled by anyone**


**PUNISHMENT -**

- Three year prison and fine upto Rs. 10,000/- (1st time)
- Fine may extend to Rs. 50,000/- (2nd time)


**Any person who has practiced infanticide**

**PUNISHMENT -**

- Imprisonment upto 10 years and fine



विवाह के सम्बन्ध में दी जाने वाली कोई भी कीमती चीज (चाहे वह विवाह से पहले, विवाह के दौरान या बाद में) प्रत्यक्ष या परोक्ष रूप में दी जाए, दहेज होती है।



## दहेज क्या है?

- दहेज लेना एक अपराध है।
- दहेज की मांग करना अपराध है।
- दहेज लेने या देने में किसी की मदद करना एक अपराध है।

दहेज लेने या देने वाले की सजा

- 5 साल की कैद
- 15,000 रुपये तक का जुर्माना


\* यदि दहेज की कीमत 15,000 रुपये से ज्यादा हो तो जुर्माना उस कीमत के बराबर होगा।

दहेज मांगने की सजा

- कम से कम 6 महीने की कैद और जुर्माना

दहेज को लिए तंग करने की सजा

- 3 साल की कैद
- दहेज से सम्बन्धित मौत की सजा
- कम से कम 7 साल और ज्यादा से ज्यादा उस कैद।



बालिका ब्रूटल हॉरिआ/बालिका हॉरिआ की है?

- ब्रूटल की लिंग जांच करवाएँ मगर हँसते हँसते ही उसे ग़रबपात करवा देना जा
- नम में एक दम बाअर करिरे दे के जा ब्रूएिआ मार देना। ब्रूटी नूँ सडम देए दे एक दम बाअर जा ब्रूटल हॉरिआ मगर बली चडाएँ दे रिवाज की बालिका हॉरिआ बिच आएँदा है।



## बालिका ब्रूटल हॉरिआ : लिंग अपराध

सजा का हकदार कौन है?

कौड़ी की रजिस्टरड मेडिकल प्रैक्टिसनर / डाक्टर सिधडा ब्रूटल जांच करदा है।

सजा :

- तिन साल की कैद उे 10,000 रुपए उक जुमाना उे दे साल लई मेडिकल काएँसल दे रजिस्टर उे नाम कट दिडा जाँदा है। (पहिडी वार जुगम करन उे)
- पँस साल की जेलु अउे 50,000 रुपए उक जुमाना उे मेडिकल काएँसल दे रजिस्टर उे नाम लई ना कट जाँदा है। (दुसरी वार जुगम करन उे)

कौड़ी की आदमी जा अँगुउ से एिस उकनौक दी मलद लैँदे हन बरुउे एिसनूँ एिस लई मसुबु नू कीडा गिला हौँवे।

सजा :

- तिन साल की जेलु अउे 10,000 रुपए उक जुमाना (पहिडी वार जुगम करन उे)
- जुमाने की रकम 50,000 रुपए उक हौँ सकेदी हौँ (दुसरी वार जुगम करन उे)

कौड़ी की आदमी जा अँगुउ से बालिका हॉरिआ करदा है उाँ

सजा :

- 10 साल उक की कैद अउे जुमाना



जाँकी करदा : जन शिक्षा संस्थान, अमराठी।

### **Economic Dispute Resolution Cell:**

This special cell shall deal with all the economic offences like fraud and embezzlement cases.

#### **Constitute a Committee of Experts**

Economic offences Wing shall have committee of following experts:

- Experts from LIC
- Experts from Bank
- Chartered Accountant

<b>Administration</b>	<b>Services and Function</b>
<ul style="list-style-type: none"><li>▪ Conciliation between the disputing party.</li><li>▪ If conciliation fails then either registration of case or refer to court as per the merit.</li></ul>	<ul style="list-style-type: none"><li>▪ Conciliation in property disputes like tenant landlord;</li><li>▪ Registering all the money exchanger in the area;</li><li>▪ Scrutiny of lottery vendor and Satta mafia;</li><li>• Ensuring safety of ATMs and Investigate all types of economic frauds and embezzlement;</li><li>• Registering all the money exchanger in the area;</li><li>• Scrutiny of lottery vendor and Satta mafia; and,</li><li>▪ Ensuring safety of ATMs.</li></ul>

<b>Facilities</b>	<b>Display Materials</b>
<ul style="list-style-type: none"><li>• Furniture: Table and Chairs</li></ul>	<ul style="list-style-type: none"><li>• List of members of Committee of experts</li><li>• Cognizable Economic Offences</li><li>• Difference between civil and criminal offences</li></ul>

### **Social and Political Conflict Resolution Cell:**

Conflict resolution cells shall function to resolve caste or communal conflicts potential or emerged with the help of arbitration between the conflicting parties.

<b>Administration</b>	<b>Services and Function</b>
In-charge shall constitute the issue specific <b>Peace Committees</b> to resolve the matters. The members of these committees shall be following:	<ul style="list-style-type: none"><li>• Conflict resolution cells shall function to resolve caste or communal conflicts potential or emerged with the help of arbitration between the conflicting parties.</li><li>• In-charge of this cell shall call the parties to</li></ul>



<ul style="list-style-type: none"> <li>• Respectable of all the community or parties to disputes.</li> <li>• Representative of the non government organization working in the area or with those communities.</li> </ul>	<p>conflict at the centre and then try to understand the bone of contention between them.</p> <ul style="list-style-type: none"> <li>• He shall report the matter to higher authorities with in not time if issue is very sensitive and situation can worsen.</li> </ul>
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<b>Facilities</b>	<b>Display Materials</b>
<ul style="list-style-type: none"> <li>• Furniture: Table and Chairs</li> </ul>	<ul style="list-style-type: none"> <li>• List of communal sensitive areas</li> <li>• List of respectable of communities and their contact numbers</li> <li>• List of public peace committee members with contact numbers</li> </ul>

### **UNITS UNDER SUB-DIVISION SAANJH KENDRA (CPSC)**

#### **(1) Community Services cum Information Unit**

#### **(2) NRI's Foreign Counter**

#### **(3) Gender Dispute Resolution Unit**

Units under these Centres shall have the same facilities, infrastructure and display as in the District SAANJH Kendra (CPRC).

#### **Community Services cum Information Unit:**

This unit shall provide different services and information to the visitor and comprised of following counters.

All sorts of permissions and verifications shall be handled at this counter for the convenience of the service seeker. All service requests shall be acknowledged with proper receipt having expected time taken. This counter shall have charter of services mentioning documentation required and tentative time taken.

<b>Services</b>
<ul style="list-style-type: none"> <li>• <b>Verifications</b> <ul style="list-style-type: none"> <li>○ Verification of tenants</li> <li>○ Registration and verification of servants</li> <li>○ Passport verification</li> <li>○ Emergency urgent passport verification when applied under TATKAL scheme</li> </ul> </li> </ul>

- Police Clearance Certificate (PCC) at the time of Foreign Migration
- Verification of vehicle
- Character Verification for service
- **Permissions**
  - Permission and Request (for security arrangements at political/sports/religious and social functions)
  - NOC for Arms License
  - Permission for loud speaker or procession
- **Information**
  - Application for the copy of FIR or Untraced Report
  - Progress of investigation of criminal case

Facilities	Display Materials
<ul style="list-style-type: none"> <li>● Furniture</li> <li>● Computer monitor linked to server</li> <li>● Telephone</li> <li>● Stationary and display board</li> <li>● Soft board</li> </ul>	<ul style="list-style-type: none"> <li>● Citizen Charter</li> <li>● What is an FIR (Poster)</li> <li>● When can you be arrested (Poster)</li> <li>● After being arrested (display information)</li> <li>● Citizen's rights in a police station (Display Information)</li> <li>● Torture in police custody (Display Information)</li> <li>● Rights after arrest (Poster)</li> <li>● Police station and you (Display Information)</li> <li>● List of government guest houses (Display Information)</li> <li>● List of hotels and inns (Display Information)</li> </ul>

### **NRI's Foreign Counter:**

This counter is to provide all the services to NRI and Foreign tourists who are visiting district, state or country. This unit shall solely dedicate to the service of foreign visitors to make their stay more safe, secure and comfortable.

Services
<ul style="list-style-type: none"> <li>● Registration of Foreigner on arrival and departure</li> <li>● MRG enquiries – in case of loss of passport abroad</li> <li>● Complaints on fraud and cheating by travel agents</li> <li>● NRI complaints and enquiries</li> <li>● Extension of residential permit for foreigners</li> <li>● Information on registered travel agents</li> <li>● Information on registered money exchanger</li> <li>● Information on registered government and private guesthouses, lodges and hotels</li> <li>● Information on specialized hospitals</li> </ul>

Facilities	Display Materials
<ul style="list-style-type: none"> <li>• Furniture</li> <li>• Computer monitor linked to server</li> <li>• Telephone</li> <li>• Stationary and display board</li> <li>• Soft board</li> </ul>	<ul style="list-style-type: none"> <li>• Citizen Charter</li> <li>• What is an FIR (poster)</li> <li>• When can you be arrested (Poster)</li> <li>• After being arrested (display information)</li> <li>• Citizen's rights in a police station (display information)</li> <li>• Torture in police custody (display information)</li> <li>• Rights after arrest (Poster)</li> <li>• Police station and you (Display information)</li> <li>• List of government guest houses (Display information)</li> <li>• List of hotels and inns (Display information)</li> </ul>

**Gender Dispute Resolution Unit:**

This cell shall specifically deal with the cases of women who are the victim of domestic violence and its main functions shall be following:

Administration	Services and Function
<ul style="list-style-type: none"> <li>▪ Conciliation between the disputing party</li> <li>▪ If conciliation fails then either registration of case or refer to court as per the merit</li> <li>▪ Ensuring the rehabilitation of the women</li> <li>▪ Monitoring the conciliated cases to avoid any recidivism</li> </ul>	<ul style="list-style-type: none"> <li>▪ In-charge women shall also be the Protection Officer under domestic violence act</li> <li>▪ Arbitration in cases which are referred from police stations or cases in which women complainant directly approached</li> <li>▪ To provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations</li> <li>▪ Counseling and arbitration committee of 5 members</li> <li>▪ Referring and suggesting further course of action in un-resolved cases for registration or to court</li> </ul>

**Constitute a Counseling and Arbitration Committee**

Constitute a Counseling and arbitration committee of 5 members (comprising experts from law, gender studies, psychology, non government organization) (Members of this committee shall be exclusive from the Subdivision SAANJH Committee of the CPSC).

Essentials
<ul style="list-style-type: none"> <li>▪ Members should be gender sensitized</li> <li>▪ Making invisible crime visible</li> <li>▪ Displaying the list of doctors, counselors and NGO</li> <li>▪ List of rehabilitation centres</li> <li>▪ Attending the cases promptly</li> <li>▪ Separate toilets for male / females</li> </ul>

Facilities	Display Materials
<ul style="list-style-type: none"> <li>• Furniture: Table and Chairs</li> </ul>	<ul style="list-style-type: none"> <li>• List of shelter homes</li> <li>• Cognizable crime against women and punishment</li> <li>• Violence against women (poster)</li> <li>• List of NGO organizations</li> <li>• List of women related organizations</li> <li>• What is dowry (poster)</li> <li>• Female foeticide (pamphlet)</li> <li>• Rights of the unborn (folder)</li> </ul>

#### Physical Resource Management

Infrastructure and equipment arranged according to service provision of respective unit.

Reception Centre
<ul style="list-style-type: none"> <li>▪ Reception desk equipped with telephone, computer server</li> <li>▪ Space for people to sit</li> <li>▪ TV installed to impart information on various subjects</li> <li>▪ Availability of application forms</li> <li>▪ Displayed information on facilities and service provided by CPSC</li> <li>▪ Reading resource room</li> </ul>

Following table shows staff strength and role of In-charge.

Staffing of CPSC	Role of CPSC In-Charge
<ul style="list-style-type: none"> <li>▪ Incharge CPSC: Senior Community Officer (Inspector)</li> <li>▪ Receptionist-1</li> <li>▪ Computer Operators-3</li> <li>▪ Record Keeper-1</li> </ul>	<ul style="list-style-type: none"> <li>○ Review daily performance</li> <li>○ Liaison with various service provider departments</li> <li>○ To record and maintain the proceedings of committee meetings.</li> </ul>
<b>Total = (Incharge+5)</b>	

	<ul style="list-style-type: none"> <li>○ Coordinate with the convenor and co-convenor</li> <li>○ Co-ordinate with the District CPRC</li> <li>○ Organise joint awareness campaigns with CPRC</li> <li>○ Coordinate police station outreach centre</li> </ul>
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Functions of CPSC	Essentials to make CPSC Effective
<ul style="list-style-type: none"> <li>● Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.</li> <li>● Counselling for resolution of domestic violence, marriage disputes, and legal aid.</li> <li>● Community service centres for verification, crime prevention and other services</li> </ul>	<ul style="list-style-type: none"> <li>● Provide a receipt of complaint to ensure efficient compliance and retrieval.</li> <li>● To ensure that people express their considered opinion at CPSC committee meetings and ascertain that their views are recorded in the proceedings.</li> <li>● Take active interest to ensure regular and frequent committee meetings.</li> <li>● Spread awareness regarding CPSCs and the services available.</li> </ul>

### **Infrastructure and Spatial Design of the Sub-Division SAANJH Kendra (CPSC)**



The CPSCs should have a pleasant ambience and an air of informality and friendliness. It should not be officious and restrictive. The colour scheme should be soft and the place should be kept clean and aesthetically done up.

# Spatial Dimensions

**FRONT ELEVATION**

**SIDE ELEVATION**

PROJECT TITLE: <b>REPAIRS TO THE CENTRAL OFFICE</b>		CLIENT: <b>CHRYSLER FINANCIAL GROUP</b>		ARCHITECT: <b>A R C H I T E C T</b>	
SCALE: <b>1/8" = 1'-0"</b>		DATE: <b>01/10/10</b>	SCALE: <b>1/8" = 1'-0"</b>	DATE: <b>01/10/10</b>	SCALE: <b>1/8" = 1'-0"</b>

**PLAN**

PROJECT TITLE: <b>REPAIRS TO THE CENTRAL OFFICE</b>		CLIENT: <b>CHRYSLER FINANCIAL GROUP</b>		ARCHITECT: <b>A R C H I T E C T</b>	
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**PLAN**

PROJECT TITLE: <b>REPAIRS TO THE CENTRAL OFFICE</b>		CLIENT: <b>CHRYSLER FINANCIAL GROUP</b>		ARCHITECT: <b>A R C H I T E C T</b>	
SCALE: <b>1/8" = 1'-0"</b>		DATE: <b>01/10/10</b>	SCALE: <b>1/8" = 1'-0"</b>	DATE: <b>01/10/10</b>	SCALE: <b>1/8" = 1'-0"</b>

**PLAN**

PROJECT TITLE: <b>REPAIRS TO THE CENTRAL OFFICE</b>		CLIENT: <b>CHRYSLER FINANCIAL GROUP</b>		ARCHITECT: <b>A R C H I T E C T</b>	
SCALE: <b>1/8" = 1'-0"</b>		DATE: <b>01/10/10</b>	SCALE: <b>1/8" = 1'-0"</b>	DATE: <b>01/10/10</b>	SCALE: <b>1/8" = 1'-0"</b>

## **UNITS UNDER THANA SAANJH KENDRA (PSOC)**

**(1) Community Services cum Information Unit**

**(2) Gender Dispute and Social Conflict Resolution Unit**

<b>Reception Centre</b>
<ul style="list-style-type: none"><li>▪ Reception desk equipped with telephone, computer server</li><li>▪ Space for people to sit</li><li>▪ TV installed to impart information on various subjects</li><li>▪ Availability of application forms</li><li>▪ Displayed information on facilities and service provided by PSOC</li><li>▪ Reading resource room</li></ul>

Following table shows staff strength and role of In-charge.

<b>Staffing of PSOC</b>	<b>Role of PSOC In-Charge</b>
<ul style="list-style-type: none"><li>○ Incharge: Community Affair Officer (ASI)</li><li>○ Receptionist -1</li><li>○ Computer Operators-2</li></ul> <b>Total = (Incharge+3)</b>	<ul style="list-style-type: none"><li>○ Review daily performance</li><li>○ Liaison with various service provider departments</li><li>○ Co-ordinate with the District CPRC and Subdivision CPSC</li><li>○ To follow the guidelines of CPRC and CPSC</li></ul>

<b>Functions of PSOC</b>	<b>Essentials to Make PSOC Effective</b>
<ul style="list-style-type: none"><li>• Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.</li><li>• Counselling for resolution of domestic violence.</li><li>• Community service centres for verification, crime prevention and other services.</li><li>• Formation of Community Liaison Groups (CLG)</li></ul>	<ul style="list-style-type: none"><li>• Provide a receipt of complaint to ensure efficient compliance and retrieval</li><li>• Take active interest to ensure regular and frequent CLG meetings</li><li>• Spread awareness regarding CPRC, CPSCs and PSOCs and the services</li></ul>

**How to establish its units which are to execute backbone activities are mentioned hereafter.**

**Units under these Centres shall have the same facilities, infrastructure and display as in the District SAANJH Kendra (CPRC)**

**Community Services cum Information Unit:**

All sorts of permissions and verifications shall be handled at this counter for the convenience of the service seeker. All service requests shall be acknowledged with proper receipt having

expected time taken. This counter shall have charter of services mentioning documentation required and tentative time taken.

<b>Services</b>
<ul style="list-style-type: none"> <li>● <b>Verifications</b> <ul style="list-style-type: none"> <li>○ Verification of tenants</li> <li>○ Registration and verification of servants</li> <li>○ Passport verification</li> <li>○ Emergency urgent passport verification when applied under TATKAL scheme</li> <li>○ Police Clearance Certificate (PCC) at the time of Foreign Migration</li> <li>○ Verification of vehicle</li> <li>○ Character Verification for service</li> </ul> </li> <li>● <b>Permissions</b> <ul style="list-style-type: none"> <li>○ Permission and Request (for security arrangements at political/sports/religious and social functions)</li> <li>○ NOC for Arms License</li> <li>○ Permission for loud speaker or procession</li> </ul> </li> <li>● <b>Information</b> <ul style="list-style-type: none"> <li>○ Application for the copy of FIR or Untraced Report</li> <li>○ Progress of investigation of criminal case</li> </ul> </li> </ul>

<b>Facilities</b>	<b>Display Materials</b>
<ul style="list-style-type: none"> <li>● Furniture</li> <li>● Computer monitor linked to server</li> <li>● Telephone</li> <li>● Stationary and display board</li> <li>● Soft board</li> </ul>	<ul style="list-style-type: none"> <li>● Citizen Charter</li> <li>● What is an FIR (poster)</li> <li>● When can you be arrested</li> <li>● After being arrested (display information)</li> <li>● Citizen's rights in a police station</li> <li>● Torture in police custody</li> <li>● Rights after arrest</li> <li>● Police station and you</li> <li>● List of government guest houses</li> <li>● List of hotels and inns</li> </ul>



**Gender Dispute and Social Conflict Resolution Unit:**

This cell shall specifically deal with the cases of women who are the victim of domestic violence and its main functions shall be following:

Administration	Services and Function
<ul style="list-style-type: none"> <li>▪ Conciliation between the disputing party</li> <li>▪ If conciliation fails then either registration of case or refer to court as per the merit.</li> <li>▪ Ensuring the rehabilitation of the women</li> <li>▪ Monitoring the conciliated cases to avoid any recidivism</li> </ul>	<ul style="list-style-type: none"> <li>▪ Arbitration in cases which are referred from police stations or cases in which women complainant directly approached</li> <li>▪ To provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations</li> <li>▪ Counseling and arbitration committee of 5 members</li> <li>▪ Referring and suggesting further course of action in un-resolved cases for registration or to court</li> </ul>

**Constitute a Counseling and Arbitration Committee**

Constitute a Counseling and arbitration committee of 5 members (comprising experts from law, gender studies, psychology, non government organization) (Members of this committee shall be exclusive from the District SAANJH Kendra-CPRC)

Essentials
<ul style="list-style-type: none"> <li>▪ Members should be gender sensitized</li> <li>▪ Making invisible crime visible</li> <li>▪ Displaying the list of doctors, counselors and NGO</li> <li>▪ List of rehabilitation centres</li> <li>▪ Attending the cases promptly</li> <li>▪ Separate toilets for male / females</li> </ul>

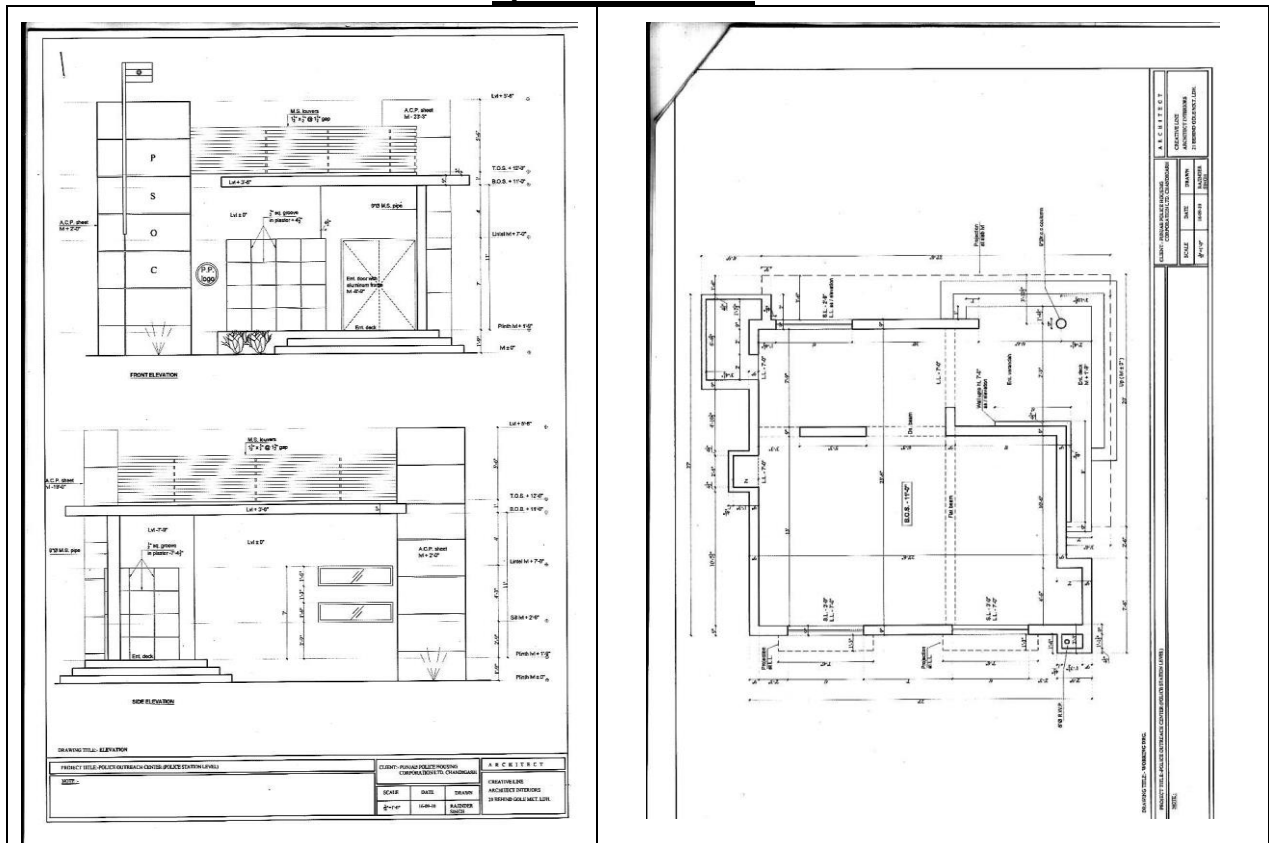
Facilities	Display Materials
<ul style="list-style-type: none"> <li>• Furniture: Table and Chairs</li> </ul>	<ul style="list-style-type: none"> <li>• List of shelter homes</li> <li>• Cognizable crime against women and punishment (Poster)</li> <li>• Violence against women (Poster)</li> <li>• List of NGO organizations</li> <li>• List of women related organizations</li> <li>• What is dowry (Poster)</li> <li>• Female foeticide (Pamphlet)</li> <li>• Rights of the unborn (Folder)</li> </ul>

## Infrastructure and Spatial Design of Thana SAANJH Kendra (PSOC)



The PSOCs should have a pleasant ambience and an air of informality and friendliness. It should not be officious and restrictive. The colour scheme should be soft and the place should be kept clean and aesthetically done up.

### Spatial Dimensions



### **Physical Resource Management**

Infrastructure and equipment arranged according to service provision of respective unit



## **Section – 5**

### **Capacity Building of SAANJH Staff**

#### **Training of Trainers**

A special module shall be evolved so that specially trained persons can further impart training to others. The SSPs will decide whether the SPs or DSPs are to undertake this module.

#### **Capsule Courses at PPA**

The second level of training will be conducted at Phillaur in the form of three-day capsule courses. This will be done at the DSP-Inspector level and at the constable-non gazetted officer level.

#### **Training Programme at District SAANJH Kendra (CPRC)**

Training Programme at the District SAANJH Kendra (CPRC) will again consist of capsule courses and the effort will be to get all persons to attend the courses at the CPRC to get acquainted with the concept of community policing.

**The Soft Skills training programs at Punjab Police Academy, Phillaur include the following topics/inputs:**

Sr. No.	Topic / Subject
1.	Introduction to Soft Skills
2.	Communication and Barriers to Communication.
3.	Understanding Body Language
4.	Developing Healthy Interpersonal Relations
5.	Mind Conflict Management Skills
6.	Motivation & its Impact on Performance.
7.	Time Management Skills
8.	Art of Listening
9.	Etiquette and Manners
10.	Understanding Emotional Quotient

### Operationalising SAANJH Kendras

Target Audience: Senior Police Functionaries

Duration: One-day workshop

Session I	<ul style="list-style-type: none"> <li>● <b>Community Policing: Concept and Appeal</b></li> <li>● Introduction to Community Policing</li> <li>● Need for Community Policing in Punjab Context</li> <li>● CPCs: Institutionalising Community Policing</li> <li>● Financial Networking</li> </ul>
Session II	<ul style="list-style-type: none"> <li>● <b>CPCs: Approach and Strategies</b></li> <li>● Overview of Units in CPCs</li> <li>● Building Partnerships with the Community</li> <li>● Debating Successful Collaborative Ventures: Illustrations</li> </ul>
Session III	<ul style="list-style-type: none"> <li>● <b>Gender Sensitisation Issues for CPCs</b></li> <li>● Victimology Perspective in Gender</li> <li>● Crime Against Women and Gender Violence</li> <li>● Coordinating Gender Schemes for Outreach</li> <li>● Relief – Rehabilitation and Reintegration</li> </ul>
Session IV	<ul style="list-style-type: none"> <li>● <b>Communication Strategy and Media Plan</b></li> <li>● Needs and Issues for Communication Training</li> <li>● Overview of Community Mobilization</li> <li>● Evolving, Implementation and Evaluation of Media Plans</li> <li>● Interacting with Media</li> </ul>
Material Distribution	<ul style="list-style-type: none"> <li>● C.D.: CPC at a Glance</li> <li>● CPC Handbook?</li> </ul>

## Sensitisation Workshop to CPCs

Target Audience: Senior Functionaries of CPRCs

Duration: Two-days

Session I	<ul style="list-style-type: none"> <li>• Introduction and Ice-breaking</li> <li>• <b>What is Community Policing?</b></li> <li>• An Introduction Background</li> <li>• Exercise One: The Changing Face of Policing: Aim and Approach</li> <li>• Report Back and Discussion on Concepts of Community Policing</li> </ul>
Session II	<ul style="list-style-type: none"> <li>• <b>Institutionalising Community Policing</b></li> <li>• Evolution and Structure of CPCs</li> <li>• Exercise Two: Community Policing Initiatives in Punjab</li> <li>• Discussion on Gaps in Existing Community Policing</li> <li>• Core Elements of CPCs</li> </ul>
Session III	<ul style="list-style-type: none"> <li>• <b>CPCs Approach and Strategies</b></li> <li>• Financial Allocations and Registration of CPCs</li> <li>• Community Partnership and Departmental Collaboration</li> <li>• Exercise Three: What Not to Initiate Community into</li> <li>• Debating Community Policing: For the Community through the Community and With the Community</li> </ul>
Session IV	<ul style="list-style-type: none"> <li>• <b>Gender Sensitisation Issues in CPCs</b> <ul style="list-style-type: none"> <li>• Invisibility to Gender Crime</li> <li>• Exercise Four: Constrains in Dealing with Crime Against Women</li> <li>• Report Back and Discussion on Revictimisation, Non-Reporting and Enforcement Barrier</li> </ul> </li> </ul>
Session V	<ul style="list-style-type: none"> <li>• <b>Communication Skills and Media Strategy</b> <ul style="list-style-type: none"> <li>• Exercise Five: Intervening in the Community</li> <li>• Report Back and Discussion on Community Mobilisation Strategies and Skills</li> <li>• What is Media Strategy?</li> <li>• Exercise Six: Evolving a Media Plan</li> <li>• Discussion</li> </ul> </li> </ul>

Session VI	<ul style="list-style-type: none"> <li>• <b>OVERVIEW OF UNITS IN CPC</b> (one and two)</li> <li>• Information Aim Service Centre – Key Characteristics <ul style="list-style-type: none"> <li>• Information Collection and management</li> <li>• Public Dealing and Inter-Agency Liaisoning</li> <li>• Discussion</li> </ul> </li> <li>• Grievance Redressal Unit: Key Characteristics <ul style="list-style-type: none"> <li>• Public Relations and Networking with CPC committees</li> <li>• Community Oriented Schemes</li> <li>• Discussion</li> </ul> </li> </ul>
Session VII	<ul style="list-style-type: none"> <li>• <b>OVERVIEW OF UNITS IN CPC</b> (Three and Four)</li> <li>• Child Unit <ul style="list-style-type: none"> <li>• Overview of Children’s Rights</li> <li>• Child Counseling Strategies</li> <li>• Discussion</li> </ul> </li> <li>• Victim Assistance Centre <ul style="list-style-type: none"> <li>• Victimology Perspective and Victim Blaming</li> <li>• Strategies for Dealing with Women Victims</li> <li>• Discussion</li> </ul> </li> </ul>
Material Distribution	<p><b>To Each CPC</b></p> <ul style="list-style-type: none"> <li>• CD : Overview of CPCs</li> <li>• Handbook on CPCs</li> <li>• Gender Sensitisation Booklet <ul style="list-style-type: none"> <li>• Laws</li> <li>• Rights of Citizens</li> </ul> </li> <li>• IEC Material Prepared</li> <li>• Video <ul style="list-style-type: none"> <li>• CPCs at a Glance</li> <li>• Gender Sensitisation</li> </ul> </li> </ul>

## **One Day Training Programme for SAANJH Kendras**

### **AIM**

- To familiarize the participants with the concept of Community Policing and its operationalisation through Community Police Centres
- Working guidelines for different units under CPCs
- Community participation techniques

### **TARGET AUDIENCE**

This training programme is to train the trainers (TOT) who can impart further training to CPC partners and functionaries. Each CPC shall be represented by a group of 10 people.

Group should be comprised of;

- Educationists
- Local elected public representatives
- Community/youth leaders
- Representatives from health
- Police personnel
- Members of district level committee

### **CONTENT**

- Concept of community policing
- Institutionalising CPC: Relevance to community policing
- Overview of four units of CPC (Grievance Redress Centre, Community Service-cum-Information Centre, Victim Assistance Centre and Child Unit)
- Gendering the CPCs
- Tools and techniques for community participation



## **Section 6**

### **Monitoring and Appraisal**

#### **Developing Appraisal and Monitoring**

Building a monitoring system at the onset of the programme initiatives allows for checks and balances to be inculcated internally. A planning matrix for each of the community policing objectives be it related to backbone activities or to local cultural needs, will allow definition of short and long-term goals, monitoring appraisals. While indicators for appraisal of the community policing across the board have been included as part of the resource kit, individual community policing can be made a monitoring system with indicators that measure the success of local activities.

Internal appraisals and monitoring continues collation of information and feedback regarding a programme and would allow community policing functionaries to regulate programme and better equip activities to respond to situational needs. Process evaluation in the gamut of collaborative partnership between a host of community support structures including the police rests on their integration with each other and community mobilisation. In other words, community policing has to constantly upgrade specific capacities of not just specific delivery service organisations and project outcomes. These systems would evolve continually in response to the situation needs but it is imperative that these are structured into a standardised and regular format.

#### **Evaluating Community Policing**

- Is community policing integral to policing?
- Are there institutional arrangement to support mainstreaming of community policing?
- Are integrative mechanism for community policing existing from a macro policy framework to micro enterprise at the regional level?
- Are there coordinating structures with other government and NGOs to promote an integrative model?
- Is their political ownership to the programme?
- Are participatory systems structured for planning and management to promote transparency, accountability and ownership?
- Is there a dedicated monitoring mechanism?
- Is representation of diversity reflected in planning and operational functions?
- Nature and level of community response to services provided.
- Have community representatives become stakeholders?

### **Purpose of Monitoring**

- Evaluation would enable to gauge the progress achieved towards the aims/purposes for which the SAANJH Kendras have been set up;
- Gauge level of awareness, acceptance and satisfaction amongst local community in regard to SAANJH Kendras;
- Views of community members (committee members) on SAANJH Kendras functioning;
- How efficiently the mandate for SAANJH Kendras has been followed for designing and execution;
- To get feedback on the difficulties, if any, being faced by the personnel posted at the SAANJH Kendras; and,
- To communicate shortcomings, if any, to the officials/authorities concerned regarding progress in respect of SAANJH Kendras.

## Monitoring Indicators for Community Policing Activities

### 1. Capacity building: Infrastructure, Human Resource and Management System

The capacity of Community Police Resource Centres has to be measured on three accounts i.e. Human resources, Infrastructural resources and System of management. The capacity of human resource is to be assessed in terms of skills to deliver services, motivation and commitment levels commensurate with diversity, sensitivity, rights of citizens and community mobilisation. Infrastructural resources have to be mapped in relation to its capacity to overcome spatial disconnect, accessibility to services and friendly ambience as also the financial allocations required for efficient delivery of the services. The third layer of capacity building relates to the creation of system of management, such as performance management, data systems, networking procedures etc.

#### (i) Capacity Building: Infrastructure

Order on establishment of community policing entity

- Creation of administrative structure
  - Vertical stations
- Formation of support networks
- Establishment of service units
- Plan allocation of budget
- Human Resource deployment
  - Job redefinition
- Site demarcation
  - Defined spatial identity
  - Accessibility
  - Friendly ambience

#### Process Appraisal

- **Location and Accessibility:** Location, Signage
- **Spatial and Physical Factors:** Ambience and Space
- **SAANJH Committees and Advisory Boards and Registration Status of SAANJH Kendras**
  - Selection of members
  - Inter-committee co-ordination
  - Registration under Societies Act
- Tenure and training of staff
- NGO characteristics of SAANJH Kendras
- Units working under SAANJH Kendras
- Networking with other departments
- Availability of equipments
- Women and child helpline
- Standardisation of SAANJH Kendras

#### (ii) Capacity Building: Human Resources

- (a) What are the skills that are provided to the functionaries of the community policing programmes? Are they equipped to deal with the public, do they have skills for community mobilisation, participatory planning, conducting social audits, acquainted with the concept of multi-cultural, gender justice, rights of citizens, collectivities and cultural rights?
- (b) Are training sessions held in a regular and standardised manner?
- (c) What is the nature of networking and coordination protocols that have been developed?
- (e) Is the staff able to breakup goals into delineated tasks and activities for various support groups?

- (f) Are the units equipped with latest criminal laws, the associated procedures?
- (g) Is there outreach of the services provided under community policing?
- (h) Are the grassroot forms promoting and participating in community policing?
- (i) Is there audio-video production and distribution?

**(iii) Capacity Building: Management Systems**

- (a) Are they well-defined systems for transparency and accountability?
- (b) Participatory mechanism
- (c) Monitoring systems
- (d) Capacity building programmes
- (e) Training capsules
- (f) Are there any reporting systems?
- (g) Is there any data bank?

**2. Establishment of Democratic Functions: Representation, Participation and Decision Making**

The level, the nature and the extent of participation have to be measured in relation to the influence exercised in building the state of community and communities of interest for crime prevention. A multi-cultural society presupposes that public policy and its operationalisation in terms of representation of diversity, sensitisation of staff and service delivery, is in accordance with multi-cultural needs. It is, therefore, imperative that community policing stakeholders represent diverse population, and are responsive to rights of vulnerable groups. The interactive monitoring system must capture as to how far police services and service providers cater to the special needs of old, children, youth, slum population, substance abusers, victims, witnesses, women, Dalits, migrants etc.

In order to find out how far the community policing programme is integral to the policing, it would be pertinent to capture the extent of co-ordination between community policing structure and police service delivery mechanisms.

**(i) Is there representation of diversity in the community policing entity?**

- (a) Gender representation
- (b) Ethnic representation
- (c) Minority groups

**(ii) What is the nature of participation of support networks and representatives within the community policing entity?**

- (a) Do these diverse groups frequent the meetings held?
- (b) Are all members present for evaluation making, programme compliance and implementation activities?
- (c) What is the nature of the participation of these groups in decision-making?

- (d) Are they involved in fund management, scope of the activities undertaken and operational factors?
- (e) Is participation in activities undertaken in a dual manner with police functionaries looking after certain section and allied functionaries having more curtailed mandate?
- (f) Are decisions managed through the community representatives or along with them?

**(iii) Nature of activities undertaken under community policing**

- (a) Are there defined sections / units?
- (b) Are there support services available for the vulnerable sections like women, children, victims, witness protection, old age?
- (c) Are different sections of population covered? For instance, school children, substance abusers, slum population – i.e. population sectors representing in a particular community?
- (d) Are these service delivery units stand alone or are they highly inter dependent? What are the support mechanisms created for other situations?
- (e) What is the extent of coordination among different service delivery units and networking with other institutions?
- (f) Is their single window service?
- (g) Are these services easily accessible to the target groups?
- (h) Is there a feedback mechanism for upgradation of the services provided?
- (i) Are these services similar across all police zones in the country?
- (j) Is the service technology compatible with the population groups, if the population is not conversant in a particular language or technology? Are there any alternatives?
- (k) Have the delivery of the services demarcated into minimum and staggered services?
- (l) To what extent are these services culturally sensitive?
- (m) Are there outreach programmes for the general community?
- (n) What procedures are put in place to invoke ownership of the programme?
- (o) To what extent are programmes community based and community run?
- (p) What is the range of professionals who are part of the initiatives?
- (q) Are the activities undertaken in conflict, natural disasters or political turbulence commensurate with the socio-political context?

# Sample appraisal of SAANJH

Administrative  
Brand Image  
Services  
Material Resources  
Capacity

## STATE, ZONAL AND RANGE LEVEL

- **State Level: Community Affair Division (CAD)**
  - Grievance Redressal Unit
  - Dispute Resolution Unit
  - Economic, Gender and Social Conflict Resolution Unit
  - NRI Affairs Unit
  - Monitoring and Co-ordination Unit
- **Zonal Level: Community Policing Monitoring and Evaluation Unit**
- **Range Level: Community Policing Monitoring Unit**
- **State Level Co-ordination and Review Committee (SLCRC)**
  - Formation of committee
  - Selection of Member as per Guideline of Guidebook
  - Active Co-ordination with CAD
  - Frequency of Meetings
  - Review of Reports and Periodical returns of committee of district, subdivision and thana level committees
  - Recommended any new research on police to CAD
  - Conducted appraisal of CPRCs, CPSCs and PSOCs

## DISTRICT LEVEL

- **District Level Committee (DLC)**
  - Formation of committee
  - Selection of Member as per Guideline of Guidebook
  - Active Co-ordination with SLCRC and implementation of its programme in district
  - Active Co-ordination with in-charge CPRC
  - Formation of Memoranda of Society and preparation of broad guidelines for community activities
  - Registration of CPRC under Society Act
  - Consultative role in maintenance of law and order
  - Evaluation of performance of CPRC, CPSCs and PSOCs
  - Preparation of reports and forward to CAD and SLCRC
  - Frequency of meetings
- **District SAANJH Kendras : Community Police Resource Centres (CPRCs)**
  - Is CPRC a separate entity from the police station?
  - Accessibility from the major road
  - Ambience: cheerful and appealing
  - CPRC Banner
  - SAANJH Logo
  - SAANJH Letterhead
  - Application forms for all available services
  - Computerization
  - Communication facilities
  - Manpower
  - Training of manpower on
    - Public relation
    - Gender Sensitization
    - Human rights, women, child, minority and SCs rights
  - Networking with other SAANJH Centres in the District
  - Availability of resource material (reference manuals, books and reports)
  - Networking with community support structure
  - Networking with NGOs and other civil society organization
- **Units and Services provided under District SAANJH Kendra (CPRCs)**
  - **Grievance Redressal Unit**
    - Receiving and disposing complaints
    - Initiated any community oriented scheme
    - Conducting meetings with different civil society groups
  - **Community Services cum Information Unit**
    - **NRI & Foreign Counter**
      - Registration of foreigner on arrival and departure
      - MRG enquiries- in case of loss of passport abroad
      - Receiving complaints on fraud and cheating by travel agent

# Sample appraisal of SAANJH

Administrative  
Brand Image  
Services  
Material Resources  
Capacity

	<ul style="list-style-type: none"> <li>• NRI complaints and enquiries</li> <li>• Extension of resident permit for foreigner</li> <li>• Information on registered travel agents</li> <li>• Information on registered money exchanger</li> <li>• Information on registered government and private guesthouses, lodges and hotels</li> <li>• Information on specialized hospitals</li> </ul>				•
	<ul style="list-style-type: none"> <li>• Crime Prevention Counter                             <ul style="list-style-type: none"> <li>• Application for the copy of FIR or Untraced Report</li> <li>• Progress of investigation of criminal case</li> <li>• Information on lost and found</li> <li>• Information on missing persons</li> </ul> </li> </ul>	•			•
	<ul style="list-style-type: none"> <li>• Verification and Permission Counter                             <ul style="list-style-type: none"> <li>• Verification of tenants</li> <li>• Registration and verification of servants</li> <li>• Passport verification</li> <li>• Emergency urgent passport verification when applied under TATKAL scheme</li> <li>• Police Clearance Certificate (PCC) at the time of Foreign Migration</li> <li>• Verification of vehicle</li> <li>• Character Verification for service</li> <li>• Permission and Request (for security arrangements at political/sports/religious and social functions)</li> <li>• NOC for Arms License</li> <li>• Permission for loud speaker or procession</li> </ul> </li> </ul>	•			•
	<ul style="list-style-type: none"> <li>• RTI Counter                             <ul style="list-style-type: none"> <li>• To deal all application under the Right to Information Act</li> </ul> </li> </ul>	•			•
	<ul style="list-style-type: none"> <li>• Traffic Management and Information Counter                             <ul style="list-style-type: none"> <li>• Payment of Traffic Challans</li> <li>• Information on impounded vehicles</li> <li>• Receiving complaints and suggestions of community on traffic problems in the area</li> <li>• Putting those suggestion and complaints in front of traffic Advisory Committee</li> </ul> </li> </ul>	•			•
○	<b>Legal Aid and Victim Relief Unit</b> <ul style="list-style-type: none"> <li>• 24 hrs × 365 days women and child help line</li> <li>• Quick on the spot and trauma response</li> <li>• emotional support (services of professional counsellor)</li> <li>• help of specialist in need-based human-sensitive interviewing of victim (gender and age specific) to avoid recall of victimization and to lessen trauma</li> <li>• Ensuring non-repetition of circumstances which induced earlier victimization of the victim</li> <li>• Referrals and linkages with other resources and agencies to provide help to the victim in medication, restitution and rehabilitation</li> <li>• Free legal aid</li> <li>• Help in understanding legal remedies available</li> <li>• Pre court preparation</li> <li>• Recuperation facilities for victims of crime and accidents</li> <li>• Comfortable sitting arrangement</li> <li>• First aid kit</li> <li>• Availability of doctor and psychiatrist on a phone call. (Specialist to handle sexual abuse victims, mainly women and children)</li> <li>• Counseling facility</li> </ul>	•			•
○	<b>Sensitization and Dispute Resolution Unit</b> <ul style="list-style-type: none"> <li>• Gender Dispute Resolution                             <ul style="list-style-type: none"> <li>• Counseling and arbitration committee as per guidelines</li> <li>• arbitration in cases which are referred from police stations or cases in which women complainant directly approached</li> <li>• to provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations</li> <li>• referring and suggesting further course of action in un-resolved cases for registration or to court</li> </ul> </li> <li>• Economic Dispute Resolution                             <ul style="list-style-type: none"> <li>• Conciliation in property disputes like tenant landlord</li> </ul> </li> </ul>	•			•

# Sample appraisal of SAANJH

Administrative  
 Brand Image  
 Services  
 Material Resources  
 Capacity

- Registering all the money exchanger in the area
- Scrutiny of lottery vendor and Satta mafia
- Ensuring safety of ATMs and Investigate all types of economic frauds and embezzlement
- Registering all the money exchanger in the area
- Scrutiny of lottery vendor and Satta mafia
- Ensuring safety of ATMs and
- **Social and Political Conflict Resolution**
  - resolve caste or communal conflicts potential or emerged with the help of arbitration between the conflicting parties

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## SUBDIVISION LEVEL

- **Subdivision Level Committee (SLC)**
  - Formation of committee
  - Selection of Member as per Guideline of Guidebook
  - Active Co-ordination with DLC and implementation of its programme in district and reporting back
  - Evaluation of performance of CPSCs and PSOCs
  - Preparation of reports and forward to DLC
  - Frequency of meetings

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- **Subdivision SAANJH Kendras : Community Police Suvidha Centres (CPSCs)**
  - Is CPSC a separate entity from the police station?
  - Accessibility from the major road
  - Ambience: cheerful and appealing
  - CPSC Banner
  - SAANJH Logo
  - SAANJH Letterhead
  - Application forms for all available services
  - Computerization
  - Communication facilities
  - Manpower
  - Training of manpower on
    - Public relation
    - Gender Sensitization
    - Human rights, women, child, minority and SCs rights
  - Networking with other SAANJH Centres in the District
  - Availability of resource material (reference manuals, books and reports)
  - Networking with community support structure
  - Networking with NGOs and other civil society organization

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- **Units and Services provided under Subdivision SAANJH Kendras ( CPSCs)**
  - **Community Services cum Information Unit**
    - Verification of tenants
    - Registration and verification of servants
    - Passport verification
    - Emergency urgent passport verification when applied under TATKAL scheme
    - Police Clearance Certificate (PCC) at the time of Foreign Migration
    - Verification of vehicle
    - Character Verification for service
    - Permission and Request (for security arrangements at political/sports/religious and social functions)
    - NOC for Arms License
    - Permission for loud speaker or procession
    - Application for the copy of FIR or Untraced Report
    - Progress of investigation of criminal case
  - **NRI's Foreign Counter**
    - Registration of foreigner on arrival and departure
    - MRG enquiries- in case of loss of passport abroad
    - Receiving complaints on fraud and cheating by travel agent
    - NRI complaints and enquiries
    - Extension of resident permit for foreigner
    - Information on registered travel agents
    - Information on registered money exchanger
    - Information on registered government and private guesthouses,

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# Sample appraisal of SAANJH

	Administrative	Brand Image	Services	Material Resources	Capacity
<ul style="list-style-type: none"> <li>lodges and hotels</li> <li> <ul style="list-style-type: none"> <li>• Information on specialized hospitals</li> </ul> </li> </ul>					
<ul style="list-style-type: none"> <li>○ <b>Gender Dispute Resolution Unit</b> <ul style="list-style-type: none"> <li>• Counseling and arbitration committee as per guidelines</li> <li>• arbitration in cases which are referred from police stations or cases in which women complainant directly approached</li> <li>• to provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations</li> <li>• referring and suggesting further course of action in un-resolved cases for registration or to court</li> </ul> </li> </ul>	•		•		•
<b>THANA LEVEL</b>					
<ul style="list-style-type: none"> <li>▪ <b>Thana Level Committee (TLC)</b> <ul style="list-style-type: none"> <li>○ Formation of committee</li> <li>○ Selection of Member as per Guideline of Guidebook</li> <li>○ Mediate and resolve non-serious cases with amicable and honourable solution</li> <li>○ Active Co-ordination with SLC and implementation of its programme in district and reporting back</li> <li>○ Evaluation of performance of PSOCs</li> <li>○ Preparation of reports and forward to SLC</li> <li>○ Frequency of meetings</li> </ul> </li> </ul>	•		•		
<ul style="list-style-type: none"> <li>▪ <b>Thana SAANJH Kendras : Police Station Outreach Centres (PSOCs)</b> <ul style="list-style-type: none"> <li>○ Is PSOC a separate entity from the police station?</li> <li>○ Accessibility from the major road</li> <li>○ Ambience: cheerful and appealing</li> <li>○ PSOC Banner</li> <li>○ SAANJH Logo</li> <li>○ SAANJH Letterhead</li> <li>○ Application forms for all available services</li> <li>○ Computerization</li> <li>○ Communication facilities</li> <li>○ Manpower</li> <li>○ Training of manpower on                             <ul style="list-style-type: none"> <li>▪ Public relation</li> <li>▪ Gender Sensitization</li> <li>▪ Human rights, women, child, minority and SCs rights</li> </ul> </li> <li>○ Networking with other SAANJH Centres in the District</li> <li>○ Availability of resource material (reference manuals, books and reports)</li> <li>○ Networking with community support structure</li> <li>○ Networking with NGOs and other civil society organization</li> </ul> </li> <li>▪ <b>Units and Services provided under Thana SAANJH Kendras (PSOCs)</b> <ul style="list-style-type: none"> <li>○ <b>Community Services cum Information Unit</b> <ul style="list-style-type: none"> <li>• Verification of tenants</li> <li>• Registration and verification of servants</li> <li>• Passport verification</li> <li>• Emergency urgent passport verification when applied under TATKAL scheme</li> <li>• Police Clearance Certificate (PCC) at the time of Foreign Migration</li> <li>• Verification of vehicle</li> <li>• Character Verification for service</li> <li>• Permission and Request (for security arrangements at political/sports/religious and social functions)</li> <li>• NOC for Arms License</li> <li>• Permission for loud speaker or procession</li> <li>• Application for the copy of FIR or Untraced Report</li> <li>• Progress of investigation of criminal case</li> </ul> </li> <li>○ <b>Gender Dispute and Social Conflict Resolution Unit</b> <ul style="list-style-type: none"> <li>• Counseling and arbitration committee as per guidelines</li> <li>• arbitration in cases which are referred from police stations or cases in which women complainant directly approached</li> <li>• to provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations</li> <li>• referring and suggesting further course of action in un-resolved</li> </ul> </li> </ul> </li> </ul>	•	•	•	•	•

### 3. Mainstreaming

There is a challenge to mainstream community policing into regular policing. A number of considerations have to be considered, such as, how far the principle of community participation has become operational in everyday practice, and how far diversity responsiveness in terms of social placement is reflected in staff and community representation, resource allocation to fulfil multi-cultural needs, building capacity of the stakeholders, diversity sensitive accountability and monitoring mechanisms?

- (a) Have the community policing initiatives been integrated into the entire police force?
- (b) Are there any intensive programmes for police functionaries in relation to their work in community policing?
- (c) Are all programmes of the police undertaken in a participatory and sustainable manner?
- (d) Are any programmes on training of community policing undertaken?
- (e) What are the policing goals and objectives? Is policing with community central to these objectives?
- (f) Is any audit in community policing undertaken?
- (g) Are promotions and postings undertaken keeping in view the skills of community policing functionaries?
- (h) Are there certain standardised community policing programmes across the country?

### 4. Community Policing Oversight

The formal institutions of community policing are neither sufficient nor fully reflective of the societal needs. The community policing oversights, both on supply side and on the demand side of justice, have to be seen as a part of a large spectrum and function as a continuum to delivery of justice. This interaction between formal institutions and informal institutions of community policing shall transcend the societal consensus which is predated with unequal power and make social hierarchies based on caste, gender invisible. In other words, the interaction shall make unequal access to justice visible and create space for interventions. To have a comprehensive assessment for formulation of

policy and strategies for interventions, practical indicators have to be evolved and operationalised.

- (a) Are there established oversights integral to community policing functioning?
- (b) What is the role of these oversight mechanisms? Do these work on the supply factors or they are only demand-oriented?
- (c) Are there any autonomous oversight bodies?
- (d) What is the nature of representation of cultural diversity among oversight bodies?
- (d) How participatory is the interaction between community policing and oversights?
- (e) What is the number of oversight bodies linking to different aspects? Is there a threat of continuity among issues addressed by oversight bodies?

**Developing Systems, Standards and Processes  
(Responsibility – Headquarters)**

Activities/Tasks/Processes	Performance Indicators/Targets
Setting Standards, evaluation and monitoring I. Data Assessment, evaluation and monitoring <ul style="list-style-type: none"> <li>• Establish data standards and management information systems.</li> <li>• Setting/bench marking performance indicators.</li> <li>• Setting standards for crime related and ancillary services (Citizen Charters).</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of assessment and evaluation criteria.</li> </ul>
II. Conduct and Set Guidelines (a) For annual surveys on; <ul style="list-style-type: none"> <li>• Public needs, satisfaction, confidence and perception of safety.</li> <li>• Assessing quantum of unreported crime.</li> </ul> (b) Issuing guidelines in respect of rights and dignity of victims, suspects and others in the police custody. (c) Victims perceptions.	<ul style="list-style-type: none"> <li>• Surveys to be held annually and preferably by independent agency. Need to be simple and inexpensive.</li> </ul>
III. Grading and prioritising <ul style="list-style-type: none"> <li>• Fixing priorities for crime control and detection</li> <li>• Assessment of performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Traffic Signal System of grading.</li> </ul>
IV. Assessing and optimising existing resources through redeployment.	<ul style="list-style-type: none"> <li>• Redeployment plan/checklist.</li> </ul>
V. Monitoring and minimising transaction costs.	<ul style="list-style-type: none"> <li>• Monitoring data on transaction costs of services.</li> </ul>

**5. Impact evaluation**

Community policing programme have been institutionalised. It would be worthwhile to evaluate, how far policing has become citizen-centric and responsive to the broader

indicators of access to justice and crime prevention? The indicators for evaluation have to be identified keeping in view that in actual practice, for instance, it is difficult to distinguish effectiveness, equity and efficiency. For example, it has been asserted, with a little hard evidence, that involving members of the community in police decision making (equity) simultaneously makes people feel that the police are responsive (equity), helps reduce neighbourhood crime (effectiveness), and can reduce the police workload (efficiency). Similarly, it has been claimed that decentralising decision making (efficiency) makes officers better able to address community problems (effectiveness), makes officers more accountable to citizens (equity), and makes better use of police resources (efficiency).<sup>2</sup>

These co-relations are more in the domain of analytical framework rather than descriptive and separable categories. Therefore, impact evaluation has to be part inferential, and derivative. The relevant question to be answered is, how far institutionalization of community policing has contributed to growth in the confidence of the people in the justice delivery system. The indicators for measurement of accessibility and efficiency, rights of population affected by crime and level of physical security enjoyed by citizens shall lead to developing a performance matrix of community policing programme.

To have an objective assessment, standards for data collection and evaluation for meaningful comparisons have to be put in place. The grading and comparison of performance per se may lead to substantial change for the better. These standards in terms of time and quality must be derived from citizen charters, guidelines issued by Courts and Human Rights Organisations and changing global standards and local needs articulated in the media and by the civil society organisations. Another element is to draw these standards from public surveys especially with regards to community-police relations and perception of safety and security enjoyed by the citizens in general and vulnerable groups in particular.

### Impact Evaluation

- What is the level of physical security enjoyed by citizens?
- What is the rate of reported to unreported crime?
- Have the crime rates come down since the community policing was initiated?
- What is the perception of community regarding the safety of their person and property?
- Are the rights of victims protected?
- Are there programme for the victims as also the accused?
- What is the state's commitment to justice? Has there been any change in the legal or constitutional systems?
- Do special laws continue to be evolved for policing conflict and turmoil situations?

<sup>2</sup> John E. Eck and Dennis P. Rosenbaum, 1994, 'New Police Order: Effectiveness, Equity and Efficiency in Community Policing', in Dennis P. Rosenbaum (ed.), Challenge of Community Policing, Thousand Oaks: Sage Publications, p.6.

## **Main Issues**

### **Comparing Inputs, Outputs and Outcomes**

Governance from the policy perspective have to co-relate inputs in terms of material, human costs and community involvement with the outputs namely efficient processes of justice delivery and outcomes, i.e. high safety and security of the citizens.

## **Some Illustrations of Police Services**

### **Annexure-I**

#### **Speedy Disposal of Passport Verifications**

For expediting verification of passports, the process for verification has been re-engineered on following lines:-

- In this re-engineering process, on receipt of verification request from passport office, the passport branch in CPRC (District level) send reference to the police officer earmarked, state intelligence wing and intimation to the applicant will also be sent via 'SMS'.
- The verifier at the Police Station level 'SAANJH Kendra' will check the record regarding the antecedents of the applicant from police station and also carry out the physical verification. In physical verification process, the verifier will ring up the applicant for fixing date of visit to his/her residence and will also inform him about references mentioned in the verification. The verifier will also send two "SMS's" one regarding confirmation and other about facilitation charges.
- At the time of physical visit, the verifier will verify the identity, address, period of stay, general reputation, get appraisal from neighbourhood and click photographs of the applicant, the verifier, the references & local respectable.
- After receiving report about verification from state intelligence wing regarding the details of the applicant, the verification report will be submitted to the passport office by the District level SAANJH Kendra. One more 'SMS' will be sent at this stage regarding final outcome of verification process whether passport is recommended or otherwise.
- After 24 hours of dispatch of the final report / after recommendation to the Regional Passport Officer, district SAANJH Kendra sends one 'SMS' to the applicant regarding this.

This step apart from bringing lot of transparency & objectivity in passport verification process has also speeded up the entire process and it has also obviated possibility of any corruption by police officials. This has also eliminated any possibility of procuring passport by antinational & antisocial elements by manipulations or by furnishing false address.

#### **Salient features:**

- System generated automatic SMS alerts to the applicant at various stages.
- The police official informs the applicant about date and time of his visit to his place for verification purpose.
- The verifier clicks the geo tagged photographs of applicant, place of residence and his witnesses.

- This has almost eliminated scope of issuances of passport to anti national /anti social elements on fake addresses.
- The aforementioned re-engineering has led to verification of more than 99% of passports within 21 days (60% of these passports are sent back to RPO after verifications within a week).

## **Annexure-II**

### **Registration of Complaints with 'SAANJH'**

In order to ensure proper & systematic grievance redressal system, a new module for handling of complaints has been devised whose salient features are as given below:

- All 'SAANJH Kendras' have been authorised to register complaints.
- The complaint can be registered in any 'SAANJH Kendra' irrespective of the jurisdiction.
- The complainant will be given a unique ID number as an acknowledgement receipt to ensure delivery of justice.
- For ensuring action on complaint registered, it has been included in the Right to Service Act, 2011. If a designated officer is unable to take proper action on this complaint within stipulated time, he will be held accountable and penalised.

The final outcome enquiry report may be in the shape of :

- Registration of first information report (FIR).
  - Complaint is found false, hence filed.
  - Matter is of civil nature.
  - Complaint relates to other authority, etc.
- Action taken on complaint shall be immediately reported to the complainant by the designated Officer.

If the complainant is not satisfied with the final report of his complaint then he is at liberty to give fresh complaint to the higher authorities.

This system of handling complaints will not only help in monitoring status of complaints but it will also ensure transparent and accountable system of grievance redressal.



### **Annexure-III**

#### **People Friendly Mobile Applications and Online Delivery of Services**

In order to ensure timely delivery of services on IT platform, following steps have been taken:

- A mobile app has been designed for downloading of FIR from 'SAANJH' platform.
- A mobile app has been developed for downloading of untraced reports in accident & theft cases and complainant can download copies of untraced reports through this app.
- After due police verification, following services are hosted on the 'SAANJH' system and after getting system generated SMS alert, the applicant can either download the desired service from 'SAANJH' system or can visit nearest 'SAANJH Kendra' for getting the service:
  - All Verification Certificates
  - All No Objection Certificates
  - Police Clearance Certificates

**Annexure-IV**  
**Online Delivery of Service**

SAANJH Kendra apart from providing services through single window system are also providing services in online mode as well. For availing police services online, 10 people friendly Apps have also been developed and citizens can avail services through these Apps. These Apps are namely as follows:

- (a) 'Untraced Report App',
- (b) 'Verification Report App',
- (c) 'No Objection Certificate App',
- (d) 'Police Clearance Certificate App',
- (e) 'Passport Verification Status App',
- (f) 'Lost article/ Equipment / Document Registration App',
- (g) 'Know your Police App',
- (h) 'Complaint Registration App',
- (i) 'Know my Complaint App'
- (j) 'Women Safety App' - 'SHAKTI'

**Annexure-V**  
**Specimen of Forms**





# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 100  
Stipulated Time = Immediate

Details of 'Saanjh' Kendra

Category  
 CPRC  
 CPSC  
 PSOC

(Name of Centre)

(District)

Service asked for

## REGISTRATION OF FOREIGNERS (ARRIVAL AND DEPARTURE)

1.	Date of Application	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.	Name of the Applicant	<input type="text"/>								
3.	Father's/Husband's Name	<input type="text"/>								
4.	Address in Country of Domicile	<input type="text"/>								
5.	Address in India at Present	H.No.	<input type="text"/>	St. No.	<input type="text"/>	Vill./Mohalla	<input type="text"/>			
		Teh.	<input type="text"/>			Police Station	<input type="text"/>			
		Distt.	<input type="text"/>			State	<input type="text"/>			
6.	Contact Details in India	Mobile	<input type="text"/>	Email ID if any	<input type="text"/>					
7.	Contact Details abroad	Mobile	<input type="text"/>	Email ID if any	<input type="text"/>					
8.	Nationality	<input type="text"/>			Profession	<input type="text"/>				
9.	Date of Birth	<input type="text"/>			Place	<input type="text"/>				
10.	Passport No.	<input type="text"/>			Date of Issue	<input type="text"/>				
11.	Place of Issue	<input type="text"/>			Valid Upto	<input type="text"/>				
12.	Visa for India No.	<input type="text"/>			Place & Date of Issue	<input type="text"/>				
13.	Type of Visa & Duration	<input type="text"/>			Valid Upto	<input type="text"/>				
14.	Date & Place of Arrival in India	<input type="text"/>								
15.	Purpose of Visiting India	<input type="text"/>								
16.	Documents to be attached	Application particular form (Registration of foreigner application)								
		Indemnity Bond attested from Executive Magistrate								
		Photo copy of passport								
		Photo copy of visa showing date of arrival								
		Four passport size photograph								
		Fee (if required for late registration)								
		<b>NOTE : Foreigner should personally be present for availing this service</b>								
17.	Signature of Applicant	<input type="text"/>								

For Official Use only

1	Acknowledgment Receipt No.	<input type="text"/>	2.	Date	<input type="text"/>
3.	Date by which service to be provided	<input type="text"/>	4.	Name of Designated Officer	<input type="text"/>
5.	Designation	<input type="text"/>	6.	Location	<input type="text"/>
7.	Sign. of D.O./Receiving Officer	<input type="text"/>			



# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 500  
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra  CPRC

Category

CPSC

PSOC

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

Service asked for

## EXTENSION OF RESIDENTIAL PERMIT OF FOREIGNERS

1.	Date of Application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Name of the Applicant	D	D	M	M	Y	Y	Y	Y
3.	Father's/Husband's Name								
4.	Address in India (Permanent)	H.No.		St. No.		Vill./Mohalla			
		Teh.				Police Station			
		Distt.				State			
5.	Address in India at Present	H.No.		St. No.		Vill./Mohalla			
		Teh.				Police Station			
		Distt.				State			
6.	Address in Country of Domicile								
7.	Contact Details in India	Mobile				Email ID if any			
8.	Nationality								
9.	Date of Birth					Place			
10.	Passport No.					Date of Issue			
11.	Place of Issue					Valid Upto			
12.	Visa for India No.				Place & Date of Issue				
13.	Type of Visa & Duration				Valid Upto				
14.	Date & Place of Arrival in India								
15.	Purpose of Visiting India								
16.	Whether Resident of India previously if So, What period								
17.	Date of Expiry of Authorised Period								
18.	Period for which extension is required								
19.	<b>Reason for extension of stay.</b> (The reason should be stated duly in detail, Failure to do so, may result in delay or refusal of request)								
20.	Name and address of person in India (who will furnish guarantee for maintenance and repatriation on behalf of applicant when he/she enters India)	Name							
		S/o,D/o							
		H.No.		St. No.		Vill./Mohalla			
		Teh.				Police Station			
		Distt.				State			

21. (a) I WILL SUBMIT IN WRITING IN CASE OF ANY CHANGE IN MY RESIDENTIAL ADDRESS  
 (b) I WILL INFORM IN WRITING WHEN EVER I WILL GO BACK FROM .....

22. I FURTHER SUBMIT THAT I WAS NOT KNOWING REGARDING NEED, TO REGISTER WITH YOUR OFFICE.  
 I HAVE PAID THE PENALTY/VISA FEE OF RS./DOLLAR (CROSS IF NOT APPLICABLE)

.....BY DEPOSITING THE SAME IN STATE BANK OF INDIA.

Note : No fee is to be paid in case application is within the prescribed time.

23.	Documents to be attached	Application particular form (Visa extension application)
		Surety Bond
		Residence Proof of surety (Ration Card/Voter Card or any other residence proof)
		Photo copy of passport
		Photo copy of visa showing date of arrival
		Four passport size photograph
		Receipt of State Bank of India (in case of late registration/visa extension only)

**I REQUEST THAT MY NAME MAY KINDLY BE REGISTERED/NECESSARY EXTENSION  
 OF MY VISA MAY KINDLY BE EXTENDED FOR.....MONTHS AND I MAY  
 KINDLY BE ISSUED RESIDENTIAL PERMIT.**

24.	Signature of Applicant	
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For Official Use only

1	Acknowledgment Receipt No.		2.	Date	
3.	Date by which service to be provided		4.	Name of Designated Officer	
5.	Designation		6.	Location	
7.	Sign. of D.O./Receiving Officer				



## PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 5 per Page  
Stipulated Time = Immediate

Details of 'Saanjh' Kendra

Category

- CPRC  
 CPSC  
 PSOC

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

# COPY OF F.I.R.

Service asked for

1.	Date of Application	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.	Name of the Applicant	<input type="text"/>							
3.	Father's/Husband's Name	<input type="text"/>							
4.	Address	H.No.	<input type="text"/>	St. No.	<input type="text"/>	Vill./Mohalla	<input type="text"/>		
		Teh.	<input type="text"/>			Police Station	<input type="text"/>		
		Distt.	<input type="text"/>			State	<input type="text"/>		
a)	Contact Details	Mobile	<input type="text"/>			Email ID if any	<input type="text"/>		
5.	F.I.R. Details	F.I.R. No.	<input type="text"/>			F.I.R. Year	<input type="text"/>		
		P.S.	<input type="text"/>			Distt.	<input type="text"/>		
a)	Name of the Complainant	<input type="text"/>							
	Father's/Husband's Name	<input type="text"/>							
b)	Name of Accused	<input type="text"/>							
	Father's/Husband's Name	<input type="text"/>							
8.	Purpose	<input type="text"/>							
9.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book							
10.	Signature of Applicant	<input type="text"/>							

For Official Use only

Facilitation Charges = ₹ 5 per Page  
Stipulated Time = Immediate

1	Acknowledgment Receipt No.	<input type="text"/>	2.	Date	<input type="text"/>
3.	Last Date by which service to be provided	<input type="text"/>	4.	Name of Designated Officer (D.O.)	<input type="text"/>
5.	Designation	<input type="text"/>	6.	Location	<input type="text"/>
7.	Sign. of DO/Receiving Officer	<input type="text"/>			





# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 5 per page  
Stipulated Time = 45 Working Days

Details of 'Saanjh' Kendra

Category

CPRC

CPSC

PSOC

\_\_\_\_\_ (Name of Centre)

\_\_\_\_\_ (District)

PROTECTION PARTNERSHIP PEACE

Service asked for **COPY OF UNTRACE REPORT IN ROAD ACCIDENT CASES**

1.	Date of Application	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2.	Name of the Applicant	<input type="text"/>
3.	Father's/Husband's Name	<input type="text"/>
4.	Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
4a.	Contact Details	Mobile <input type="text"/> Email ID if any <input type="text"/>
5.	F.I.R. Details	F.I.R. No. <input type="text"/> F.I.R. Year <input type="text"/>
		P.S. <input type="text"/> Distt. <input type="text"/>
6.	Name of the Complainant	<input type="text"/>
	Father's/Husband's Name	<input type="text"/>
7.	Purpose	<input type="text"/>
8.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book
9.	Signature of Applicant	<input type="text"/>

For Official Use only

1	Acknowledgment Receipt No.	<input type="text"/>	2.	Date	<input type="text"/>
3.	Date by which service to be provided	<input type="text"/>	4.	Name of Designated Officer	<input type="text"/>
5.	Designation	<input type="text"/>	6.	Location	<input type="text"/>
7.	Sign. of D.O./Receiving Officer	<input type="text"/>			



PROTECTION PARTNERSHIP PEACE

## PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 5 per page  
Stipulated Time = 60 Working Days

Details of 'Saanjh' Kendra  CPRC

Category  
 CPSC  
 PSOC

(Name of Centre)

(District)

Service asked for \_\_\_\_\_

### COPY OF UNTRACE REPORT IN THEFT CASES

1.	Date of Application	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2.	Name of the Applicant	
3.	Father's/Husband's Name	
4.	Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
4a.	Contact Details	Mobile <input type="text"/> Email ID if any <input type="text"/>
5.	F.I.R. Details	F.I.R. No. <input type="text"/> F.I.R. Year <input type="text"/>
		P.S. <input type="text"/> Distt. <input type="text"/>
6.	Name of the Complainant	
	Father's/Husband's	
7.	Purpose	
8.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book
9.	Signature of Applicant	

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1	Acknowledgment Receipt No.		2.	Date	
3.	Date by which service to be provided		4.	Name of Designated Officer	
5.	Designation		6.	Location	
7.	Sign. of D.O./Receiving Officer				



## PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 5/-  
Stipulated Time = Immediate

Details of "Saanjh" Kendra \_\_\_\_\_

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

Service asked for \_\_\_\_\_

### LOST / STOLEN VEHICLE

Fill in CAPITAL LETTERS

1.	Date (DD/MM/YYYY)	D	D	M	M	Y	Y	Y	Y									
2.	Name of the Complainant																	
3.	Father's/Husband's Name																	
4.	Address	H.No.		St. No.		Vill./Mohalla												
		Teh.				Police Station												
		Distt.				State												
a)	Contact Details	Mobile				Email ID if any												
5.	Type of Vehicle																	
6.	Make of Vehicle				Model													
7.	Registration No.				Colour													
8.	Chasis No.				Engine No.													
9.	Insurance (Y / N)		If Yes, Name of Insurance Co.															
10.	Date of Insurance	D	D	M	M	Y	Y	Y	Y	Valid Upto	D	D	M	M	Y	Y	Y	Y
11.	Policy No.																	
12.	Remarks																	
13.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book <input type="checkbox"/> Any Other																

#### Self Declaration :

I declare that all the above information given by me, is best of my knowledge & belief. If in future any information found false, then any legal action can be taken against me.

Signature of Applicant

- (i) This application is for lodging report of Lost / Stolen Vehicle.
- (ii) Report lodged under this application is not a subject matter for enquiry/investigation.
- (iii) In case loss is due to theft or any other crime, contact nearest Police Station.
- (iv) False report to Police is a punishable offence.

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Call Vigilance Bureau Toll Free No. 1800-1800-1000 or visit [www.vigilancebureau.punjab.gov.in](http://www.vigilancebureau.punjab.gov.in)



# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 5/-  
Stipulated Time = Immediate

Details of "Saanjh" Kendra

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

Service asked for

## LOST ARTICLE/DOCUMENTS ( Copy of D.D.R.)

Fill in CAPITAL LETTERS

1.	Date (DD/MM/YYYY)	D	D	M	M	Y	Y	Y	Y	
2.	Name of the Complainant									
3.	Father's/Husband's Name									
4.	Address	H.No.		St. No.		Vill./Mohalla				
		Teh.				Police Station				
		Distt.				State				
a)	Contact Details	Mobile				Email ID if any				
5.	Article Description (as applicable) Name/Type	Article 1		Article 2		Article 3				
		Article No.								
		Issuing Authority								
	Valid Upto									
6.	Date of Loss				Time of Loss					
	Place of Loss									
7.	Any other Details									
8.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book <input type="checkbox"/> Any Other								

### Self Declaration :

I declare that all the above information given by me, is best of my knowledge & belief. If in future any information found false, then any legal action can be taken against me.

Signature of Applicant

- (i) This application is for lodging report of Lost Article/Document.
- (ii) Report lodged under this application is not a subject matter for enquiry/investigation.
- (iii) In case loss is due to theft or any other crime, contact nearest Police Station.
- (iv) False report to Police is a punishable offence.

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## PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 5/-  
Stipulated Time = Immediate

Details of "Saanjh" Kendra

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

Service asked for

### LOST MOBILE ( Copy of D.D.R.)

Fill in CAPITAL LETTERS

1.	Date (DD/MM/YYYY)	D	D	M	M	Y	Y	Y	Y	
2.	Name of the Complainant									
3.	Father's/Husband's Name									
4.	Address	H.No.		St. No.		Vill./Mohalla				
		Teh.				Police Station				
		Distt.				State				
a)	Contact Details	Mobile				Email ID if any				
5.	Make					Model				
6.	No. of Sims									
7.	Description	SIM 1			SIM 2			SIM 3		
	Mobile Operator									
	Mobile Number									
	IMEI No.									
8.	Date of Loss				Time of Loss					
	Place of Loss									
9.	Remarks									
10.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book <input type="checkbox"/> Any Other								

#### Self Declaration :

I declare that all the above information given by me, is best of my knowledge & belief. If in future any information found false, then any legal action can be taken against me.

Signature of Applicant

- (i) This application is for lodging report of Lost Mobile or Sim.
- (ii) Report lodged under this application is not a subject matter for enquiry/investigation.
- (iii) In case loss is due to theft or any other crime, contact nearest Police Station.
- (iv) False report to Police is a punishable offence.

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# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 5/-  
Stipulated Time = Immediate

Details of "Saanjh" Kendra

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

Service asked for **INFORMATION OF MISSING PERSON/CHILD**

Missing  
Person  
Photo

Fill in CAPITAL LETTERS

1.	Date of Information	D	D	M	M	Y	Y	Y	Y	
2.	Name of Informant									
3.	Father's/Husband's Name									
4.	Address	H.No.		St. No.		Vill./Mohalla				
		Teh.			Police Station					
		Distt.			State					
a)	Contact Details	Mobile			Email ID if any					

## MISSING PERSON/CHILD DETAILS

5.	Name						Male / Female				
6.	Father's/Husband's Name										
7.	Date of Birth	D	D	M	M	Y	Y	Y	Y	Approx. Age	
8.	Address	H.No.		St. No.		Vill./Mohalla					
		Teh.			Police Station						
		Distt.			State						
9.	Missing From				Relation with informant						
10.	Occupation				Marital Status						
11.	Last Seen At				Last Seen With						
12.	Date of Missing	/	/	Religion		Caste					
13.	Eye Colour				Hair Colour						
14.	Height		Feet		Inches	Weight	Kgs.	Complexion			
15.	Built	Fat <input type="checkbox"/>	Heavy <input type="checkbox"/>	Medium <input type="checkbox"/>	Skinny <input type="checkbox"/>	Facial Appearance	Long <input type="checkbox"/> Round <input type="checkbox"/> Sharp <input type="checkbox"/>				
16.	Whether Mind Normal (Y / N)				Whether Deaf / Dumb (Y / N)						
17.	Cloth	Upper				Colour					
		Lower				Colour					
18.	Foot	Shoe/Sandal/Chappal				Colour					
		Socks (Y/N)				Colour					
19.	Place of Burn				Place of Tattoo			Place of Mole			

20.	Other Wearing		Any Other Information	
21.	If Non-Resident Indian or Other Country Resident (Y/N)		Country Name	
22.	Passport No.		Place of Issue	
			Date of Issue	/ /
			Valid Upto	/ /
23.	Documents to be attached	Photo ID Proof (Tick whichever attached)		
		<input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book <input type="checkbox"/> Any Other		

**Self Declaration :**

I declare that all the above information given by me, is best of my knowledge & belief. If in future any information find false, then any legal action can be taken against me.

Signature of Applicant

- (i) This application is for lodging report of Missing Person.
- (ii) Report lodged under this application is not a subject matter for enquiry/investigation.
- (iii) In case loss is due to theft or any other crime, contact nearest Police Station.
- (iv) False report to Police is a punishable offence.

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## PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 100  
Stipulated Time = 21 Working Days

Details of 'Saanjh' Kendra  CPRC  
 CPSC  
 PSOC

(Name of Centre)

(District)

Service asked for \_\_\_\_\_

### STATUS OF PASSPORT VERIFICATION

1.	Date of Application	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>
2.	Name of the Applicant	
3.	Father's/Husband's Name	
4.	Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
4a.	Contact Details	Mobile <input type="text"/> Email ID if any <input type="text"/>
5.	Application Details	Applied at <input type="text"/> Date <input type="text"/>
6.	Send to Police for Verification	By off. of <input type="text"/> Date <input type="text"/> Vide No. <input type="text"/>
7.	UID No.	
8.	Arms Licence No. <input type="text"/>	Issuing Authority <input type="text"/>
9.	Documents to be attached	Copy of Photo Identity Proof Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book Copy of Receipt issued by Suvidha Centre/Passport Office
10.	Signature of Applicant	

For Official Use only

1	Acknowledgment Receipt No.		2.	Date	
3.	Date by which service to be provided		4.	Name of Designated Officer	
5.	Designation		6.	Location	
7.	Sign. of D.O./Receiving Officer				





## PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 100/-  
Stipulated Time = 21 Days

Details of "Saanjh" Kendra

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

Service asked for

### LOST / MISSING PASSPORT

(OTHER SERVICES RELATED WITH PASSPORT)

Fill in CAPITAL LETTERS

1.	Date (DD/MM/YYYY)	D	D	M	M	Y	Y	Y	Y									
2.	Name of the Complainant																	
3.	Father's/Husband's Name																	
4.	Address	H.No.					St. No.					Vill./Mohalla						
		Teh.					Police Station											
		Distt.					State											
a)	Contact Details	Mobile					Email ID if any											
5.	Passport Issuing Country																	
6.	Passport No.					Place of Issue												
7.	Date of Issue	D	D	M	M	Y	Y	Y	Y	Date of Expiry	D	D	M	M	Y	Y	Y	Y
8.	Have any valid Visa (Y / N)			If Yes, Country Name														
9.	Type of Visa					Date of Visa	/	/	Date of Visa Expiry	/	/							
10.	Whether rejected by any Embassy (Y / N)			If Yes, Country Name														
11.	Whether submitted to any Travel agent/Agency/ Person (Y / N)			If Yes, Agent/Agency/ Person Name														
12.	Date of Lost	D	D	M	M	Y	Y	Y	Y	Place of Lost								
13.	Reason of Lost																	
14.	Any other information																	
10.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book <input type="checkbox"/> Any Other																

#### Self Declaration :

I declare that all the above information given by me, is best of my knowledge & belief. If in future any information found false, then any legal action can be taken against me.

Signature of Applicant

- (i) This application is for lodging report of Lost / Missing Passport.
- (ii) Report lodged under this application is not a subject matter for enquiry/investigation.
- (iii) In case loss is due to theft or any other crime, contact nearest Police Station.
- (iv) False report to Police is a punishable offence.

**HELP US IN FIGHT AGAINST CORRUPTION**

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# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 50  
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra  CPRC

Category

CPSC

PSOC

(Name of Centre)

(District)

Service asked for

**TENANT / SERVANT VERIFICATION (Resident of Local Area)**

1.	Date of Application	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>											
2.	Name of the Applicant	<input type="text"/>											
3.	Father's/Husband's Name	<input type="text"/>											
4.	Address	H.No.	<input type="text"/>			St. No.	<input type="text"/>			Vill./Mohalla	<input type="text"/>		
		Teh.	<input type="text"/>			Police Station			<input type="text"/>				
		Distt.	<input type="text"/>			State			<input type="text"/>				
4a.	Contact Details	Mobile <input type="text"/>						Email ID if any <input type="text"/>					
5	Tenant/Servant /Stranger Details Tick mark (✓) option	Religion <input type="text"/>			Caste/Sub Caste <input type="text"/>			Qualification <input type="text"/>					
		Height <input type="text"/>			Age & Sex <input type="text"/>			Identification Mark <input type="text"/>					
		Complexion	Fair	Dark	Wheatish	Marital Status			Married	Unmarried			
		Staying	Alone	With Family	Residing	Self	With Parents	With Relatives					
		ID Proof	Voter Card / Bank Passbook / Ration Card No. <input type="text"/>										
		Occupation	<input type="text"/>			Description <input type="text"/>							
		Mobile No.	<input type="text"/>			Vill. Contact No. <input type="text"/>							
		Residing in Punjab Since <input type="text"/>			Last Visit to Native Place			Month <input type="text"/>	Year <input type="text"/>				
6.	Native Address	H.No.	<input type="text"/>			St. No.	<input type="text"/>			Vill./Mohalla	<input type="text"/>		
		Teh.	<input type="text"/>			Police Station			<input type="text"/>				
		Distt.	<input type="text"/>			State			<input type="text"/>				
7.	Name & Address of Landlord	Name <input type="text"/>						Alias <input type="text"/>					
		Father's/Husband's Name <input type="text"/>											
		H.No.	<input type="text"/>			St. No.	<input type="text"/>			Vill./Mohalla	<input type="text"/>		
		Teh.	<input type="text"/>			Police Station			<input type="text"/>				
		Distt.	<input type="text"/>			State			<input type="text"/>				
8.	Documents to be attached	3 Recent Passport size photographs of applicant											
		Proof of Permanent address of applicant											
		Description of family i.e. Father, Mother, Spouse, Brother & Sister of applicant											
		Proof of identity & Residence proof of landlord of applicant Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book											
9.	Signature of Applicant	<input type="text"/>											

For Official Use only

1	Acknowledgment Receipt No.	<input type="text"/>	2.	Date	<input type="text"/>
3.	Date by which service to be provided	<input type="text"/>	4.	Name of Designated Officer	<input type="text"/>
5.	Designation	<input type="text"/>	6.	Location	<input type="text"/>
7.	Sign. of D.O./Receiving Officer	<input type="text"/>			



# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 50  
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra  CPRC

Category

CPSC

PSOC

(Name of Centre)

(District)

Service asked for

**TENANT / SERVANT VERIFICATION (Resident of Other District/State)**

1.	Date of Application	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>											
2.	Name of the Applicant	<input type="text"/>											
3.	Father's/Husband's Name	<input type="text"/>											
4.	Address	H.No.	<input type="text"/>			St. No.	<input type="text"/>			Vill./Mohalla	<input type="text"/>		
		Teh.	<input type="text"/>			Police Station			<input type="text"/>				
		Distt.	<input type="text"/>			State			<input type="text"/>				
4a.	Contact Details	Mobile <input type="text"/>						Email ID if any <input type="text"/>					
5.	Tenant/Servant /Stranger Details Tick mark (✓) option	Religion <input type="text"/>			Caste/Sub Caste <input type="text"/>			Qualification <input type="text"/>					
		Height <input type="text"/>			Age & Sex <input type="text"/>			Identification Mark <input type="text"/>					
		Complexion	Fair	Dark	Wheatish	Marital Status			Married	Unmarried			
		Staying	Alone	With Family	Residing	Self	With Parents	With Relatives					
		ID Proof	Voter Card / Bank Passbook / Ration Card No. <input type="text"/>										
		Occupation	<input type="text"/>			Description <input type="text"/>							
		Mobile No.	<input type="text"/>			Vill. Contact No. <input type="text"/>							
		Residing in Punjab Since <input type="text"/>			Last Visit to Native Place			Month <input type="text"/>	Year <input type="text"/>				
6.	Native Address	H.No.	<input type="text"/>			St. No.	<input type="text"/>			Vill./Mohalla	<input type="text"/>		
		Teh.	<input type="text"/>			Police Station			<input type="text"/>				
		Distt.	<input type="text"/>			State			<input type="text"/>				
7.	Name & Address of Landlord	Name <input type="text"/>						Alias <input type="text"/>					
		Father's/Husband's Name <input type="text"/>											
		H.No.	<input type="text"/>			St. No.	<input type="text"/>			Vill./Mohalla	<input type="text"/>		
		Teh.	<input type="text"/>			Police Station			<input type="text"/>				
		Distt.	<input type="text"/>			State			<input type="text"/>				
8.	Documents to be attached	3 Recent Passport size photographs of applicant											
		Proof of Permanent address of applicant											
		Description of family i.e. Father, Mother, Spouse, Brother & Sister of applicant											
		Proof of identity & Residence proof of landlord of applicant Photo ID Proof (Tick whichever attached)											
		<input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book											
9.	Signature of Applicant	<input type="text"/>											

For Official Use only

1	Acknowledgment Receipt No.	<input type="text"/>	2.	Date	<input type="text"/>
3.	Date by which service to be provided	<input type="text"/>	4.	Name of Designated Officer	<input type="text"/>
5.	Designation	<input type="text"/>	6.	Location	<input type="text"/>
7.	Sign. of D.O./Receiving Officer	<input type="text"/>			



# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 50  
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra  CPRC

Category

CPSC

PSOC

(Name of Centre)

(District)

Service asked for

**STRANGER VERIFICATION (Resident of Other District/State)**

1.	Date of Application	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2.	Name of the Applicant	<input type="text"/>
3.	Father's/Husband's Name	<input type="text"/>
4.	Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
4a.	Contact Details	Mobile <input type="text"/> Email ID if any <input type="text"/>
5	Tenant/Servant /Stranger Details Tick mark (✓) option	Religion <input type="text"/> Caste/Sub Caste <input type="text"/> Qualification <input type="text"/>
		Height <input type="text"/> Age & Sex <input type="text"/> Identification Mark <input type="text"/>
		Complexion <input type="text"/> Fair <input type="checkbox"/> Dark <input type="checkbox"/> Wheatish <input type="checkbox"/> Marital Status <input type="text"/> Married <input type="checkbox"/> Unmarried <input type="checkbox"/>
		Staying <input type="text"/> Alone <input type="checkbox"/> With Family <input type="checkbox"/> Residing <input type="text"/> Self <input type="checkbox"/> With Parents <input type="checkbox"/> With Relatives <input type="checkbox"/>
		ID Proof <input type="text"/> Voter Card / Bank Passbook / Ration Card No. <input type="text"/>
		Occupation <input type="text"/> Description <input type="text"/>
		Mobile No. <input type="text"/> Vill. Contact No. <input type="text"/>
		Residing in Punjab Since <input type="text"/> Last Visit to Native Place <input type="text"/> Month <input type="text"/> Year <input type="text"/>
6.	Native Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
7.	Name & Address of Landlord	Name <input type="text"/> Alias <input type="text"/>
		Father's/Husband's Name <input type="text"/>
		H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
8.	Documents to be attached	3 Recent Passport size photographs of applicant
		Proof of Permanent address of applicant
		Description of family i.e. Father, Mother, Spouse, Brother & Sister of applicant
		Proof of identity & Residence proof of landlord of applicant Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book
9.	Signature of Applicant	<input type="text"/>

For Official Use only

1	Acknowledgment Receipt No.	2.	Date
3.	Date by which service to be provided	4.	Name of Designated Officer
5.	Designation	6.	Location
7.	Sign. of D.O./Receiving Officer		



# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 50  
Stipulated Time = 10 Working Days

Details of 'Saanjh' Kendra

Category

CPRC

CPSC

PSOC

\_\_\_\_\_ (Name of Centre)

\_\_\_\_\_ (District)

PROTECTION PARTNERSHIP PEACE

## STATUS OF SERVICE VERIFICATIONS

Service asked for \_\_\_\_\_

1.	Date of Application	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>
2.	Name of the Applicant	
3.	Father's/Husband's Name	
4.	Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
4a.	Contact Details	Mobile <input type="text"/> Email ID if any <input type="text"/>
5.	Application Details	Applied at <input type="text"/> Date <input type="text"/>
6.	Send to Police for Verification	By off. of <input type="text"/> Date <input type="text"/> Vide No. <input type="text"/>
7.	Documents to be attached	Copy of Photo Identity Proof Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book
		Copy of Receipt issued by D.C. /SDM Office
8.	Signature of Applicant	

For Official Use only

1	Acknowledgment Receipt No.		2.	Date	
3.	Date by which service to be provided		4.	Name of Designated Officer	
5.	Designation		6.	Location	
7.	Sign. of D.O./Receiving Officer				



# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 50  
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra

Category

CPRC

CPSC

PSOC

\_\_\_\_\_ (Name of Centre)

\_\_\_\_\_ (District)

PROTECTION PARTNERSHIP PEACE

## STATUS OF OTHER VERIFICATIONS

Service asked for \_\_\_\_\_

1.	Date of Application	<input type="text" value="D"/> <input type="text" value="D"/>	<input type="text" value="M"/> <input type="text" value="M"/>	<input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>				
2.	Name of the Applicant							
3.	Father's/Husband's Name							
4.	Address	H.No.	<input type="text"/>	St. No.	<input type="text"/>	Vill./Mohalla	<input type="text"/>	
		Teh.	<input type="text"/>		Police Station	<input type="text"/>		
		Distt.	<input type="text"/>		State	<input type="text"/>		
4a.	Contact Details	Mobile	<input type="text"/>		Email ID if any	<input type="text"/>		
5.	Application Details	Applied at	<input type="text"/>		Date	<input type="text"/>		
6.	Send to Police for Verification	By off. of	<input type="text"/>		Date	<input type="text"/>	Vide No.	<input type="text"/>
7.	Documents to be attached	Copy of Photo Identity Proof Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book						
		Copy of Receipt issued by D.C. /SDM Office / Passport office						
8.	Signature of Applicant							

For Official Use only

1	Acknowledgment Receipt No.	<input type="text"/>	2.	Date	<input type="text"/>
3.	Date by which service to be provided	<input type="text"/>	4.	Name of Designated Officer	<input type="text"/>
5.	Designation	<input type="text"/>	6.	Location	<input type="text"/>
7.	Sign. of D.O./Receiving Officer	<input type="text"/>			



## PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 500  
Stipulated Time = 15 Working Days

Details of 'Saanjh' Kendra  CPRC  
 CPSC  
 PSOC

(Name of Centre)

(District)

Service asked for

**STATUS OF VERIFICATION / NOC FOR ISSUANCE / NOC FOR SETTING UP PETROL PUMP, CINEMA HALL ETC.**

1.	Date of Application	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>
2.	Name of the Applicant	
3.	Father's/Husband's Name	
4.	Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
4a.	Contact Details	Mobile <input type="text"/> Email ID if any <input type="text"/>
5.	Application Details	Applied at <input type="text"/> Date <input type="text"/>
6.	Send to Police for Verification	By off. of <input type="text"/> Date <input type="text"/> Vide No. <input type="text"/>
7.	UID No.	
8.	Arms Licence No.	Issuing Authority <input type="text"/>
9.	Documents to be attached	Copy of Photo Identity Proof Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book Copy of Receipt issued by D.C. /SDM Office
10.	Signature of Applicant	

For Official Use only

1	Acknowledgment Receipt No.		2.	Date	
3.	Date by which service to be provided		4.	Name of Designated Officer	
5.	Designation		6.	Location	
7.	Sign. of D.O./Receiving Officer				



PROTECTION PARTNERSHIP PEACE

# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 500  
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra

Category

CPRC

CPSC

PSOC

(Name of Centre)

(District)

Service asked for

## N.O.C. FOR ORGANISING PUBLIC FUNCTION

1.	Date of Application	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
2.	Name of the Applicant	<input type="text"/>								
3.	Father's/Husband's Name	<input type="text"/>								
4.	Address	H.No.	<input type="text"/>	St. No.	<input type="text"/>	Vill./Mohalla	<input type="text"/>			
		Teh.	<input type="text"/>		Police Station		<input type="text"/>			
		Distt.	<input type="text"/>		State		<input type="text"/>			
4a.	Contact Details	Mobile	<input type="text"/>		Email ID if any	<input type="text"/>				
5.	Function Details	Type	<input type="text"/>		Date of Function	<input type="text"/>				
		Start Time	<input type="text"/>		End Time	<input type="text"/>				
		P.S.	<input type="text"/>		Expected Gathering	<input type="text"/>				
6.	Whether it is a public place									
7.	Does this function create any hinderance to traffic									
8.	Objection if any by some person/organisation									
9.	Have you complied with safety norms regarding fire/noise/health/									
10.	Details of activities being organised in the proposed function									
	<input type="text"/>									
11.	Documents to be attached	Photo ID Proof (Tick whichever attached)								
		<input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book								
		Proof of submission of application in SDM / DC Office.								
12.	Signature of Applicant									

For Official Use only

1	Acknowledgment Receipt No.	<input type="text"/>	2.	Date	<input type="text"/>
3.	Date by which service to be provided	<input type="text"/>	4.	Name of Designated Officer	<input type="text"/>
5.	Designation	<input type="text"/>	6.	Location	<input type="text"/>
7.	Sign. of D.O./Receiving Officer	<input type="text"/>			





# PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 100  
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra  CPRC

Category

CPSC

PSOC

(Name of Centre)

(District)

PROTECTION PARTNERSHIP PEACE

Service asked for

## N.O.C. FOR USE OF LOUD SPEAKER

1.	Date of Application	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2.	Name of the Applicant	
3.	Father's/Husband's Name	
4.	Address	H.No. <input type="text"/> St. No. <input type="text"/> Vill./Mohalla <input type="text"/>
		Teh. <input type="text"/> Police Station <input type="text"/>
		Distt. <input type="text"/> State <input type="text"/>
4a.	Contact Details	Mobile <input type="text"/> Email ID if any <input type="text"/>
5.	Function Details	Type <input type="text"/> Date of Function <input type="text"/>
		Start Time <input type="text"/> End Time <input type="text"/>
		P.S. <input type="text"/> Expected Gathering <input type="text"/>
6.	Whether it is a public place	
7.	Does this function create any hinderance to traffic	
8.	Objection if any by some person/organisation	
9.	Have you complied with safety norms regarding fire/noise/health/	
10.	Details of activities being organised in the proposed function	
11.	Documents to be attached	Photo ID Proof (Tick whichever attached) <input type="checkbox"/> Driving Licence <input type="checkbox"/> Pan Card <input type="checkbox"/> Voter Card <input type="checkbox"/> Passport <input type="checkbox"/> Aadhar Card <input type="checkbox"/> Ration Card <input type="checkbox"/> Bank Pass Book
		Proof of submission of application in SDM / DC Office.
12.	Signature of Applicant	

For Official Use only

1	Acknowledgment Receipt No.		2.	Date	
3.	Date by which service to be provided		4.	Name of Designated Officer	
5.	Designation		6.	Location	
7.	Sign. of D.O./Receiving Officer				

