



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)

2018



INSTITUTE FOR DEVELOPMENT AND COMMUNICATION

Community Policing Programme in Punjab Handbook

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2018



**INSTITUTE FOR DEVELOPMENT AND COMMUNICATION
CHANDIGARH**

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Table of Contents

| | | |
|---|--|-----|
| | Preface | I |
| 1 | Evolution of Community Policing in Punjab | 1 |
| 2 | Steps toward Formation of SAANJH Committees and Advisory Boards: Structure and Functions | 36 |
| 3 | Establishment of Units under SAANJH Kendras | 76 |
| 4 | Capacity Building of SAANJH Staff | 103 |
| | Annexures | 108 |

PREFACE

This publication is compilation of various documents, research publications, office orders, to produce a robust tool for facilitation of implementation of community policing (SAANJH) project. The first handbook was published in the year 2011 and revised in 2016.

This publication has four sections. Section-I gives a detailed account of the evolution of community policing in Punjab in chronological order. It provides critical appraisal of the ad-hoc community policing initiatives being implemented in Punjab in early years. It further acquaints with the contemporary condition which germinated the idea of an institutionalized community policing program. It ascribes about the seminal work conducted by Institute for Development and Communication (IDC) such as seminars and workshops, need-assessment surveys and research work undertaken during the gestation period out of which a workable model named Community Police Resource Centres (CPRC) emerged and graduated to Saanjh Programme.

Section-II and Section-III explain the algorithm to execute Saanjh programme as these two sections give details about the sequence and steps in establishing Saanjh, statewide Saanjh structure, administrative units, and their linkages with core police administration, the formation and functions of Saanjh committees and advisory boards at different levels. Section-III focuses on the creation and management of various units at the Saanjh Kendras, details about their spatial design and services to be provided. Section-IV is about the training and induction programmes for the capacity building of staff before their posting in the Saanjh Kendras.

Pramod Kumar

Section – 1

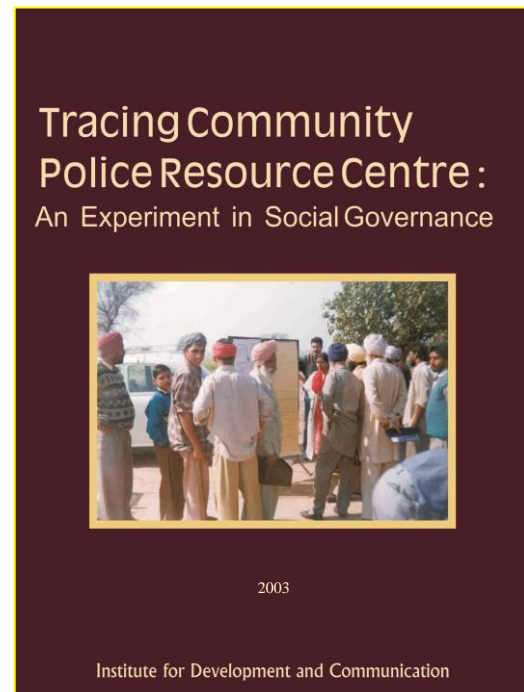
Evolution of Community Policing in Punjab

Terrorism in Punjab brought a number of distortions in the functioning of state structures including the police and social institutions and the behavioural response of the community. In other words, developments till end of nineties presented Punjab with distinctive needs, problems and characteristic features requiring corresponding approaches and strategic interventions. In this overall context, the police had remained in the front-line position in combating terrorism. This has brought about a qualitative shift in the interactive relationship between the police, the community, the judiciary and the administrative machinery. It had also brought some change in the self-perception of the police about its own role and reinforced the perception of a segment of the community that the police is “unsympathetic and unresponsive”. Recognition of the community’s alienation from police promoted willingness in the police ranks to initiate reforms and to improve service delivery. There was urgent need for co-opting the alienated members of the community which in turn shall minimize the potential for disorder¹.

I. Breaking Ground: Initiating a Dialogue on Rights Based Approach to Policing

It was felt that there was a need to initiate a dialogue to bridge the gap between the alienated community and empowered police. The purpose of this dialogue was to redefine the terms of police community interface. The focus was limited to drawing people’s attention to the fact that democratic policing involves collective and collaborative decision making and accountability. Also to translate policing from enforcement to service oriented. The task, no doubt, was difficult

but it was urgently required. Besides being difficult, it was enormous and complex too. Therefore, it required a long term strategy and multi-staged interventions. This was embarked upon by following a two pronged approach i.e. to build community stakes in law and order



¹ Dagar, Rainuka (2003), *Tracing Community Police Resource Centre: An Experiment in Social Governance*, Chandigarh: Institute for Development and Communication (IDC), p.1.

and bring about corresponding changes in policing. **The Institute for Development and Communication (IDC)** initiated a dialogue at the state and district levels regarding the need for rights based police reforms followed by a situation analysis and need assessment of policing which culminated in awareness workshops at the grassroots level. Recommendations emerging from the state and district level deliberations and the findings of the need assessment survey assisted in evolving an interactive strategy for the police reforms.

State Level Workshops

Aims

- To generate awareness regarding women's rights in particular and the citizens' rights in general;
- To gather feedback from the opinion making sections on the Police Reforms Commission Report;
- To generate a positive opinion both within the law enforcement agencies and in the community for implementation of citizens' and women's rights; and,
- To build an environment conducive to speedy and comprehensive implementation of reforms, especially in the context of vulnerable sections such as women and the Scheduled Castes.

District Level Workshops

Aims

- To provide awareness on National Police Commission: genesis, government response and recommendations;
- To initiate community and law enforcement interaction to promote and protect the rights of women and citizens; and,
- To discuss strategies for the weaker sections: Women and SCs.

Participants in these workshops included representatives from the judiciary, ministers, politicians, Punjab human rights commission members, police officials, academicians, social activists and representatives of various NGOs.

Recommendations of Workshops

- The registration of crimes should be the main parameter of promotions within the police;
- Free legal aid should be provided to women in police custody and women victims of various crimes;

- Need was felt to set up community-police committees, strengthening of women's cells, prompt investigation of cases, training and sensitisation of law enforcement agencies on the rights of women, the Scheduled Castes and the migrants;
- Mass awareness should be created through the NGOs, the educational institutions, regarding women's and citizens' rights as lack of awareness regarding one's rights was perceived as the major cause of their violation;
- Proper selection procedure based on psychological principles should be adopted for all ranks. Incorporation of appropriate personality, adjustment and aptitude tests in the selection criteria was suggested; and,
- Law enforcement personnel should be imparted training in humanitarian principles to be followed especially in dealing with victims of violence. The severity of trauma suffered by the victims requires immediate medical treatment. Police personnel have to be sensitized to this and trained to respond to the situation.

II. Situation Analysis: Need Assessment Survey²

The effort to generate awareness in the community regarding police reforms and sensitisation to the rights of citizens necessitated a situation analysis. The initial stage consisted of a situational analysis of both the police and the community. The aim was to ascertain the perception of the policemen about their role in curtailing crime and safeguarding the people's rights. This acquired prominence in the post-terrorism period. Also, the constraints and conditions under which the police undertook its duties were analysed. An analysis of the existing community policing efforts was also undertaken.

The following were the aims of need assessment:

a. Need assessment of police

- Working conditions of the police
- Role perception of the police
- Interface with community and support structures

b. Need assessment of the community

c. Need assessment of the existing support systems in interaction with the police

² Kumar, Pramod (2001), *Community Police Interface: Need Assessment Survey*, Chandigarh: Institute for Development and Communication.

Major Findings of the Need Assessment Survey³

■ Police: Image and Role Ascription

a. Paradoxical Image of Police

- Police was viewed as protector of the community and national security yet a violator of individual rights;
- For individual interaction the police was found to be: Brutal, Corrupt, Inefficient;
- While a majority of the policemen admitted to having a negative public image, their self-image remained high as they maintained that the public was not appreciative of the conditions they worked in;
- Current predisposition: cultural acceptance of enforcement;
- A majority of the policemen and community members regarded the policeman as a law enforcer rather than a person in community service;
- Low rank policeman more inclined towards use of coercive methods; and,
- High ranks showed their preference for democratic and participative functioning.

b. Awareness of Human Rights - Low in the Community and the Police

- Only a small section of the community was well-versed in human rights issues – most were unaware;
- Police awareness regarding human rights was even lower; and,
- Even where awareness of human rights existed, sensitisation and need for human rights was lacking.

c. Citizens' Rights: Role of Police and Community

- The police was ascribed the role of law enforcer and provider of justice by tackling crime;
- However, significant levels of difference were found in role attribution among the constabulary and the middle ranks;
- In the constabulary, compliance was high whereas the middle ranks were more enforcement oriented;
- The community endorsed the police role of enforcers; and,

³ Ibid.

- In fact, ineffectiveness of the police was attributed to poor enforcement.

d. Police Style of Functioning

- Related positively to authoritarian mode and a significant percentage was also found adopting exploitative style; and,
- Lower ranks were found high on the exploitative mode with the middle ranks more dependent on the authoritarian style. As a whole, the use of democratic style was nominal.

■ Existing Community Police Interaction

- Registering complaints;
- FIRs lodged for various violations including economic offences;
- Security requirements;
- Requests for security for political, religious, sports or other functions;
- Services; and,
- Provisions of certain services such as verification of passport, issue of armed licences, permission for loud speakers, service verification etc.

a. Concept of Community Participation Restricted to Informer and Facilitator

- The police enlisted community assistance mostly for investigation;
- In fact, the concept of community participation was restricted to the community being willing to be witnesses and better informers (was mentioned as the ideal assistance); and,
- The community also perceived assistance in investigation to be their prime duty for maintaining order.

b. Existing Distrust between Community and Police

- Police complained that the community was not cooperative and in fact created hindrances in their functioning;
 - Support structures demanded undue favours.
 - Migrants were reported to be especially unhelpful.
- The community perceived the police to be a source of nuisance and even exploitation; and,

- Predominant percentage of the community found the police inefficient in handling their complaints.

■ Police and the Vulnerable Sections

a. Women's' Rights and Police Reforms

- A high level of unreported cases.

Community – Police Interface

- Respondents were not satisfied with the police response to women. The police was found to be:
 - Abusive
 - Prejudiced
 - Doing no follow up
 - Encouraging sexual favours
- In fact, females perceived police force to be prejudiced against them and also a source of threat.

Police Perception

- The police personnel grumbled about fake cases being lodged by women and felt they were being favoured unduly by the law.

Women's Cell

- District level cells have been created as a one-point interaction for women dealing with the police.

Critical analysis

- Cells function as grievance redressal, counselling and reconciliation centres.
- Cases in women cell not even reported as FIRs.
- Lack sensitisation to gender issues.

b. Scheduled Castes and Police

- Prejudices against the Scheduled Castes were found to manifest highly in the police force;
- However, the community mentioned dissatisfaction with police functioning:
 - High prejudices.

- Lack of assistance from the police due to poor economic status of the SCs and their inability to bribe policemen.
- SCs feel targeted by the police.
- Lack of awareness of rights in SCs;
- Political mobilisation of SCs leading to assertions against higher castes yet invisibility of injustice to the SCs, specially women;
- Community was found highly prejudices against the SCs; and,
- Sexual abuse of non-SC women by SCs reported to the police while sexual exploitation and abuse of SC women sorted out by the panchayat.

c. Police Reforms and Migrants

- The locals prejudiced against the migrants who are targeted by the police;
- The community dissatisfied with the police functioning in cases involving migrants due to;
 - Targeting of migrants.
 - Prejudice against them.
 - In fact, the police maintained that community involvement was not required to deal with migrant issues.

■ Unabling Work Environment of Police Personnel

a. High Stress Levels

- All ranks were found high on stress levels;
- Lower ranks were found to have a significantly higher stress level than the middle ranks:
 - Demarcation between the lower rank constabulary and the middle ranks reflected differences in stress levels, job satisfaction and coping mechanisms.
 - Lower ranks showed high complacency to orders.
- Preference for enforcement oriented duties as these were found positively related to job satisfaction;
- A phenomenal percentage complained of being overworked;
- Coupled with high stress, there were lack of recreational outlets;

- Significant levels of low morale prevailed; and,
- High insecurity of job and performance:
 - Political interference, threat of police line duties and sabotage promotions.

b. Dissatisfaction with Training

- Outdated and impractical training; and,
- Paucity of skills for public dealing:
 - Constables specially felt the need for training in dealing with the public.
 - Improved quality of trainers demanded.

■ An Over View of Some of the Initiatives of Social Policing

Community policing programmes like ‘Community Oriented Police Schemes (COPS), Help the Aged-Police Scheme (HAPS) and Public Window System (PWS) were started in Chandigarh but had a small tenure.⁴ In Punjab, a community policing initiative was taken by the officers of Jhulka Police Station in Patiala where they formed dispute specific local committees, community participation in sanitation, gave training to the youth to deal with robber gangs, spread awareness to deal with substance abuse and did pruning of history-sheeters. Other initiatives includes, starting a volleyball club in police station Bunnerheri in Patiala by an ASI, to a courtesy scheme of Shriman and Shrimati, to setting up of community committees for resolving local disputes at the police station level, to training in self-defence and initiatives on drug de-addiction and alcoholism organising reports on cultural events to bridge the gap by individual policemen⁵. The police station also solved land disputes, imposed fine on encroachment by rehriwallas, traffic management etc. The police station formed a committee named Nigran Committee to perform such tasks. This committee consisted of Panchayat members, shopkeepers, traders’ union, hawkers and the police. However soon, the police found itself submerged by all kinds of social problems leading to neglect of its crime-related functions.

These interventions were problem centered. Though participatory in approach, biases of the community and the police made its visibility negligible, especially to the gender concerns or rights of the vulnerable sections. Besides this, these programmes lacked institutionalisation of

⁴ Dagar, Rainuka (2003), *Tracing Community Police Resource Centre: An Experiment in Social Governance*, Chandigarh: Institute for Development and Communication (IDC).

⁵ Kumar, Pramod (2016), *Community Policing Programme in Punjab: A Guide*, Preface, Institute for Development and Communication, Chandigarh. pp.1-4.

initiatives and the police role was stretched to perform development tasks in their locality, otherwise out of their domain.

III. Community Mobilisation: Awareness Generation Workshops

Need assessment and analysis of the existing community policing efforts and feedback at state and district level interactions were incorporated into the awareness campaigns to be launched at the grassroots level. After an analysis of the field situation, a framework was evolved regarding the perception with which the police intervene to tackle crime as well as the expectations of the community from the police, and the nature of responsibility envisaged for itself. This provided an insight into the extent of the citizens' awareness about their own rights, information regarding police functioning and the manner in which the community can approach the police on behalf of individuals. Also the extent of the existing community participation and the role of support structures in aiding the community and the police in the maintenance of peace and crime prevention were studied. Simultaneously in the areas of intervention, a dialogue was initiated at the district level to debate issues relating to police reforms and the rights of the citizens. The aim was to create an enabling environment for initiating grassroots level campaigns on these issues. Feedback was gathered from opinion-making sections in the context of the Police Reforms Commission's report. This elicited a positive opinion from within the police and from the opinion-making sections of the community regarding the relevance of police reforms. It succeeded in building pressure for comprehensive implementation of police reforms. When this enabling environment was generated in the police hierarchy and in the opinion making sections of the districts, grassroots level workshops were organised.

The aims of these workshops were:

- To generate awareness about the people's rights vis-à-vis police reforms;
- To mobilise the community for social policing;
- To initiate community-led police and social reforms; and,
- To sensitise the community to issues of women's and the Scheduled Castes' rights in relation to police reforms.

These radical changes in the governance paradigm necessitated corresponding changes in policing. The police as an enforcement agency performed the task of maintaining law, providing security and protecting people's rights with a focus on punishment as a deterrent.

The inevitable outcome has been increasing incidences of violation of citizens' rights which the police is expected to protect. In the process, the police got alienated from the people. In conflict societies, the alienation acquires an aggravated form. In this background, it was felt that there is a need to make community-policing integral to the existing policing model. It was also felt that there is a need to take into consideration not only changes at the global level, but also to contextualise them into the local conditions. Thus, in response to these specific situations, community-police interface promoting the concept of people policing aimed at crime prevention rather than detection or enforcement was evolved. The main focus was to move away from ad hoc interventions to an institutionalised administrative structure with clearly defined scope, goals, problems, rights and duties. The present community-policing model is an institutionalised initiative to promote communities' access to peace, justice and security. The prerequisite to implementation of this framework is to make community a stakeholder within a clearly defined structure, goals, activity, monitoring and evaluation system. The aim of formulating these was to institutionalise the processes and the activities, but at the same time allow sufficient space for initiating activities to meet local-specific needs.

IV. Concept of Community Policing

Community Policing is 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 organizations.

Community policing is a philosophy of client-oriented service delivery aimed at improving accountability and effectiveness by putting emphasis on problem solving. Community policing taps the resources of the community to share the efforts to control crime. It promotes police-community partnership to address the causes of crime and the fear of crime.

No doubt, it is a difficult task to implement community policing on the ground as it has acquired diverse meanings. It has also given rise to a set of aspirations which have posed a major challenge to their implementation reducing community policing to a mere slogan. Therefore, in this effort an attempt has been made to identify the coherent and meaningful characteristics of community policing.

The practical explorations and experimentation with various models of community policing, particularly in a post-conflict situation, has reinforced the understanding that the community-policing is neither a special programme or set of schemes for promoting community-police interaction for sharing of information, but it is policing per se. In other words, community-policing is not merely policing for the community e.g. single window services, enforcement of law, crime detection, etc.

The broader version of community-policing being policing for and through the community also could not bridge the distance between the police and the community. Policing through the community could ensure participation of the members of community as facilitators in soft policing like traffic management, social fencing, etc. This kind of understanding of community-policing was either reductionist or at the most public relation activity. In other words, community-policing is not merely policing for the community, but alongwith the community.

The main features of Policing along with the community are:

- a) It sufficiently empowers both the community and the police together for crime prevention, for building safe, secure environment and efficient delivery of justice;
- b) It has built-in mechanisms of co-ordination between the community and the police;
- c) It has evolved institutional system of mainstreaming diversity in terms of representation, participation and decision-making both for the police and the community;
- d) It is professional and collaborative effort channelised through procedures and protocols rather than voluntary effort;
- e) Community policing is to be seen integral to policing per se. In other words, there will not be separate community policing officers or functionaries; every policeman shall be sensitised to the community policing perspective, equipped with community policing skills and assigned community policing tasks as per his placement; and,
- f) Community policing is to re-establish a link between the police and the community to deliver service in an efficient, equitable and effective manner.

Prerequisites for Community Policing⁶

Sensitisation

The idea and relevance of community policing needs have to be incorporated into the police force. The community should be oriented to this changed form of policing.

Institutionalization

The administrative structure defining the scope, goals, problems, rights and duties of the scheme need to be formulated and formalised.

Networking

Initiating networking both within the various sections of the police force (including crime and investigation, traffic police etc.), volunteers, NGOs and other organisations.

Training

Equip all – police personnel, support structures and volunteers to perform duties to protect rights of citizens.

Also to provide specific skills, tasks and activities for each type of partner to perform different functions.

V. Growth of Community Policing in Punjab

Community policing efforts in Punjab have been largely the result of initiatives taken by individual officers. These pioneering efforts were not uniform and could not be sustained for long. This was because of the lack of adequate support from the upper command, inadequacy of funds and the lack of an institutionalized structure. Changing public expectations presents tremendous challenges to the way in which public services are traditionally delivered. Improvements in the delivery of police services can help make the police administration people-friendly and responsive, thereby, satisfying everyone who goes to the police, whether for assistance or for information.

Good governance and police rights in Punjab envisage a partnership between the community and police functionaries to ensure community policing. The perspective is yet to be absorbed in its totality by both the sections. Lack of institutionalization of these activities does lead to certain ad hocism. More important, the training of police functionaries has to be undertaken in a social and professional environment where it can be implemented. A policeman may be sensitised to gender issues, but is handicapped to provide a rape victim with psycho-therapy

⁶ Kumar, Pramod (2011), *Community Policing Programme in Punjab: A Guide*, Preface, Institute for Development and Communication, Chandigarh. p.19.

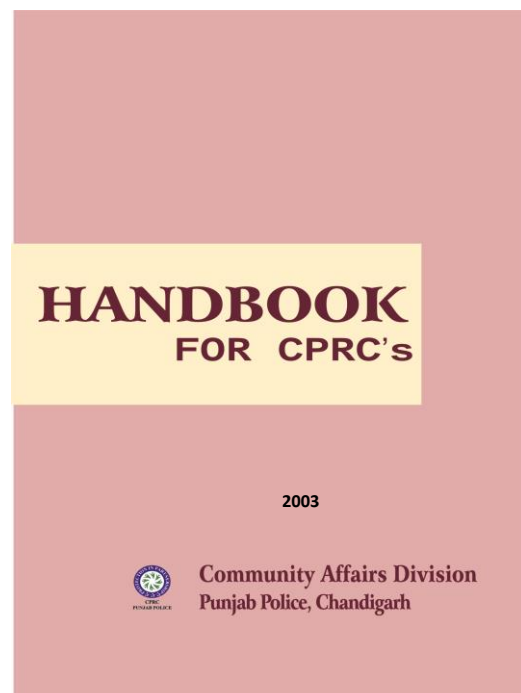
within the existing police structure. Ad-hoc aid can be managed, but for a sustained and professional input institutionalization of the relevant services is necessary. This involves capacity building of the police force and the support structures both in terms of material resources and human capacities. To ensure that this project is not handicapped by ad hoc initiatives and largesse, efforts were made to institutionalize community policing activities under the banner of Community Police programme (SAANJH).

VI. Saanjh Programme: Inception to Institutionalization

In the late 1990s, Institute for Development and Communication (IDC) started its work on police service reforms with a perspective of community-oriented policing. To begin with, intensive field surveys were launched targeting community and police personnel and later various workshops and discussions were conducted with experts and different stakeholders. IDC kept advocating the necessity of community orientation of policing with the government of Punjab and finally in 2001 government took notice of the exigency of re-orientation in police service.

In February 2001 a formal Memorandum of Understanding on community policing was signed by IDC and Punjab Police which was a framework of cooperation to develop an academic understanding of community policing with a regional approach, with special reference to Punjab (See Annexure I, II). This co-operation was to focus mainly on three types of interactions: development of training packages, holding of training courses and workshops, and implementation and monitoring of pilot projects on community policing.

In 2003 after five years of rigorous research and deliberations, finally, a community policing programme was modelled. The Government of Punjab conveyed its approval vide Memo No.16/163/2002-4H(5)/415 dated 28.01.2003. The model was named Community Policing Resource Centres (CPRC) which got its institutionalized formation in the year 2003. In the initial years, these centres were established at the district level (see Standing Order Annexure-III). In the first phase, the scheme was implemented in Moga,



Bathinda, Hoshiarpur, Jalandhar, Ludhiana, Patiala and Amritsar districts and in the second and third phases, it was to be implemented in the remaining districts of the state so that all the districts of Punjab would have CPRCs by 2004. A handbook was prepared to facilitate opening and operationalisation of proposed CPRCs.

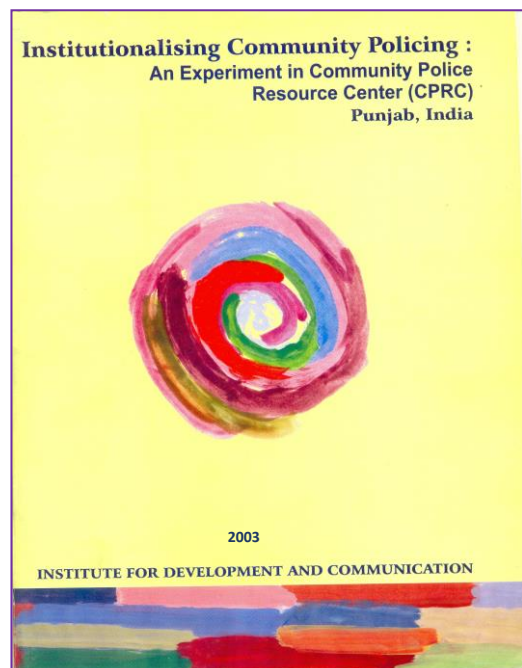
Later on, as per the contract of co-operation (see Annexure-IV), IDC provided induction training and conducted refresher courses for the staff posted in the CPRCs. After the initial formation of CPRCs, its development in the state was monitored and time to time evaluation of working of these centres, field studies and appraisal workshops were conducted by IDC.

In 2004 first evaluation took place and then in 2006 one appraisal workshop was conducted and various recommendations were submitted to the police department to do the needful amendments.

In 2007 to ensure an eternity of this programme; the necessity of legislative backing was felt, and after consistent advocacy, a legislative directive for the formation of these centres was incorporated in the Punjab State's new Police Act of 2007 (Section 14 Punjab Police Act, 2007 Annexure V).

In 2008 an evaluation of these centres was conducted again. The police department and the state government were updated about the ground situation and recommendations were given. Outreach of this programme was suggested to expand further upto the level of Police Divisions and Police Stations. 'The success of the experiment hinges upon the director general of police, his team and extent of ownership of community'⁷.

In the year 2010 to execute the plan to extend the outreach of community policing program, a renewed invitation of engagement was requested to Institute for Development and Communication to provide the expert facility for five years commencing December 2010(see Annexure-VI). The commitment was to evolve the concept of public service delivery at par with international

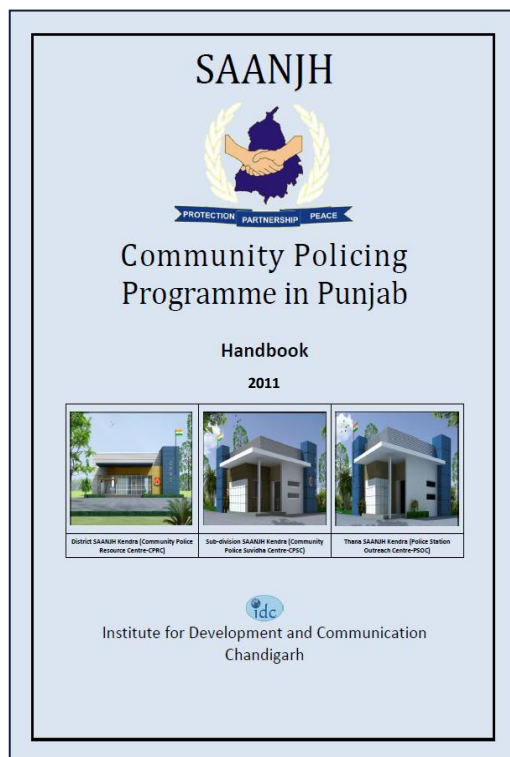
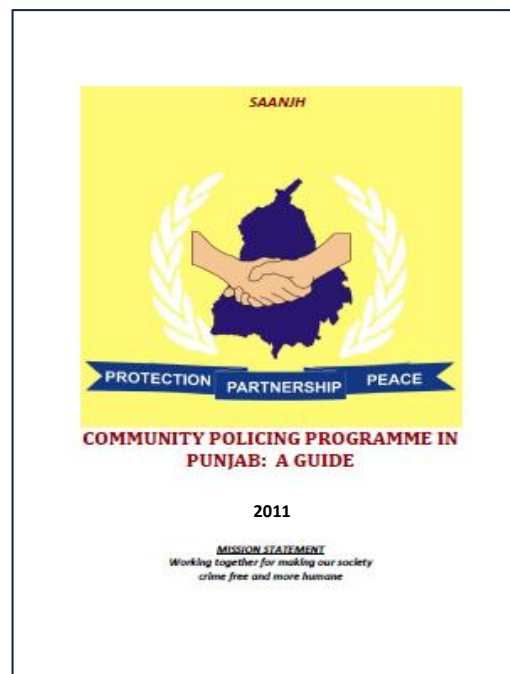


⁷ Kumar, Pramod (2003), Institutionalising Community Policing: An Experiment in Community Police Resource Centre (CPRC), Punjab, India, Chandigarh: Institute for Development and Communication, p.1.

standards, integrating needs of socially marginalized groups and providing training and resource materials. CPRC programme was redesigned to extend its outreach. Further, subdivision and police station level branches were appended and named Community Policing Suvidha Centres (CPSC) and Police Station Outreach Centres (PSOCs). All these district, subdivision and police station level Community Police Centres were jointly named SAANJH Kendras.

In 2011 IDC prepared a guide and handbook titled “Community Policing Programme In Punjab: A Guide” and “SAANJH: Handbook on Community Policing Programme In Punjab” to facilitate the government and police department to establish SAANJH. The guide has six sections.

First section deals with the challenges thrown up in the 21st Century like globalisation of crime and rights, terrorism and technological revolution. It has coincided with a phase where enforcement of order was implemented in seclusion to the community support. This section builds up a case for community policing. Second section is on relevance of community policing in post-conflict societies like Punjab. A detailed analysis of the meaning, characteristic and prerequisites for community policing has been made. Third section deals with the institutionalisation of community policing. It analyses the relevance of the community policing programme and delineates the steps for institutionalisation and implementation of this programme. A six-tier community policing structure was conceived. Fourth section deals with the strategy to build community partnership in policing. It has analysed the structure and functions of the various committees assigned the task of implementation of community policing programme in the State.



It has identified the primary role of the community policing committees and also identified elements for building partnership with the community. Fifth section deals with the various specialised units. These units have been assigned the task to ensure crime prevention, delivery of justice and contributing to a sustainable and safe environment. It has institutionalised a complaint system to make police accountable to the community. Sixth section deals with the framework of monitoring and appraisal of the community policing programme.

“SAANJH: A Community Policing Programme in Punjab- Handbook on Community Police Centres” was about the sequence and steps in establishing Saanjh, statewide Saanjh structure, administrative units, and their linkages with core police administration, the formation and functions of Saanjh committees and advisory boards at different levels.

Finally, on October 17, 2011 Deputy Chief Minister of Punjab launched this programme by inaugurating 115 such state-of-art SAANJH Kendras all over the state and promised the rest 116 to be operational by the year end.

SAANJH was envisaged as a body headed by Community Affairs Division (CAD) and the State Level Steering Committee at the police headquarter level that provides policy guidelines, support for capacity building and strengthens systems of planning, management, participatory and integrity mechanism. SAANJH has a three-layered service delivery mechanism: district, sub-division and the police station level. Saanjh has 27 Community Police Resource Centres at the district level, 114 Community Police Suvidha Centres at the subdivision level and 363 Police Station Outreach Centres at the police station level, which are functional. At the district level, Community Police Resource Centres (CPRCs) and the district level committees 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 Sub-division level Community Police Suvidha Centres (CPSCs) and Police Station Outreach Centres (PSOCs) at the police station level.

Saanjh Kendras are registered as societies under the Societies Registration Act, 1860, and managed by the Government officials and people drawn from different sections of society, who manage day to day affairs of these centres. Each and every decision regarding any issue relating to society is taken by members of these societies by passing appropriate resolution.

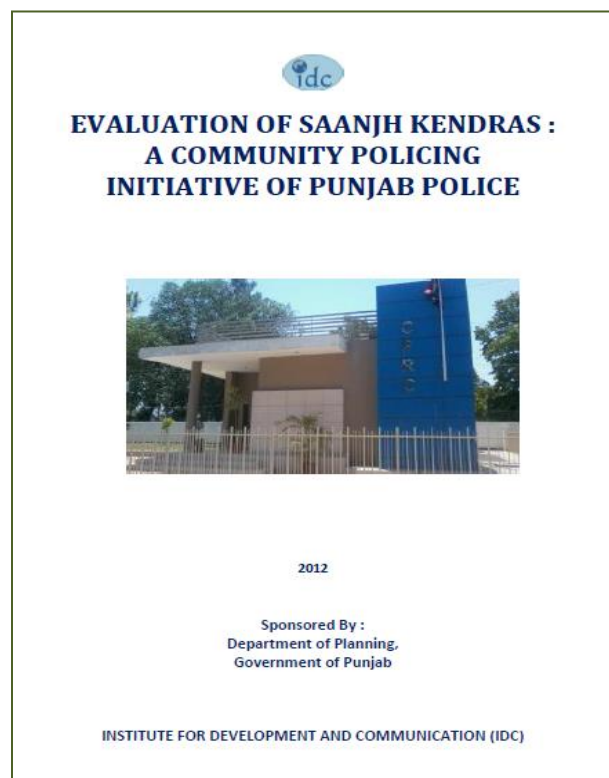
Saanjh Kendras are to provide police services such as verification of tenants, registration and verification of servants, passport verifications, police clearance certificate, verification of vehicles, character verification for service, payment of traffic challans, information of impounded vehicles, receiving complaints of community traffic problems in the area, permission for political/sports/religious functions, NOC for armed license, permission for loud speakers for processions etc.

In January 2012 Institute for Development and Communication received request for proposal from Police department to evaluate SAANJH and suggest corrective measures to make this program sustainable (see Annexure VII). State level evaluation of SAANJH Programme was conducted by IDC in 2012, and the detailed report was submitted to the Police Department.

Restructuring of service delivery mechanism and procedural changes were recommended for the smooth functioning of these centres. Networking of these centres and adequate availability of hardware was also suggested. Many recommendations were given regarding the staff: posting, strength, training and motivation. For the financial sustainability of these centres, charging of fees on the facilities provided by these centres was suggested, and proper management of the funds collected was proposed. Uniformity in the structural design of these centres was lacked hence same was proposed, and also uniformity regarding

spatial design and infrastructure was also recommended. Extensive campaigning of this programme was also kept on priority, and same was conveyed to the state government.

In the backdrop of these recommendations, police department time to time passed different orders for the smooth functioning of these centres. **In August 2012** Govt. Of Punjab, Home Affairs and Justice Department through its **notification no. 21/19/2008-3G6/1560 dated 21.08.2012** implemented facilitation charges on the services provided by SAANJH Kendras at various level. The services provided at Commissionrate level like passport services, Arms



license verification, registration of vehicles, issuance and renewal of licenses along with their facilitation charges were mentioned. A list of services provided at Distt. level such as passport services, police clearance, NOC etc. was also mentioned along with the facilitation charges implemented. Apart from the above the facilitation charges were also implemented on the services provided by Deputy Commissioner's Office (Suvidha Centres). These services include arms license verification, permission of fairs, loudspeakers, issuance and renewal of licenses. The circular also included the list of Saanjh Kendras which will act as collection centres for facilitation charges. 27 CPRC's (District Saanjh Kendras), 114 CPSC's (Sub Division Saanjh Kendras) and 151 PSOC's (Police Station Saanjh Kendras) i.e. a total of 292 Saanjh Kendras were designated as facilitation fee collection centres and the provisions regarding fee collection, maintenance of accounts as well as bank accounts of Saanjh Kendras was also circulated. Each Saanjh Kendra has its own separate account. These Saanjh Kendras being societies have service tax and income tax numbers and these have also been exempted from income tax under section 12AA of Income Tax Act. This circular also provided a list of 20 services mentioned under Punjab right to services act 2011. The order also includes general instructions for the functioning of Saanjh Kendras.

In December 2012 to prevent the staff deputed in SAANJH Kendras from other duties or work assignment for the proper functioning of centres, an order number 6333-70/CP, dated 12.12.2012 was issued in December 2012. This order warned district authorities not to depute the staff of the Saanjh Kendras on any security law and order, and VVIP duties without the permission of Community Affair Division and liability of any disobedience of this order was put on the concerned commissioner of police and senior superintendent police. IGs police zones and DIGs police ranges were instructed to ensure the compliance of this order.

In December 2012 Institute for Development and Communication submitted a proposal (see Annexure VIII) for the training of SAANJH nodal officers to impart skills for community mobilisation, participatory planning, conducting social audits, familiarisation with the concept of multi-cultural, gender justice, rights of citizens, collectivities and cultural rights. It was to help them to plan Community Policing Programmes and activities and to make them understand service outreach protocols and service-delivery processes ensuring transparency, autonomy and accountability. **From 6th to 20th February, 2013**, a ten days capacity building programme for staff working at the forefront in these Kendras was organized in Punjab Police Academy Phillaur. During the programme, approximately 500 in-charges of different SAANJH Kendra, District Level Community Police Resource Centres (CPRCs), Subdivision

level Community Police Suvidha Centres (CPSC) and Police Station level Police Station Outreach Centres (PSOCs) from all over the state, were imparted training. Participants, in-charges of these centres were communicated about the administrative structure and functions of SAANJH Kendras, the operationalization of Police-Citizen Committees, financial planning and management and about the standardization and autonomy of these centres. Procedures for online police complaint system, information and data bank management and victim-oriented and gender-sensitive policing were other topics which were covered during the training programme. Participants were also provided with the information booklets relevant to various topics covered. Following topics were covered during the training and relevant resource material was provided to the participants.

Community Policing: Concept and Appeal

- Introduction to Community Policing
- Need for Community Policing in Punjab Context
- SAANJH Kendras: Institutionalising Community Policing

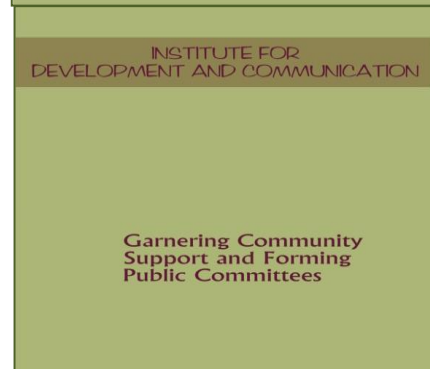
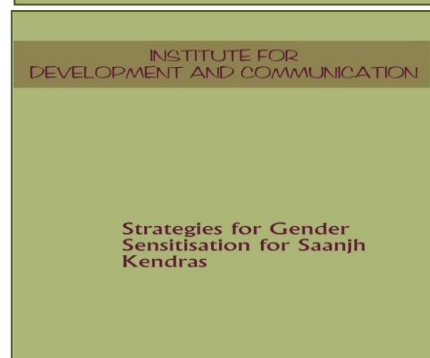
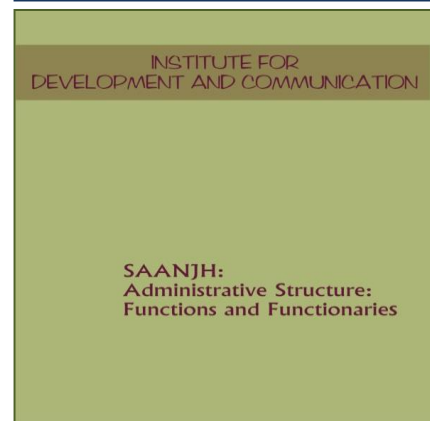
SAANJH Kendras: Approach and Strategies

- Structure and administration of CPRCs
- Structure and administration of CPSCs
- Structure and administration of PSOCs
- Service delivery at SAANJH Kendras
- Formulation of Public Committees and role of members

Gender Sensitisation Issues for CPRCs

- Victimology Perspective in Gender
- Crime Against Women and Gender Violence
- Coordinating Gender Schemes for Outreach
- Relief – Rehabilitation and Reintegration

Communication Strategy and Media Plan



- Needs and Issues for Communication Training
- Overview of Community Mobilization
- Evolving, Implementation and Evaluation of Media Plans
- Interacting with Media

Problem Solving and Alternative Dispute Resolution

During the training, trainees also discussed the administrative and operative problems they were facing while running the centres: sending SAANJH staff to other VIP duties and law and order duties etc., for instance. Addressing their concern, in **June 2014** instructions were issued to the department vide notification No. 3877-3903/CP, dated 24.06.2014, that 20 percent of the staff deputed at Saanjh Kendras would turn wise attend the general parade held in districts once in a week and apart from this they will not be assigned any duties without the permission of the CAD.

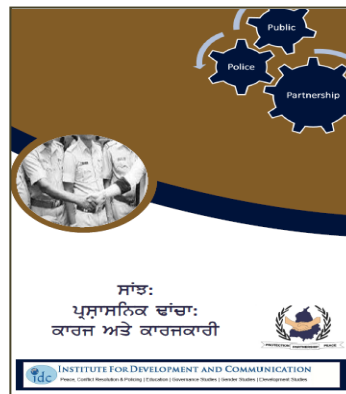
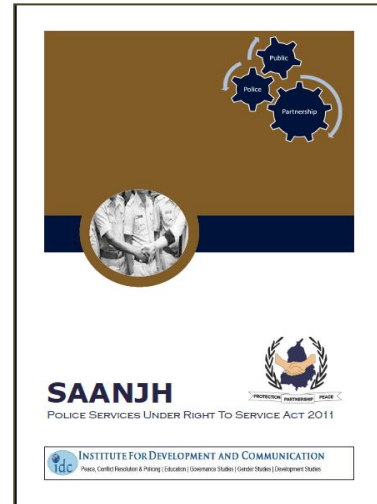
In the mid of 2014 Punjab police added additional dimensions such as the constitution of Citizen Advisory Committees under SAANJH programme and to facilitate institutionalisation of this initiative CAD wanted to prepare protocols in the form of manuals and refresher training courses for its staff. IDC was asked to prepare these protocols and to conduct a refresher training course for staff. IDC prepared one manual titled **“Manual for SAANJH Committee and Advisory Board”**.

In December 2014 a proposal was submitted to conduct a training-cum-refresher course for the staff posted SAANJH Kendras and also for the officers who are assigned with the responsibility to monitor and evaluate this programmes. **In January 2015** a workshop was organised at IDC from January 28th to February 3rd for the in-charges SAANJH Kendras on functioning of District and Sub-Division SAANJH Kendras and Inter-police and Intra-SAANJH Kendras co-ordination and on



11 March 2015 for IGs and DIGs ranges and zones on Monitoring and Evaluation of SAANJH.. A relevant resource material was provided to the participants.

A booklet on the services provided by Saanjh Kendras under the Right to Service Act, 2011 was produced. This booklet contains information regarding the given time limit to deliver service, the designated officer responsible for the timely delivery of service and appellate authorities whom service seeker may approach in case of any grievance. It also includes grievance redressal mechanism and provisions of the RTS Act which one can reckon with in case of non or delayed delivery of service.



Resource material distributed was translated into the vernacular language for the convenient comprehension by the SAANJH officials. One booklet was about the concept of community policing its idea and relevance. The second one was on the techniques to garner the public support and formation of public committees. The third one was about the administrative structure of SAANJH and its functions.

In April 2015 vide order number **1897-1903/CP, dated 01.04.2015** a circular was issued to constitute Saanjh advisory boards to encourage the community involvement on a large scale in addition to the Saanjh Committees, as these committees had limited scope of general community's membership. The decision was also taken regarding the structure of advisory board which include a chairperson i.e. DIG/range and other members including DSP and DCPO's and 4 community members from each districts. Community members at district level shall be appointed by DCPO on the recommendation of SSP. The meeting of range advisory board shall be conducted quarterly by the chairman.

Later on till the end of 2015 various circular from the CAD were issued pertaining to reengineer of various services for the efficient and promptness in delivery such as reengineering of passport verification (see Annexure IX). In order to ensure proper & systematic grievance redressal system, a new module for handling of complaints was devised (see Annexure X). In order to ensure timely delivery of services on IT platform People Friendly Mobile Applications and Online Delivery of Services were initiated (see Annexure XI).

Various circulars regarding monthly expenditures by Saanjh Kendras collected through facilitation charges, regular meetings of the Saanjh committees to be conducted and the issues and problems raised by the committee members during these meetings must be resolved and if issues are related to other departments must be solved by coordination with concerned departments were also issued.

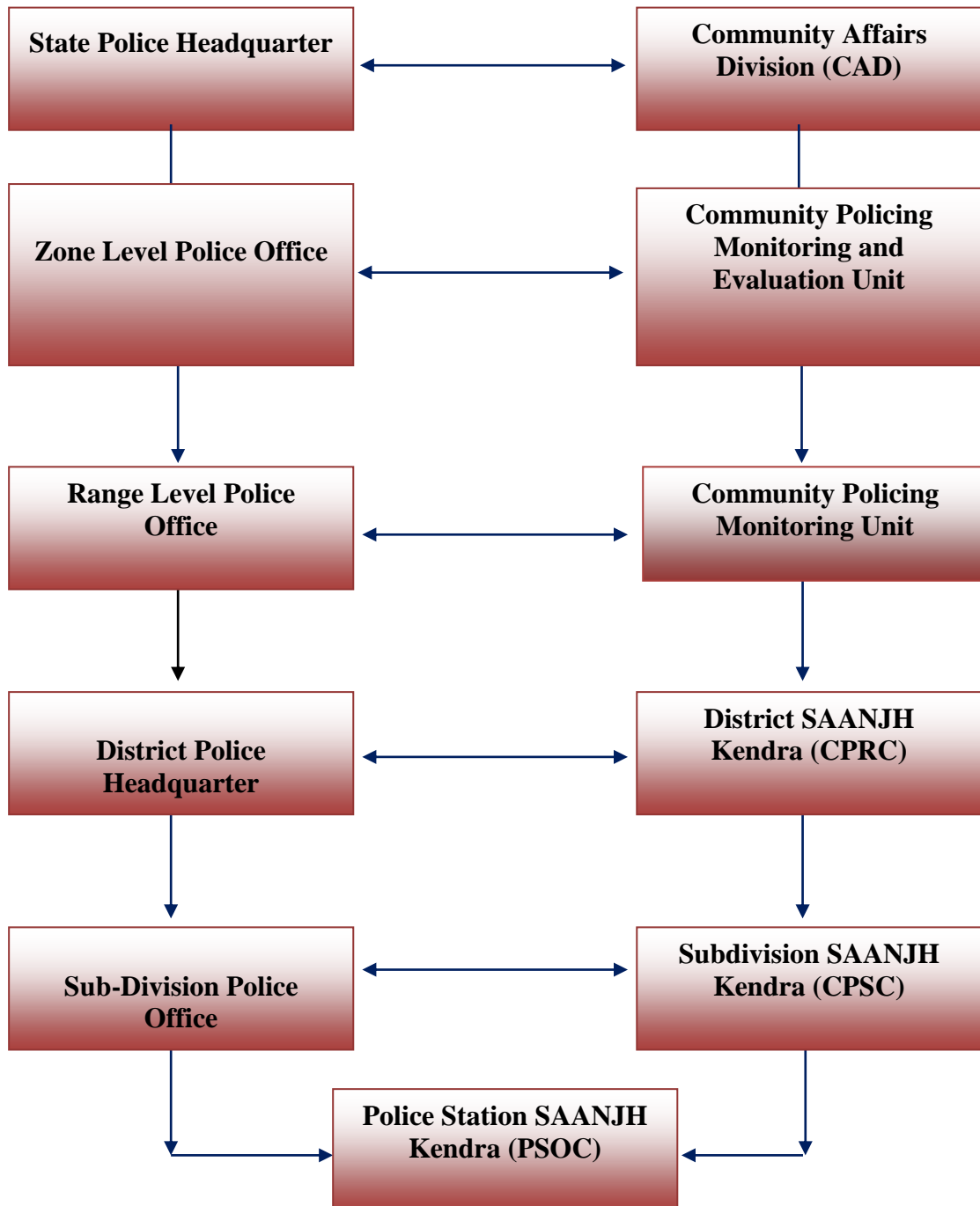
In December 2016 a one day training-cum-refresher course was organized on December 12, 2016 in IDC for the District Community Policing Officers (DCPO) (See Annexure XII).

In April 2017 the SAANJH program got national attention and Director General of Bureau of Police Research and Development (BPRD) Ministry of Home Affairs, Government of India appreciated the community policing programme of Punjab (See Annexure XIII).

VII. Integration of Saanjh with Core Police Functioning at all the Administrative Levels

The SAANJH programme 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 Police Station 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**



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

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

VIII. Salient Features of SAANJH

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 Advisory Boards at each level of its administrative unit;
- These centres are registered under the Societies Act and the police and public representatives are the members of this society; 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’ programme 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. The SAANJH Kendras are providing 43 Police related services in the jurisdiction of three Police Commissionerates and 27 police related services in the remaining police 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. All the SAANJH Kendras are linked to the state-wide IT platform and a centralized server at Ludhiana. This enables 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’s 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 the trained Saanjh staff interacts with the citizens at the front end while the police stations provide services at the back end;
- xii. Nearly sixty thousand people belonging to different strata of society are members of these SAANJH Committees & SAANJH Advisory Boards; and,
- 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 the SAANJH Kendras. This has been done deliberately so that majority of the police force should have orientation in community policing projects, especially, in running the SAANJH Kendras. This will give new perspective of policing and orientation to police force.

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.

IX. Integration of Saanjh with Information and Technology

The Central server of Saanjh has been established at Police Lines, Ludhiana and is the main bedrock of this project. This Central Server runs on round the clock basis. To run, maintain and upgrade the Central Server, an agreement has been made with the Traffic Solutions Company, Ludhiana and presently 10 Engineers, 07 frontend team members, 02 backend team members and 01 field helper of the company are working on this server. The technical team of company also visits Saanjh Kendras to assist and resolve the technical issues at ground level as and when required. The Police Department is paying monthly dues to the company for above said purposes.

Besides above work, the company has also developed softwares and number of Mobile 'Apps' free of cost for providing online services to the common people which hitherto would have strained the state exchequer a lot.

Online Delivery of Service

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

- (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**

Services Provided by the Saanjh Kendras

The Saanjh Kendras have been providing 43 services in Commissionerates and 27 services in other 24 police districts. All these services have been time lined under the Punjab Right to Service Act, 2011.

| S.No | Name of Service |
|------|--|
| 1 | Renewal of Arms Licence |
| 2 | Renewal where Licensee has shifted his Residence |
| 3 | Renewal where Adverse Report is Received |
| 4 | Renewal of Arms Licence (Apply after Due Date) |
| 5 | Addition/ Deletion of Weapon |
| 6 | Entry of Weapon on Arms License |
| 7 | Extension of Purchase Period of Weapon |
| 8 | Registration of Foreigner (Arrival/Departure) |
| 9 | Extension of Residential Permit of Foreigners |
| 10 | Copy of FIR or DDR |
| 11 | NOC for use of Loud Speakers |
| 12 | NOC for Fair/ Melas/ Exhibition/ Sports Events |
| 13 | Stranger Verification |
| 14 | Tenant/ Servant Verification (Local Area) |
| 15 | Tenant/ Servant Verification (Other District/ State) |
| 16 | Other Verification Related Service |
| 17 | Copy of Untraced Report in Road Accident Cases |
| 18 | Copy of Untraced Report in Case Stolen Vehicle |
| 19 | Copy of Untraced Report in Theft Cases |
| 20 | NOC for Pre-Owned Vehicles |
| 21 | Service Verification (Resident of Punjab) |
| 22 | Character Verification |
| 23 | NOC Issuance/ Renewal of Arms Licence Dealer |
| 24 | NOC for Setting up of Cinema Hall |
| 25 | Passport Verification |
| 26 | Verification for Fresh Arms Licence |
| 27 | Acknowledgment of Complaint |
| 28 | Information of Action taken on Complaint |
| 29 | MRG Enquiry in Case of Loss of Passport Abroad |
| 30 | Other Services related with Passport |
| 31 | Counter-Sign of Document |
| 32 | Issuance of New Arms Licence |
| 33 | Issuance of Duplicate Arms License |
| 34 | NOC for Sale of Weapon |
| 35 | Application for Extension of Jurisdiction (PB) |
| 36 | Cancellation of Arms Licence on the Request |
| 37 | Change of Address in Arms Licence |
| 38 | Appointment of Retainer of Weapon |
| 39 | Addition/ Deletion of Retainer in Arms Licence |
| 40 | Change of Bore |
| 41 | Permission for Deposit of Weapon in Case of Death |
| 42 | Permission Sale/ Transfer of Weapon in Case of Death |
| 43 | Permission of Addition of Cartridges |

Women Safety – Role of Saanjh

Women safety is the key objective of this project and an ‘App’ namely SHAKTI has been developed for this, which can be used by women/ girls in the event of unsafe situation for soliciting police help.

Dissemination of Information

The Saanjh committees hold regular public meetings/ seminars to educate common people on social evils and socially relevant issues. They also carry out public campaigns and educational programmes in schools and colleges especially on following issues:

- Dissemination of information like traffic rules, rights of citizens etc. by arranging seminars.
- Arranging campaigns to curb drug menace in state of Punjab.

In addition to service delivery, the Saanjh Staff is also performing other multifarious police duties whose details are as given below:

- 1) **Law & Order and other Emergency Duties** – In addition to delivery of services, the Saanjh staff may perform emergency law & order duties. They also handle the grievance redressal mechanism of police like reception of complaints from common people, dispute resolution, other important police station work like communications of documents etc.
- 2) **Registration and Resolution of Complaints** – The Saanjh Kendras have also been designated as Complaint Registration Centres for entire Punjab Police. Besides registration, these Saanjh Kendras also handles the complaints marked by the senior officers for dispute resolution especially those relating to matrimonial & domestic violence disputes. Saanjh Kendras are important frontend of grievance redressal system of various units of Punjab police especially Police stations. The status of enquiries in these complaints can be easily monitored by police officials of various units from the rank of SHO, DSP, SP, SSP/CP, DIG/Range, IGP/Zone, DGP/Punjab, etc. Hence the Saanjh system has taken lot of load of various Police units. The complaint reception system is quite flexible e.g. somebody who has gone to Amritsar for some work and on the way back reaches Ludhiana and realises that his purse is missing. Then instead of going back to Amritsar, he can file his complaint either in online mode or by visiting any of the Saanjh Kendra falling on the highway. This has eliminated lot of inconveniences to common people. The complainant can also see status of their complaint online.
- 3) **Victim Relief Centres** – Saanjh Kendras have been designated as Victim Relief Centres. Saanjh Kendra staff assist victims of crime in completion of paper work and other procedural formalities for getting the statutory compensations sanctioned from competent authorities in following cases:

- (a) **Untraced accident cases,**

- (b) **SC/ST (Prevention of Atrocities) Act, 1989,**
- (c) **Acid attack victims,**
- (d) **Victims of general crimes like rape, murder, etc.**

The Director General of Police, Punjab, has also directed all Saanjh committees to ensure proper handling of victims of crime like rape, crime against women, etc. This involves recording of statements of victims of crime in Saanjh Kendras, counselling by qualified psychiatric, etc. This has led to a paradigm shift as far as rendering help to victims of crime is concerned. There are no facilitation charges levied by Saanjh system for this.

- 4) **Dispute Resolution** – The Saanjh Kendras have also been designated as Dispute Resolution Centers especially for resolving matrimonial and domestic violence disputes which is one of the important functions of Saanjh Kendras. The Director General of Police, Punjab, has ordered that complaints pertaining to NRI's will also be handled by Saanjh committees. Again this system is supplementing efforts of various Police units especially Police Stations regarding resolution of disputes.
- 5) **Uses of Saanjh Data for Prevention and Detection** – Saanjh system is helping various police units of Punjab Police in prevention & detection of crime by rendering help to various police units. The Saanjh server maintains database of following (as on February 2018):

| | | |
|---------------------|---|-----------|
| • FIR's | - | 5,69,040 |
| • Missing documents | - | 15,89,549 |
| • Missing mobiles | - | 14,32,442 |
| • Passports | - | 31,43,800 |
| • Complaints | - | 12,16,596 |
| • Verifications | - | 8,43,513 |

This database is being used for prevention & detection of crime by various police units. Saanjh control room is functioning round the clock and various field units of Punjab police approaches Saanjh control room seeking details of crime/criminals as contained in these database. This provides immediate help to field units regarding prevention & detection of crime.

- a) **Checking of vehicles lying in Police Station 'Malkhanas'** – Number of vehicles i.e. stolen, recovered, challan etc. are lying in Police station Malkhanas. There is a centralized registry of stolen vehicles from all over the country with National Crime Records Bureau, Govt. of India. A special campaign was launched where the staff of Saanjh Kendras procured details of vehicles lying in various Police Stations and

compared these with data of stolen vehicles of National Crime Record Bureau & data of vehicles registered with the State Transport Commissioner. More often, it was observed that the vehicles stolen from one Police Station are recovered as unclaimed vehicles in some other Police Station and thus remains undetected. Now this possibility has been eliminated by above mentioned system developed by Saanjh. The data of vehicles stolen from Punjab w.e.f. 2011 is also maintained at Saanjh, which is provided to field units & police on naka duties. This again helps Police Station staff in prevention and detection of crime.

- b) **Integrated Toll Plazas** – The ‘Saanjh’ Wing of Punjab Police has developed Integrated Traffic Management Software (ITMS) for monitoring and control of traffic at various toll plazas through a centralized system.

Eight traffic aid posts fully equipped with IT paraphernalia have been established at eight toll plazas at following places:

- i) Dappar, SAS Nagar.
- ii) Siswan, SAS Nagar.
- iii) Mazari, SBS Nagar.
- iv) Mangarh, Hoshiarpur.
- v) Nangal Shaheedan, Hoshiarpur.
- vi) Asarpur Choki, Patiala.
- vii) Beas, Amritsar (Rural).
- viii) Nakkian, Roop Nagar.

This involves access to vehicular database of the toll plaza on a real time basis to the Saanjh server. The Saanjh server has details of data of stolen vehicles in Punjab and hence any stolen vehicle passing through these toll plazas can easily be detected.

In addition, Saanjh server also has access to the vehicle database of State Transport Commission. The Criminals after committing crime generally use fake numbers on registration plates & hence with above mentioned system in place, the same can be easily detected and thus criminals can easily be apprehended. This system not only helps in saving precious human lives but also gives heightened sense of security to the common people when such criminals are apprehended at toll plazas. So far, 63 stolen vehicles have been detected at these Toll Plazas.

- c) **Integration with CCTNS** – Citizen portal of CCTNS is importing data from Saanjh server and this was possible only due to the fact that there was organised data stored

by Saanjh system and the same is available on Saanjh server. This has saved lot of efforts of CCTNS system. It has also saved precious time & financial resources of IT&T wing of Punjab police. The citizen of saanjh portal has been completely integrated with CCTNS system.

- d) **Updation of FIRs** – Saanjh system is also providing immediate display of FIRs on website of Punjab Police which has been mandated by directions of Hon'ble Supreme Court of India. The Saanjh server was already maintaining copies of FIR's on its server thus the above mentioned display of FIR's became quite handy to the IT&T Wing of Punjab Police. This again has saved lot of time and precious human & financial resources of Punjab Police.
- e) **Information Sheets** – Rule 23.17 of The Punjab Police Rules, 1934 deals with information sheets of the accused persons which are issued and received by the different police stations as per place of registration of case and place of residence of the accused. Information sheets are issued from the Police Station in which case is registered and sent to the Police Station in whose jurisdiction the residence of the accused falls. Copies of information sheets were issued and received manually through special messengers, which generally resulted in delays. This also puts extra burden on the scarce human and financial resources of the Police Department. In order to ensure faster dispatch and receipt of information sheets at various stages, an online system through 'Saanjh' Server has been developed wherein the details pertaining to information sheets are being sent and received online through 'Saanjh' Network. 8700 information sheets have been dispatched and received via Saanjh network since 26.10.2017. This has saved 8700 man days of Punjab police and has also saved lot of financial resources of the State Government i.e. saving of TA/DA, use of transportation of Govt. etc., as the manual dispatch and receipt of these information sheets would have taken one complete day of duty of a police official.

From the above mentioned details, it is evident that in addition to delivery of services to people, Saanjh staff is also helping police units in carrying out regular police functions like complaint handling, victim relief, crime prevention, detection of crime, law & order duties etc. Hence, Saanjh system is supplementing efforts of local police in above mentioned areas and this is being done on a regular basis.

X. SAANJH Integral to the Core Policing: Reasons for why cannot be Outsourced?

- 1) Policing is a sovereign function of State and in majority many of these functions are now discharged by Saanjh Kendras, the issue of confidentiality and also privacy of individuals especially victims of crime is involved.

The verification carried out by the Saanjh staff of various services especially those relating to issue of passports, arms licenses, no objection certificate's for functions, verifications of servants / tenants, etc. are quite sensitive from National Security point of view. Punjab being a border state, which has suffered scourge of terrorism in the past and anti-national forces keep trying to carry out terrorist activities in Punjab even today, cannot afford to outsource delivery of such sensitive services to private agencies. Needless to say passport / arms licenses / servant verification process can be misused, if not handled by regular police officials.
- 2) In the post-terrorism era in Punjab, there was an imperative need to bring Police and Community closer and hence the abovementioned model of Saanjh provided an excellent platform for police-community interaction. Similarly the present model was envisaged after detailed studies and it ensures the police force from the rank of Constable to Inspector are being trained and sensitised in community policing projects by posting them to Saanjh Kendras on a rotational basis. This is improving community orientation of these ranks and helps community police interaction as and when such police officials discharge their duties in Police Stations after doing a stint in Saanjh Kendras.
- 3) The existing model of Saanjh provides scope for interaction of community with police and it leads to flow of information especially information about activities of criminals to police staff posted in Saanjh Kendras, which is being passed on to Station House Officer of Police Stations as Station House Officer is Chairman of Police Station level Saanjh Committees. Similarly, information is being received by Dy. Supdt. of Police, Sr. Supdt. of Police / Commissioner of Police as they are President of Sub-division level and District level Saanjh Committees respectively. This flow of information apart from helping in prevention & detection of crime also helps in prevention of caste / communal clashes.

The present system of Saanjh is on the lines of Sukhmani societies as established by the Government of Punjab and facilitation charges collected by Saanjh system is much less in comparison to those charges by Suvidha Centers run under Sukhmani societies.

In the existing system of Saanjh, there is a lot of flexibility in planning and organizing locally relevant community policing projects, which aims at enhancing safety and security of common people and also in spreading awareness about social evils. Normally the common people demand that there should be effective crime prevention measures in their respective areas. They also demand installation of CCTV cameras in localities for prevention of crime. In the existing system, there is lot of flexibility in taking aforementioned measures from Saanjh funds by adopting appropriate procedure through Saanjh Societies. Further, the implementation of such solution is very fast as local Saanjh Committees after passing a resolution in Saanjh Committee, get funds for implementation of such schemes.

The existing system of Saanjh is rendering valuable services to the common people and it has generated a lot of goodwill towards the police department and government amongst common people. This was only possible because of existing structure of Saanjh project.

Section – 2

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 was being enforced rather than collectively conceived, implemented and monitored. These 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 was 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.

STEPS INVOLVED IN FORMATION OF SAANJH

First Level

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

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

Third Level

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

Fourth Level

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 under Societies Registration Act, 1860

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

Fifth Level

Establish: Sub-division SAANJH Kendras (Community Police Suvudha 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: Registering Sub-division SAANJH Kendra under Societies Registration Act, 1860

Step3: Establishing Sub-Division SAANJH Kendra (CPSC) at the Sub-Division Level and Different Units

Sixth Level

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

Step 1: Constitution of Police Station Level SAANJH Committee and Advisory Board

Step 2: Registering Police Station SAANJH Kendra under Societies Registration Act, 1860

Step3: Establishing Police Station 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).

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

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"> • Economic Disputes Resolution Unit • Women and Children Protection and Welfare Unit • NRIs Affairs Unit • Monitoring and Co-ordination Unit • Social Marketing and Communication Unit • Grievance Redressal Unit |

- 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 |
|--|
| To monitor the functioning and coordinate with the Economic Dispute Forums in District SAANJH Kendras (CPRCs). |

- 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 persons 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 the Community Policing Centres.

| Functions of the Women and Children Protection and Welfare Unit |
|---|
| <ul style="list-style-type: none"> • To examine the functioning of various units of police which deal with domestic violence, matrimonial disputes and related issues; • Formulate and ensure implementation of guidelines for providing gender sensitive assistance to needy women and children; and, • 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). |

- c) **NRIs 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.

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

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.

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

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.

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

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.

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|---|
| <p>Patron: Chief Minister of the State (Punjab)</p> <p>Chairperson: Director General of Police (Punjab)</p> <p>Convener: ADGP Community Policing</p> <p>Co-convener: Community Representative</p> |
|---|

Following are the members of the State Level Coordination and Review Committee (SLCRC)

| Members of the SLCRC | |
|---|---|
| <p>Official Members</p> <ul style="list-style-type: none"> • Nodal Officer CAD: Convener • IG Community Policing • IG Zones • DIG Ranges | <p>Non-Official Members (7)</p> <ul style="list-style-type: none"> • 3 Representatives of state level NGOs • 4 Academicians from each of following stream: <ul style="list-style-type: none"> ○ Police Administration ○ Law ○ Human Rights (Women and Children Rights) ○ Sociology <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 Police Station 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 NGOs 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"> • Nodal Officer: IG Zone • Assisted by: His Staff | <ul style="list-style-type: none"> • To monitor the Implementation of SAANJH programme in the Ranges and Districts falls under the Zone; • Arranging Regular meetings may be once in six month with the Range IGs and Districts’ SSPs and Commissioner; and, • To do the annual evaluation of the performance of SAANJH Kendras functioning under the zone. |

THIRD LEVEL: CONSTITUTE – COMMUNITY POLICING MONITORING UNIT (CPMU): 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.

| Administration | Role and Functions |
|--|--|
| <ul style="list-style-type: none"> • Nodal Officer: DIG Range • Assisted by: His Staff | <ul style="list-style-type: none"> • To monitor the Implementation of SAANJH programme in the Districts under jurisdiction of the respective Range; • Arranging regular meetings once in six month the Districts’ SSPs and Commissioners; and, • 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). |

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 under Societies Registration Act, 1860

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 Police Station 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

| Members of the District SAANJH Committee | |
|---|---|
| <p>Official Members (7)</p> <ul style="list-style-type: none"> • 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. | <p>Non-Official Members (12)</p> <ul style="list-style-type: none"> • Social workers (state or national awardees); • Academicians; • Principals of Colleges; • Lawyers; • Human Rights Activists; • Disaster Management Professionals; and, • Cyber or Web experts and Media Persons • (At least 4 members shall be women) <p>Tenure:</p> <ul style="list-style-type: none"> • Non-official members shall be selected for tenure of at least 2 years. <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 Police Station SAANJH Kendras of the district and vetting the performance report of each units working under these Centres;
- To keep oversight over Sub-division and Police Station 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 functions 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 has specific roles in disseminating information, spreading awareness, resolving community disputes, collecting community concerns. They 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 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>Total Number of Members of the District SAANJH Kendra Advisory Board</p> | <p style="text-align: center;">120</p> <p>(Advisory Board members include non-official members of the District SAANJH Committee)</p> |
|--|---|

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 Under the Societies Registration Act, 1860

Memorandum of Association

1. **Name of the Society:** District Saanjh (Community Policing) Society,
.....
2. Location of Registered Office:
3. **Aims and Objectives of the society**
 - i) To organise and participate in awareness campaigns against drug abuse and make general public especially youth aware about the demerits of the drug abuse and addiction;
 - ii) To spread traffic awareness among the general public through traffic awareness committees;
 - iii) To spread awareness about citizen's rights under various laws such as RTS Act, RTI Act and other Constitutional rights available to the citizens;
 - iv) To initiate such schemes so as to create awareness for child education, girl education and against female foeticide etc;
 - v) To organize public health awareness camps and other campaigns to create awareness about healthy living amongst the general Public;
 - vi) To organise Victim Relief and arrange for the First Aid, ambulance service and help to the accidental or traumatized person in collaboration with Public and NGOs;
 - vii) To render any service to the public which it considers necessary for the convenience and benefit of the public at large and which is in the interest of public justice;
 - viii) To work towards redressal and resolving of disputes concerning domestic violence, elder assistance, and other issues related with the vulnerable sections of the society;
 - ix) To work against child abuse, women harassment and victimization and solve the complaints related with women and child victimisation and harassment through reconciliation committees;
 - x) To handle and make efforts to resolve the social disputes like caste disputes, religious disputes, accidental disputes, denial of equality to girls, child labour, family disputes, matrimonial disputes, disputes relating to elders and senior citizens etc. with the active involvement of the stakeholders;
 - xi) To get the directions and guidance from the State / Central law executing Agencies and forward the same to educate the citizens for the better execution of law and order;
 - xii) To approach the various law enforcement agencies, NGO's and other Govt. Departments for providing justice to general public;
 - xiii) Improving community-police relations and ensuring Community Police collaboration;
 - xiv) Ensuring transparency in service Delivery and Public dealings by involvement of community in the police work, other than core functions of Police;
 - xv) To encourage more and more involvement and collaboration of the public in handling the disputes and issues concerning the general public by affording easy and dignified access to public of police services;
 - xvi) To participate in any kind of activities of social or charitable nature which the members of the society think necessary from time to time; and,

xvii) To provide the following services to the general public related with Police Department through a single window system.

Services relating to NRI's & Foreigners:

- Registration of foreigner (arrival and departure)
- Extension of residential permit of foreigner
- MRG Inquiry in case loss of Passport abroad

Verifications

- Passport verification
- Other services related with passport
- Stranger verification
- Tenant/Servant verification
- Other verification related services
- Service verification
- Character verification
- Verification for fresh Arms licence
- Verification for renewal of Arms licence
- Appointment of retainer of Arm

Permission/NOCs

- NOC for use of loud speaker
- NOC for Fairs/Melas/Exhibitions/Sports events etc.
- NOC for pre-owned vehicles
- NOC for issuance/renewal of licence of Arms Dealers
- NOC of setting up of Petrol Pump, Cinema Hall etc.
- Addition/deletion/sale/permission/entry weapon/NOC etc.
- Counter sign of document

Crime Information

- Acknowledgment of Complaint
- Action taken on Acknowledgment
- Copy of FIR or DDR
- Copy of untraced report in road accident cases
- Copy of untraced report in case pertaining to stolen vehicles
- Copy of untraced report in theft cases

Any other service that may be approved and recommended by the State /Centre Govt. from time to time.

In order to achieve the above said objectives, the society is permitted:

- i) To accept donations and grants from any person, corporation or institution including any Government agency.
- ii) To utilize fund of the society for incurring the revenue expenditure as well as capital expenditure relating to society.
- iii) To utilize the funds of the society for the day to day upkeep and maintenance of the society and for incurring the expenditure for availing any type of services provided by any Govt. Department and Pvt. Agency, Institution and reimbursement of expenses incurred by any such department, agency or Institution on the behalf or for the society for their smooth functioning.
- iv) To give funds to any other Institution, society, corporation, Govt department to achieve the similar objectives as of the society.

**CONSTITUTION
&
RULES & REGULATIONS**

To fulfill the aims and objective, the following rules and regulations have been framed unanimously by the General committee.

Name: District Saanjh (Community Policing) Society,

Address:

Area of Operation: District

Constitution

There will be two committees as under: -

| | |
|----------------------|---|
| Managing Committee - | 8 Members |
| General Committee - | Max. 25 Members (Including Managing Committee members |

Office Bearers

Managing Committee: -
Chairman.One
Secretary.....One
Convener.....One
Co-Convener.....One
Executive Member.....Four

Quorum

At least 2/3rd Members of the Society shall constitute the Quorum for Annual General meeting and 2/3rd Members of Managing Committee shall constitute the Quorum for Managing Committee meetings.

Subscription

One time subscription fees of Rs 100 to be charged from the members of the Society at the time of entering of member into the society. However this clause is not applicable in case of ex-officio members.

Election

The Executive members of the Managing Committee only will be elected from the general Committee. The election may be held every five years. The office bearers will be elected by the General Committee Members by Secret ballots or unanimously as the case may be. The right to cast vote will be given only to the member of the general committee The election can be declared before time by Chairman & Convener of the society.

General Committee

The members of General committee will include all the members of society including members of Managing Committee.

Oath

The oath of liability and sincerity of the society will be taken by each member before joining as member of the society.

Meetings

Managing Committee meeting may be held every month.

The Annual General Meeting of all the members of the society shall be convened once in the year;

The Notice of the Annual General meeting shall be sent or delivered to each member at least 10 days before the Annual General Meeting;

The proceedings of all the meetings shall be recorded in the resolution register maintained by the society; and,

The Financial statements of the society shall be accepted and approved in the annual general meeting of the Society.

ACCOUNTS

All the receipts of the Society shall be deposited in the Society's account to be operated upon in the Posts Office or Scheduled Bank. The bank accounts to be operate by the Co-Convener and the Secretary of the Society.

POWER OF THE OFFICE BEARERS

Chairman

The Commissioner of Police or Senior Superintendent of Police of District shall be the Chairman of the Society. Chairman shall personally preside over all the meetings of the Managing Committee and General Committee and conduct all the affairs and advise in all matters concerning the society in the best interest of the society.

Convener

The District Community Police officer will work as the Convener of the society. The Convener will conduct all the duties of the Chairman in the absence of Chairman.

The Convener will keep all the records pertaining to the society and will be overall in-charge to conduct all the affairs of the society. He will conduct the affairs of the society under the supervision of Chairman.

Secretary

Any non official member will be selected as the Secretary of the Society. The Secretary shall be selected by the Chairman and Convener of the Society. He will conduct the affairs of the society under the supervision of Convener and Co-Convener.

Co-Convener

The incharge of the Saanjh Kendra will work as the Co-Convener of the Society. The Co-Convener will conduct all the duties of the Convener in the absence of Convener. He will conduct the affairs of the society as per the directions of the Convener.

Accountant

The private accountant shall be hired by the Society for keeping the Accounts of the Society which are pursuant with the various statutes such as Income Tax act, Service tax etc.

Utilization of Funds Collected at Society

All the donations and incomes of the society shall be applied totally and solely towards the promotions of the Objectives of the Societies to set forth in the Memorandum of the Associations and thereof no portion of the assets of the society shall be paid or transferred directly or indirectly by way of profits or any other form of remuneration to the members of the Society.

Winding up of the Society

Upon winding up of the society the assets remained with the society after

satisfactions of all the debts and liabilities shall not be distributed among the members of the society and shall be given or transferred to the society carrying out similar objectives.

Inspection of Documents

Any person may inspect all documents filed with the Registrar under this Act on payment of requisite fees for inspection and take the certified copies of such documents.

THE GENERAL RULES & REGULATIONS OF MANAGEMENT

1. Any office bearer or Member of the Managing Committee can be disqualified in the long absence or his conduct detrimental to the interest of the society and the new office bearer can be nominated by the Managing Committee from the General committee.
2. In case any dispute arises in the Managing Committee of the Society, Chairman and Convener will have the absolute right to take the power in their own hands and work for the benefits of the society till the next Managing Committee is constituted. In such cases they are bound to constitute the Managing Committee within Six months by calling the meeting of the General committee in the General House.
3. The Managing Committee has the right to amend, alter or add any rules and regulations at any time without notice. Any outsider can be invited in the meeting of the Managing Committee or in the General committee to advise for the benefits of the society, but he/she will have no right to caste vote.
4. The regular books of accounts will be maintained. All financial receipts, bill of expenditure will be kept in record and the auditors duly appointed by the Managing Committee will audit the accounts. The books of accounts will comprise Cash Book, Ledgers, Stock Register, Asset Register or any other document as required by the Income Tax Act and other statutory laws.
5. The funds of the society will be used exclusively for the promotion, maintenance, developments of the society and achieving the objectives of the society. The surplus funds will be deposited in the bank account of the society.
6. No person from the Managing Committee or from General Committee will be employed in any functioning of the society with any emoluments. Any service done to the society will be free from any type of benefits from society.
7. The properties, land and building of the society will be purchased or constructed by the society whenever society will have the sufficient funds for achieving the goal of the society. All the properties will be purchased/ leased/rented by the society in its name.

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: Registering Sub-division SAANJH Kendra under Societies Registration Act, 1860

Step3: 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.

| Members of the Sub-Division SAANJH Committee | |
|---|--|
| <p>Official Members (6)</p> <ul style="list-style-type: none"> • DSP (Sub-Division) (Convener cum Chairperson); • In-charge Sub-Division SAANJH Kendra; • Sub-Divisional Magistrate (SDM) • Senior Medical Officer (SMO); • Child Development Project Officer (CDPO); and, • Block Development and Panchayat Officer (BDPO). | <p>Non-Official Members (12)</p> <ul style="list-style-type: none"> • Social Workers • Heads of Colleges/Schools • Lawyers • Community Representatives • President of Business Associations • Youth Clubs Members • Nehru Yuva Kendra Sangathan (NYKS) Members <p>(At least 4 members shall be women)</p> <p>Tenure:</p> <ul style="list-style-type: none"> • Non-official members shall be selected for the tenure of at least 2 years. <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; 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 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>Total Number of Members of the Sub-division SAANJH Kendra Advisory Board</p> | <p style="text-align: center;">120</p> <p>(Advisory Board members include non-official members of the Sub-division SAANJH Kendra Committee)</p> |
|--|--|

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 Police Station 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; and,
- 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; and,
- 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.; and,
- Advisory Board members shall also generate awareness regarding SAANJH Programme.

STEP 2: Registering Sub-Division Saanjh Kendra Under Societies Registration Act, 1860

Memorandum of Association

1. **Name of the Society : Sub-Division Saanjh (Community Policing) Society**
2. Location of Registered Office: _____
3. Aims and Objectives of the Society
 - i) To organise and participate in awareness campaigns against drug abuse and make general public especially youth aware about the demerits of the drug abuse and addiction;
 - ii) To spread traffic awareness among the general public through traffic awareness committees;
 - iii) To spread awareness about citizen's rights under various laws such as RTS Act, RTI Act and other Constitutional rights available to the citizens;
 - iv) To initiate such schemes so as to create awareness for child education, Girl education and against female foeticide etc;
 - v) To organize public health awareness camps and other campaigns to create awareness about healthy living amongst the general public;
 - vi) To organise Victim Relief and arrange for the First Aid, ambulance service and help to the accidental or traumatized person in collaboration with Public and NGOs;
 - vii) To render any service to the public which it considers necessary for the convenience and benefit of the public at large and which is in the interest of public justice;
 - viii) To work towards redressal and resolving of disputes concerning domestic violence, elder assistance, and other issues related with the vulnerable sections of the society;
 - ix) To work against child abuse, women harassment and victimization and solve the complaints related with women and child victimisation and harassment through reconciliation committees;
 - x) To handle and make efforts to resolve the social disputes like caste disputes, religious disputes, accidental disputes, denial of equality to girls, child labour, family disputes, matrimonial disputes, disputes relating to elders and senior citizens etc. with the active involvement of the stakeholders;
 - xi) To get the directions and guidance from the State / Central law executing Agencies and forward the same to educate the citizens for the better execution of law and order;
 - xii) To approach the various law enforcement agencies, NGO's and other Govt. Departments for providing justice to general public;
 - xiii) Improving community-police relations and ensuring Community Police collaboration;
 - xiv) Ensuring transparency in service Delivery and Public dealings by involvement of community in the police work, other than core functions of Police;
 - xv) To encourage more and more involvement and collaboration of the public in handling the disputes and issues concerning the general public by affording easy and dignified access to public of police services;
 - xvi) To participate in any kind of activities of social or charitable nature which the members of the society think necessary from time to time; and,

xvii) To provide the following services to the general public related with Police Department through a single window system.

Services relating to NRI's & Foreigners

- Registration of foreigner (arrival and departure)
- Extension of residential permit of foreigner
- MRG Inquiry in case loss of Passport abroad

Verifications

- Passport verification
- Other services related with passport
- Stranger verification
- Tenant/Servant verification
- Other verification related services
- Service verification
- Character verification
- Verification for fresh Arms licence
- Verification for renewal of Arms licence
- Appointment of retainer of Arm

Permission/NOCs

- NOC for use of loud speaker
- NOC for Fairs/Melas/Exhibitions/Sports events etc.
- NOC for pre-owned vehicles
- NOC for issuance/renewal of licence of Arms Dealers
- NOC of setting up of Petrol Pump, Cinema Hall etc.
- Addition/deletion/sale/permission/entry weapon/NOC etc.
- Counter sign of document

Crime Information

- Acknowledgment of Complaint
- Action taken on Acknowledgment
- Copy of FIR or DDR
- Copy of untraced report in road accident cases
- Copy of untraced report in case pertaining to stolen vehicles
- Copy of untraced report in theft cases

Any other service that may be approved and recommended by the State /Centre Govt. from time to time.

In order to achieve the above said objectives, the society is permitted:

- i) To accept donations and grants from any person, corporation or institution including any Government agency;
- ii) To utilize fund of the society for incurring the revenue expenditure as well as capital expenditure relating to society;
- iii) To utilize the funds of the society for the day to day upkeep and maintenance of the society and for incurring the expenditure for availing any type of services provided by any Govt. Department and Pvt. Agency, Institution and reimbursement of expenses incurred by any such department, agency or Institution on the behalf or for the society for their smooth functioning; and,
- iv) To give funds to any other Institution, society, corporation, Govt department to achieve the similar objectives as of the society.

**CONSTITUTION
&
RULES & REGULATIONS**

To fulfill the aims and objective, the following rules and regulations have been framed unanimously by the General committee.

Name : Sub-Division Saanjh (Community Policing) Society _____

Address: _____

Area of Operation: Sub-Division _____

Constitution

There will be two committees as under: -

| | |
|----------------------|---|
| Managing Committee - | 7 Members |
| General Committee - | Max. 21 Members (Including Managing Committee members |

Office Bearers

Managing Committee: -

| | |
|-----------------------|-------|
| Patron..... | One |
| Chairman..... | One |
| Secretary..... | One |
| Convener..... | One |
| Executive Member..... | Three |

Quorum

At least 2/3rd Members of the Society shall constitute the Quorum for Annual General meeting and 2/3rd Members of Managing Committee shall constitute the Quorum for Managing Committee meetings.

Subscription

One time subscription fees of Rs 100 to be charged from the members of the Society at the time of entering of member into the society. However this clause is not applicable in case of ex-officio members.

Election

The Executive members of the Managing Committee only will be elected from the general Committee. The election may be held every five years. The office bearers will be elected by the General Committee Members by Secret ballots or unanimously as the case may be. The right to cast vote will be given only to the member of the general committee. The election can be declared before time by Chairman & Patron of the society.

General Committee

The members of General committee will include all the members of society including members of Managing Committee.

Oath

The oath of liability and sincerity of the society will taken by each member before joining as member of the society.

Meetings

Managing Committee meeting may be held every month;

The Annual General Meeting of all the members of the society shall be convened once in the year;

The Notice of the Annual General meeting shall be sent or delivered to each member atleast 10 days before the Annual General Meeting;

The proceedings of all the meetings shall be recorded in the resolution register maintained by the society; and,

The Financial statements of the society shall be accepted and approved in the annual general meeting of the Society.

ACCOUNTS

All the receipts of the Society shall be deposited in the Society's account to be operated upon in the Posts Office or Scheduled Bank. The bank accounts to be operate by Secretary and Convener of the society.

POWER OF THE OFFICE BEARERS**Patron**

The District Community Police Officer will be the Patron of the society and acts as the Manager of the society and manage the administrative affairs of the Society

Chairman

The Deputy Superintendent of Police of Sub-division shall be the Chairman of the Society. Chairman shall personally preside over all the meetings of the Managing Committee and General Committee and conduct all the affairs and advise in all matters concerning the society in the best interest of the society.

Convener

The Incharge of the Saanjh Kendra will work as the Convener of the society. The Convener will conduct all the duties of the Chairman in the absence of Chairman.

The Convener will keep all the records pertaining to the society and will be overall in-charge to conduct all the affairs of the society. He will conduct the affairs of the society under the supervision of Chairman and Patron.

Secretary

Any non official member will be selected as the Secretary of the Society. The Secretary shall be selected by the Chairman and Convener of the Society. He will conduct the affairs of the society under the supervision of Chairman and Convener.

Accountant

The private accountant shall be hired by the Society for keeping the Accounts of the Society which are pursuant with the various statutes such as Income Tax act, Service tax etc.

Utilization of funds collected at society

All the donations and incomes of the society shall be applied totally and solely towards the promotions of the Objectives of the Societies to set forth in the Memorandum of the Associations and thereof no portion of the assets of the

society shall be paid or Transferred directly or indirectly by way of profits or any other form of remuneration to the members of the Society.

Winding up of the Society

Upon winding up of the society the assets remained with the society after satisfactions of all the debts and liabilities shall not be distributed among the members of the society and shall be given or transferred to the society carrying out similar objectives.

Inspection of Documents

Any person may inspect all documents filed with the Registrar under this Act on payment of requisite fees for inspection and take the certified copies of such documents.

THE GENERAL RULES & REGULATIONS OF MANAGEMENT

1. Any office bearer or Member of the Managing Committee can be disqualified in the long absence or his conduct detrimental to the interest of the society and the new office bearer can be nominated by the Managing Committee from the General committee.
2. In case any dispute arises in the Managing Committee of the Society, Chairman and Patron will have the absolute right to take the power in their own hands and work for the benefits of the society till the next Managing Committee is constituted. In such cases they are bound to constitute the Managing Committee within Six months by calling the meeting of the General committee in the General House.
3. The Managing Committee has the right to amend, alter or add any rules and regulations at any time without notice. Any outsider can be invited in the meeting of the Managing Committee or in the General committee to advise for the benefits of the society, but he/she will have no right to caste vote.
4. The regular books of accounts will be maintained. All financial receipts, bill of expenditure will be kept in record and the auditors duly appointed by the Managing Committee will audit the accounts. The books of accounts will comprise Cash Book, Ledgers, Stock Register, Asset Register or any other document as required by the Income Tax Act and other statutory laws.
5. The funds of the society will be exclusively for the promotion, maintenance, developments of the society and achieving the objectives of the Society. The surplus funds will be deposited in the bank account of the society.
6. No person from the Managing Committee or from General Committee will be employed in any functioning of the society with any emoluments. Any service done to the society will be free from any type of benefits from society.
7. The properties, land and building of the society will be purchased or constructed by the society whenever society will have the sufficient funds for achieving the goal of the society. All the properties will be purchased/ leased/rented by the society in its name.

STEP 3: 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 – POLICE STATION SAANJH KENDRA (POLICE STATION OUTREACH CENTRES-PSOCs); POLICE STATION LEVEL SAANJH COMMITTEE AND ADVISORY BOARD

Step 1: Constitution of Police Station Level SAANJH Committee and Advisory Board

Step 2: Registering Police Station SAANJH Kendra under Societies Registration Act, 1860

Step3: Establishing Police Station SAANJH Kendra (PSOC) at the Police Station Level and Different Units

STEP 1: Constitution of Police Station Level Saanjh Committee and Advisory Board

A. Constitution of Police Station Saanjh Committee

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

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

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

Roles and Functions of the Police Station 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 Police Station SAANJH Committee

- Meeting for Evaluation and Audit to review the functioning of Sub-division level committees shall be chaired by the SHO Police Station. There shall be 4 mandatory evaluation and audit meetings (once in three month) in a year;
- In-charge Police Station 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 Police Station.

B. Constitution of Police Station Saanjh Advisory Board

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

| | |
|---|---|
| Total Number of Advisory Board Members Members of the Police Station SAANJH Kendra | 100 (Advisory Board members include non-official members of the Police Station SAANJH Kendra Committee) |
|---|---|

Selection of the Advisory Board Members

The selection of the Police Station 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 Police Station SAANJH Advisory Board

- Meeting of district SAANJH advisory board shall be presided by the chairperson Station House Officer (SHO);
- In this meeting all the police station advisory board members shall be included;
- In-charge Police Station SAANJH Kendra shall fix the date of meeting in consultation with Chairperson and non-official members of Police Station 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 Police Station 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 Police Station SAANJH Kendra shall also prepare an action taken report and present the same in next meeting;
- Reports shall be signed by the Chairperson, Police Station SAANJH Kendra and non-official members of the SAANJH committee;
- Out of these matters and problems whichever can be resolved at the Police Station 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; and,

- 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 Police Station SAANJH Kendras

- In-charge Police Station SAANJH Kendras are responsible for compilation and timely update the list of advisory board members; and,
- In-charge of the Police Station 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 Police Station 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 pre-emptive 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 Police Station Level Saanjh Kendra Under Societies Registration Act, 1860

Memorandum of Association

1. **Name of the society: Police Station Saanjh (Community Policing) Society,**
2. Location of Registered Office: _____
3. Aims and Objectives of the Society
 - i) To organise and participate in awareness campaigns against drug abuse and make general public especially youth aware about the demerits of the drug abuse and addiction;
 - ii) To spread traffic awareness among the general public through traffic awareness committees;
 - iii) To spread awareness about citizen's rights under various laws such as RTS Act, RTI Act and other Constitutional rights available to the citizens;
 - iv) To initiate such schemes so as to create awareness for child education, Girl education and against female foeticide etc;
 - v) To organize public health awareness camps and other campaigns to create awareness about healthy living amongst the general Public;
 - vi) To organise Victim Relief and arrange for the First Aid, ambulance service and help to the accidental or traumatized person in collaboration with Public and NGOs;
 - vii) To render any service to the public which it considers necessary for the convenience and benefit of the public at large and which is in the interest of public justice;
 - viii) To work towards redressal and resolving of disputes concerning domestic violence, elder assistance, and other issues related with the vulnerable sections of the society;
 - ix) To work against child abuse, women harassment and victimization and solve the complaints related with women and child victimisation and harassment through reconciliation committees;
 - x) To handle and make efforts to resolve the social disputes like caste disputes, religious disputes, accidental disputes, denial of equality to girls, child labour, family disputes, matrimonial disputes, disputes relating to elders and senior citizens etc. with the active involvement of the stakeholders;
 - xi) To get the directions and guidance from the State / Central law executing Agencies and forward the same to educate the citizens for the better execution of law and order;
 - xii) To approach the various law enforcement agencies, NGO's and other Govt. Departments for providing justice to general public;
 - xiii) Improving community-police relations and ensuring Community Police collaboration;
 - xiv) Ensuring transparency in service Delivery and Public dealings by involvement of community in the police work, other than core functions of Police;
 - xv) To encourage more and more involvement and collaboration of the public in handling the disputes and issues concerning the general public by affording easy and dignified access to public of police services;
 - xvi) To participate in any kind of activities of social or charitable nature

which the members of the society think necessary from time to time; and,
xvii) To provide the following services to the general public related with Police Department through a single window system.

Services relating to NRI's & Foreigners

- Registration of foreigner (arrival and departure)
- Extension of residential permit of foreigner
- MRG Inquiry in case loss of Passport abroad

Verifications

- Passport verification
- Other services related with passport
- Stranger verification
- Tenant/Servant verification
- Other verification related services
- Service verification
- Character verification
- Verification for fresh Arms licence
- Verification for renewal of Arms licence
- Appointment of retainer of Arm

Permission/NOCs

- NOC for use of loud speaker
- NOC for Fairs/Melas/Exhibitions/Sports events etc.
- NOC for pre-owned vehicles
- NOC for issuance/renewal of licence of Arms Dealers
- NOC of setting up of Petrol Pump, Cinema Hall etc.
- Addition/deletion/sale/permission/entry weapon/NOC etc.
- Counter sign of document

Crime Information

- Acknowledgment of Complaint
- Action taken on Acknowledgment
- Copy of FIR or DDR
- Copy of untraced report in road accident cases
- Copy of untraced report in case pertaining to stolen vehicles
- Copy of untraced report in theft cases

Any other service that may be approved and recommended by the State /Centre Govt. from time to time.

In order to achieve the above said objectives, the society is permitted:

- i) To accept donations and grants from any person, corporation or institution including any Government agency;
- ii) To utilize fund of the society for incurring the revenue expenditure as well as capital expenditure relating to society;
- iii) To utilize the funds of the society for the day to day upkeep and maintenance of the society and for incurring the expenditure for availing any type of services provided by any Govt. Department and Pvt. Agency, Institution and reimbursement of expenses incurred by any such department, agency or Institution on the behalf or for the society for their smooth functioning; and,
- iv) To give funds to any other Institution, society, corporation, Govt department to achieve the similar objectives as of the society.

**CONSTITUTION
&
RULES & REGULATIONS**

To fulfill the aims and objective, the following rules and regulations have been framed unanimously by the General committee.

Name: Police Station Saanjh (Community Policing) Society, _____

Address:

Area of Operation: Police Station –

Constitution

There will be two committees as under: -

- | | |
|----------------------|---|
| Managing Committee - | 5 Members |
| General Committee - | Max. 15 Members (Including Managing Committee members |

Office Bearers

Managing Committee: -

- | | |
|-----------------------|-----|
| Patron..... | One |
| Chairman. | One |
| Secretary..... | One |
| Convener..... | One |
| Executive Member..... | One |

Quorum

At least 2/3rd Members of the Society shall constitute the Quorum for Annual General meeting and 2/3rd Members of Managing Committee shall constitute the Quorum for Managing Committee meetings.

Subscription

One time subscription fees of Rs 100 to be charged from the members of the Society at the time of entering of member into the society. However this clause is not applicable in case of ex-officio members.

Election

The Executive members of the Managing Committee only will be elected from the general Committee. The election may be held every five years. The office bearers will be elected by the General Committee Members by Secret ballots or unanimously as the case may be. The right to cast vote will be given only to the member of the general committee. The election can be declared before time by Chairman & Patron of the society.

General Committee

The members of General committee will include all the members of society including members of Managing Committee.

Oath

The oath of liability and sincerity of the society will taken by each member before joining as member of the society.

Meetings

Managing Committee meeting may be held every month;

The Annual General Meeting of all the members of the society shall be convened once in the year;

The Notice of the Annual General meeting shall be sent or delivered to each member atleast 10 days before the Annual General Meeting;

The proceedings of all the meetings shall be recorded in the resolution register maintained at the society; and,

The Financial statements of the society shall be accepted and approved in the annual general meeting of the Society.

ACCOUNTS

All the receipts of the Society shall be deposited in the Society's account to be operated upon in the Posts Office or Scheduled Bank. The bank accounts to be operate by Secretary and Convener of the society.

POWER OF THE OFFICE BEARERS

Patron

The District Community Police Officer will be the Patron of the society and acts as the Manager of the society and manages the administrative affairs of the Society

Chairman

The Station House Officer of the Police Station shall be the Chairman of the Society. Chairman shall personally preside over all the meetings of the Managing Committee and General Committee and conduct all the affairs and advise in all matters concerning the society in the best interest of the society.

Convener

The Incharge of the Saanjh Kendra will work as the Convener of the society. The Convener will conduct all the duties of the Chairman in the absence of Chairman.

The Convener will keep all the records pertaining to the society and will be overall in-charge to conduct all the affairs of the society. He will conduct the affairs of the society under the supervision of Chairman and Patron.

Secretary

Any non official member will be selected as the Secretary of the Society. The Secretary shall be selected by the Chairman and Convener of the Society. He will conduct the affairs of the society under the supervision of Chairman and Convener.

Accountant

The private accountant shall be hired by the Society for keeping the Accounts of the Society which are pursuant with the various statutes such as Income Tax act, Service tax etc.

Utilization of funds collected at Society

All the donations and incomes of the society shall be applied totally and solely towards the promotions of the Objectives of the Societies to set forth in the Memorandum of the Associations and thereof no portion of the assets of the society shall be paid or Transferred directly or indirectly by way of profits or

any other form of remuneration to the members of the Society.

Winding up of the Society

Upon winding up of the society the assets remained with the society after satisfactions of all the debts and liabilities shall not be distributed among the members of the society and shall be given or transferred to the society carrying out similar objectives.

Inspection of Documents

Any person may inspect all documents filed with the Registrar under this Act on payment of requisite fees for inspection and take the certified copies of such documents.

THE GENEREAL RULES & REGULATIONS OF MANAGEMENT

1. Any office bearer or Member of the Managing Committee can be disqualified in the long absence or his conduct detrimental to the interest of the society and the new office bearer can be nominated by the Managing Committee from the General committee.
2. In case any dispute arises in the Managing Committee of the Society, Chairman and Patron will have the absolute right to take the power in their own hands and work for the benefits of the society till the next Managing Committee is constituted. In such cases they are bound to constitute the Managing Committee within Six months by calling the meeting of the General committee in the General House.
3. The Managing Committee has the right to amend, alter or add any rules and regulations at any time without notice. Any outsider can be invited in the meeting of the Managing Committee or in the General committee to advice for the benefits of the society, but he/she will have no right to caste vote.
4. The regular books of accounts will be maintained. All financial receipts, bill of expenditure will be kept in record and the auditors duly appointed by the Managing Committee will audit the accounts. The books of accounts will comprise Cash Book, Ledgers, Stock Register, Asset Register or any other document as required by the Income Tax Act and other statutory laws.
5. The funds of the society will be exclusively for the promotion, maintenance, developments of the society and achieving the objectives of the Society. The surplus funds will be deposited in the bank account of the society.
6. No person from the Managing Committee or from General Committee will be employed in any functioning of the society with any emoluments. Any service done to the society will be free from any type of benefits from society.
7. The properties, land and building of the society will be purchased or constructed by the society whenever society will have the sufficient funds for achieving the goal of the society. All the properties will be purchased/ leased/rented by the society in its name.

STEP 3: Establishing Police Station 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.**

Section – 3

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 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.

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

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"> • One hall approximately 30' x 30' with partitions: ▪ Sensitisation and Dispute Resolution Unit – 30' x 10' ▪ Community Service-cum-Information Unit – 12' x 15' ▪ Grievance Redressal Unit – 8' x 15' ▪ Legal Aid and Victim Relief Unit – 20' x 15' <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"> ▪ Reception desk equipped with telephone, computer server ▪ Space for people to sit ▪ TV installed to impart information on various subjects ▪ Availability of application forms ▪ Displayed information on facilities and service provided by the District SAANJH Kendra (CPRC) ▪ Reading resource room |
|--|---|

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

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.

| Functions of the District SAANJH Kendra (CPRC) | Essentials to Make the District SAANJH Kendra (CPRC) Effective |
|---|---|
| <ul style="list-style-type: none"> ● Online facility is provided to track the complaints, status of FIR, investigation, charge-sheeting etc. ● Counselling for resolution of domestic violence, marriage disputes, economic offences, legal aid, victim relief, NRI facilities. ● Community Service Centres for verification, crime prevention and other services. ● Helpline and general information regarding rules and procedures, traffic laws etc. | <ul style="list-style-type: none"> ● Provide a receipt of complaint to ensure efficient compliance and retrieval. ● 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. ● Take active interest to ensure regular and frequent committee meetings. ● Spread awareness regarding District SAANJH Kendras (CPRCs) and the services available. ● Peoples' participation in District SAANJH Kendra (CPRC) activities. ● Contribute human and material resources by community. |

| |
|--|
| <ul style="list-style-type: none"> ■ Features <ul style="list-style-type: none"> ■ 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 <ul style="list-style-type: none"> ■ 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-XIV for Specimen of Forms

Facilities and Display Material

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

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-XIV 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.

Services

- Application for the copy of FIR or Untraced Report
- Progress of investigation of criminal case

Forms Required at the Counter

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-XIV for Specimen of Forms

Provide on the spot Computerized Information on the Following

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

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.

| Services |
|---|
| <ul style="list-style-type: none">● Verifications<ul style="list-style-type: none">○ 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● Permissions<ul style="list-style-type: none">○ Permission and Request (for security arrangements at political/ sports/ religious and social functions)○ NOC for Arms License○ Permission for loud speaker or procession |

| Forms Required at the Counter |
|---|
| 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-XIV for Specimen of Forms

Speed up Verification through Information and Technology

- | |
|--|
| <ul style="list-style-type: none">■ Passport verifications software<ul style="list-style-type: none">■ To give benefit to public as maximum NRIs in Punjab■ There is tremendous demand of passport verification■ Many people require urgent passports■ New software<ul style="list-style-type: none">■ Database for passport verification made■ Receipt of verification at different levels entered■ Make Verifications time bound■ Advantages<ul style="list-style-type: none">■ 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<ul style="list-style-type: none">■ 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 |
| <ul style="list-style-type: none">• To deal all application under the Right to Information Act |

| |
|--|
| Forms Required at the Counter |
| Application Form for Information (RTI) Act |

*See Annexure-XIV 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"> • Payment of Traffic Challans • Information on impounded vehicles • Receiving complaints and suggestions of community on traffic problems in the area • Putting those suggestion and complaints in front of traffic Advisory Committee |

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"> ■ Develop Village Information System (VIS) <ul style="list-style-type: none"> ■ General information about the district ■ Public servants and their phone numbers ■ Hotels ■ Religious places ■ Educational institutes ■ Geography of the district ■ History of the place ■ Demographic pattern ■ Deras in the district ■ Information on crime and criminals ■ Advantages <ul style="list-style-type: none"> ■ Police department get the complete database about the district ■ General public can be guided properly about any queries asked by them ■ Tourists can be guided properly |
|--|

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

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;">LUDHIANA POLICE RIGHT TO INFORMATION ACT 2005 KEY CONCEPTS</p> <ul style="list-style-type: none"> ■ Transparency & Accountability in the working of every public authority. ■ 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)) ■ The duty of Govt. To pro-actively make available key information (Sec 4). ■ A responsibility on all sections: citizenry, NGOs, Media. </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;">LUDHIANA POLICE RIGHT TO INFORMATION ACT 2005 KEY CONCEPTS</p> <ul style="list-style-type: none"> ■ Transparency & Accountability in the working of every public authority. ■ 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)) ■ The duty of Govt. To pro-actively make available key information (Sec 4). ■ A responsibility on all sections: citizenry, NGOs, Media. </div> </div> <div style="display: flex; flex-wrap: wrap; margin-top: 10px;"> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;">LUDHIANA POLICE RIGHT TO INFORMATION ACT 2005 WHAT DOES RIGHT TO INFORMATION MEANS?</p> <p>It includes the right to-</p> <ol style="list-style-type: none"> i) inspect works, Documents records. ii) take notes extracts or certified copies of documents or records. iii) take certified samples of material. iv) obtain information in form of printout, diskettes, floppies, tapes, video cassette or in any other electronic mode or through printouts (S.2(i)) </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;">LUDHIANA POLICE RIGHT TO INFORMATION ACT 2005 COVERAGE</p> <ul style="list-style-type: none"> ■ Came into effect from October 12, 2005 ■ 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)) ■ Covers executive, judiciary and legislature (2(a)) ■ Includes information relating to private body which can be accessed by under any other law for the time being in force (2(f)) </div> </div> <div style="display: flex; flex-wrap: wrap; margin-top: 10px;"> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;">LUDHIANA POLICE Right to Information Act 2005 Process</p> <ul style="list-style-type: none"> ■ Application to be submitted in writing or electronically, with prescribed fee, to Public Information Officer (PIO). ■ Coverage: PIO in each department/org. 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. ■ Information to be provided within 30 days, 48 hours where life or liberty is involved, 30 days where request is given to AISC, PIO, 40 days where third party is involved and 45 days for human rights violation information from listed security/intelligence agencies. ■ Time taken for calculation and intimation of fees evaluated from the time taken. ■ No action on application for 30 days is a deemed refusal. ■ No fee for delay of response. </div> <div style="width: 50%; padding: 5px;"> <p style="text-align: center;">LUDHIANA POLICE RIGHT TO INFORMATION ACT 2005 "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"</p> </div> </div> | <div style="display: flex; flex-direction: column; align-items: center;"> <div style="text-align: center; margin-bottom: 10px;"> <p>Cyber Savidha at CPRC Patiala</p> </div> <div style="display: flex; justify-content: space-between; width: 100%;"> <div style="width: 45%;"> <p>For any information contact:</p> <p>Ph. 0175-2311111 (CPRC, Patiala)</p> <p>1098 (Cyber Savidha)</p> <p>0175-2311333 Senior Citizen, Women & Child Helpline Patiala</p> <p>E-mail : sppatiala2003@yahoo.com cprcpatiala2003@yahoo.co.in visit us at - www.patialapolice.org</p> </div> <div style="width: 50%; text-align: center;"> <p style="font-size: 2em; color: blue; font-weight: bold;">Patiala Police at a Glance</p> </div> </div> <div style="display: flex; justify-content: space-between; width: 100%; margin-top: 10px;"> <div style="width: 45%; text-align: center;"> <p>A VIEW OF LEGAL AWARENESS PARK AT C.P.R.C. PATIALA</p> </div> <div style="width: 50%; text-align: center;"> <p style="font-size: 2em; color: blue; font-weight: bold;">PATIALA POLICE</p> </div> </div> </div> |
| <div style="border: 2px solid blue; padding: 10px; width: 80%; margin: auto;"> <div style="border: 1px solid blue; padding: 5px; margin-bottom: 10px;"> <p style="font-size: 1.5em; font-weight: bold; color: white; background-color: blue; padding: 5px;">ਸਿਟੀਜ਼ਨ ਚਾਰਟਰ</p> </div> <div style="text-align: center; margin-bottom: 10px;"> </div> <div style="border: 1px solid blue; padding: 5px; margin-bottom: 10px;"> <p style="font-size: 1.5em; font-weight: bold; color: white; background-color: blue; padding: 5px;">ਪਟਿਆਲਾ ਪੁਲਿਸ</p> </div> </div> | <div style="border: 1px solid black; padding: 10px; width: 80%; margin: auto;"> <div style="background-color: gray; color: white; padding: 10px; font-size: 1.5em; font-weight: bold; margin-bottom: 10px;"> <p>ਕੀ ਤੁਸੀਂ ਜਾਣਦੇ ਹੋ ?</p> </div> <div style="margin-bottom: 10px;"> <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, ਪੈਦਾਪਤੀ 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"> □ ਐਫ ਆਈ ਆਰ. ਕੌਣ ਦਰਜ ਕਰ ਰਿਹਾ ਹੈ? □ ਕਿਹੜੇ ਹਾਲਾਤਾਂ ਵਿਚ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਜਾ ਰਹੀ ਹੈ? □ ਜਿਹੜਾ ਵਿਅਕਤੀ ਜਾਣਕਾਰੀ ਦੇ ਰਿਹਾ ਹੈ, ਕੀ ਉਸਨੇ ਅਪਰਾਧ ਹੁੰਦਾ ਵੇਖਿਆ ਹੈ? □ 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। </div> <div style="margin-bottom: 10px;"> <p style="font-weight: bold; color: blue;">ਗਿਰਫ਼ਤਾਰੀ ਮਗਰੋਂ ਤੁਹਾਡੇ ਹੱਕ</p> <ul style="list-style-type: none"> □ ਤੁਹਾਨੂੰ ਇਹ ਦੱਸਿਆ ਜਾਵੇ ਕਿ ਤੁਹਾਨੂੰ ਕਿਸ ਲਈ ਗਿਰਫ਼ਤਾਰ ਕੀਤਾ ਜਾ ਰਿਹਾ ਹੈ। □ ਤੁਹਾਨੂੰ ਆਪਣੇ ਵਕੀਲ ਤੋਂ ਸਲਾਹ ਲੈਣ ਦਾ ਹੱਕ ਹੈ। □ ਤੁਹਾਨੂੰ 24 ਘੰਟੇ ਦੇ ਅੰਦਰ ਅੰਦਰ ਜੱਜ ਸਾਹਮਣੇ ਪੇਸ਼ ਕਰਨਾ ਜ਼ਰੂਰੀ ਹੈ। □ ਤੁਹਾਨੂੰ ਇਹ ਦੱਸਣਾ ਜ਼ਰੂਰੀ ਹੈ ਕਿ ਤੁਹਾਨੂੰ ਜ਼ਮਾਨਤ ਮਿਲ ਸਕਦੀ ਹੈ ਜਾਂ ਨਹੀਂ। □ ਵਿਅਕਤੀ ਤਲਾਸ਼ੀ ਦੌਰਾਨ ਜਮ੍ਹਾਂ ਹੋਈਆਂ ਚੀਜ਼ਾਂ ਦੀ ਗ਼ਮੀਦ ਮੰਗ ਸਕਦਾ ਹੈ। </div> <div style="margin-bottom: 10px;"> <p style="font-weight: bold; color: blue;">ਮਹਿਲਾਵਾਂ ਸਬੰਧੀ ਅਧਿਕਾਰ</p> <ul style="list-style-type: none"> □ ਸਿਰਫ ਮਹਿਲਾ ਪੁਲਿਸ ਅਫ਼ਸਰ ਹੀ ਕਿਸੇ ਔਰਤ ਦੀ ਤਲਾਸ਼ੀ ਲੈ ਸਕਦੀ ਹੈ। □ 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। □ ਔਰਤ ਇਹ ਮੰਗ ਕਰ ਸਕਦੀ ਹੈ ਕਿ ਪੁੱਛ ਗਿੱਛ ਦੌਰਾਨ ਇਕ ਮਹਿਲਾ ਪੁਲਿਸ ਅਧਿਕਾਰੀ ਹੀ ਬਾਣੇ ਵਿਚ ਉਸਦੇ ਕੋਲ ਰਹੇ। □ ਔਰਤ ਇਹ ਮੰਗ ਕਰ ਸਕਦੀ ਹੈ ਕਿ ਉਸਦੀ ਡਾਕਟਰੀ ਜਾਂਚ ਕਿਸੇ ਮਹਿਲਾ ਡਾਕਟਰ ਦੁਆਰਾ ਕੀਤੀ ਜਾਵੇ। □ ਜੱਜ ਔਰਤਾਂ ਨੂੰ, ਬੱਚਿਆਂ ਨੂੰ ਅਤੇ ਵਿਸ਼ਾਯੀ ਤੌਰ ਤੇ ਕਮਜ਼ੋਰ ਵਿਅਕਤੀਆਂ ਨੂੰ ਜ਼ਮਾਨਤ ਤੇ ਛੱਡ ਸਕਦਾ ਹੈ। □ ਜੇਕਰ ਪਤੀ ਪਤਨੀ ਇਕ ਹੀ ਜੇਲ੍ਹ ਵਿਚ ਹਨ ਤਾਂ ਉਨ੍ਹਾਂ ਨੂੰ ਆਪਸ ਵਿਚ ਮਿਲਣ ਦਾ ਹੱਕ ਹੈ। </div> </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, ਛੇੜਖਾਨੀ 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. Saanjh 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, its 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"> • Formation of sub-committees on victim assistance; • NGO assisted by non-gazetted officers of the police department; • Liaison with medical institutions and shelters; • Liaison with drug de-addiction centres; • Legal aid providers; and, • Maintain a data base and feedback mechanism. | <ul style="list-style-type: none"> • 24 × 365 days women and child helpline; • Quick on the spot and trauma response; • Emotional support (services of professional counsellor); • Help of specialist in need-based human-sensitive interviewing of victim (gender and age specific) to avoid recall of victimization and to lessen trauma; • Ensuring non-repetition of circumstances which induced earlier victimization of the victim; • Referrals and linkages with other resources and agencies to provide help to the victim in medication, restitution and rehabilitation; • Free legal aid; • Help in understanding legal remedies available; • Pre-court preparation; • Recuperation facilities for victims of crime and accidents; • Comfortable sitting arrangement; • First-aid kit; • Availability of doctor and psychiatrist on a phone call. (Specialist to handle sexual abuse victims, mainly women and children); and, • Counselling facility. |

Standard Operating Procedure for Victim Relief Unit

| General | Women | Children |
|--|--|---|
| 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:

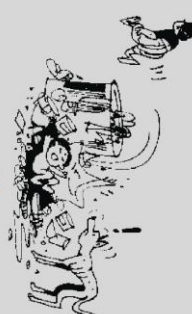
- This unit shall be connected with the all the police stations and subdivision level CPSCs and PSOCs. This help line number shall be same throughout the state and toll free;
- Ambulance services with dispatch staff to reach the spot;
- Networking with all district police stations to dispatch police 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"> • Furniture: Patient beds • First aid kit • Ambulance on call • Soft board • Table Curtains | <ul style="list-style-type: none"> • List of hospitals and dispensaries • List of shelter homes • List of legal aid providers • List of professional counselors and psychiatrists • Cognizable crime against women and punishment (poster) • Violence against women (Poster) • Drug abuse: Causes and remedies • Contact numbers of drug de-addiction centres • List of NGO organizations • List of women related organizations • Women rights in custody (Display Information) • Female foeticide (Pamphlet) • Rights of the unborn (Folder) |

Specimen of Display Material

| Handbill | Sample Handbill |
|--|---|
| <p>ਔਰਤਾਂ ਦੇ ਖਿਲਾਫ ਕਨੂੰਨ ਗੋਚਰੇ ਅਪਰਾਧ ਤੇ ਸਜ਼ਾਵਾਂ</p> <p>ਅਪਰਾਧ</p> <ul style="list-style-type: none"> • ਬਾਲ ਵਿਆਹ • ਗੈਰਕਾਨੂੰਨੀ / ਫਰੋਬੀ ਵਿਆਹ • ਇੱਕ ਤੋਂ ਜ਼ਿਆਦਾ ਵਿਆਹ • ਬਲਾਤਕਾਰ • ਸਰੀਰਕ ਫੋਰਸ਼ਖਾਨੀ • ਔਰਤਾਂ ਦਾ ਅਨੁਚਿਤ ਚਿੱਤਰਨ • ਰੋਡੀ ਪੇਸ਼ਾ • ਘਰਵਾਲੇ ਜਾਂ ਉਸਦੇ ਰਿਸ਼ਤੇਦਾਰ ਵਲੋਂ ਅਤਿਆਚਾਰ ਜਿਵੇਂ ਮਾਰ ਕੁਟਾਈ • ਡਰੂਣ ਜਾਂਚ • ਡਰੂਣ ਹਤਿਆ • ਬਾਲ ਹਤਿਆ • ਬਰਾਬਰ ਕੰਮ ਲਈ ਬਰਾਬਰ ਮਿਹਨਤਾਨਾ ਦਾ ਮਿਲਣਾ • ਜਾਂਚਾ ਬੱਚਾ ਸੁਵਿਧਾਵਾਂ ਦੀ ਉਲੰਘਣਾ <p>ਸਜ਼ਾ</p> <ul style="list-style-type: none"> - 15 ਦਿਨ ਦੀ ਕੈਦ ਅਤੇ 1000 ਰੁਪਏ ਜੁਰਮਾਨਾ - 7 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਜੇਕਰ ਸੰਤੋਖ ਨੀਅਤ ਨਾਲ ਕੀਤਾ ਜਾਵੇ ਤੇ ਦਸ ਸਾਲ ਦੀ ਸਜ਼ਾ ਅਤੇ ਜੁਰਮਾਨਾ - 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। - ਸੱਤ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਦੋ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਪਹਿਲੇ ਅਪਰਾਧ ਵਾਲੀ ਦੋ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਰੁਪਏ ਜੁਰਮਾਨਾ - ਦੂਜੇ ਅਪਰਾਧ ਵਾਲੀ ਪੰਜ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 1 ਲੱਖ ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ - ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਤਿੰਨ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਡਾਕਟਰ ਅਤੇ ਕਰਕਾਉਣ ਵਾਲੇ ਨੂੰ 3 ਤੋਂ 5 ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 50000 ਰੁਪਏ ਦਾ ਜੁਰਮਾਨਾ - ਪਹਿਲੀ ਵਾਰੀ ਡਾਕਟਰ ਦਾ ਨਾਮ ਪਰਿਸ਼ਦ ਦੇ ਰਜਿਸਟਰ ਵਿਚੋਂ ਕੱਟ ਦਿਤਾ ਜਾਵੇਗਾ ਅਤੇ ਅਗਲੀ ਵਾਰ ਹੱਸ਼ੀਆ ਲਈ - ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਦੱਸ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ - ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 10000 ਤੋਂ 20000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ - ਤਿੰਨ ਮਹੀਨੇ ਤੋਂ ਇੱਕ ਸਾਲ ਦੀ ਕੈਦ ਅਤੇ 2000 ਤੋਂ 5000 ਰੁਪਏ ਤੱਕ ਦਾ ਜੁਰਮਾਨਾ | <p>ਬਾਲਿਕਾ ਡਰੂਣ ਹੱਤਿਆ/ਬਾਲਿਕਾ ਹੱਤਿਆ ਕੀ ਹੈ?</p> <ul style="list-style-type: none"> • ਡਰੂਣ ਦੀ ਲਿੰਗ ਜਾਂਚ ਕਰਵਾਉਣ ਮਗਰੋਂ ਕੁਝੀ ਹੋਣ ਤੇ ਗਰਭਪਾਤ ਕਰਵਾ ਦੇਣਾ ਜਾਂ • ਜਨਮ ਤੋਂ ਇਕ ਦਮ ਬਾਅਦ ਗਹਿਰ ਦੇ ਕੇ ਜਾਂ ਡਾਇਆ ਮਾਰ ਦੇਣਾ। ਕੁਝੀ ਨੂੰ ਜਨਮ ਦੇਣ ਦੇ ਇਕ ਦਮ ਬਾਅਦ ਜਾਂ ਕੁਝ ਦਿਨਾਂ ਮਗਰੋਂ ਬਲੀ ਚੜਾਉਣ ਦਾ ਰਿਵਾਜ ਵੀ ਬਾਲਿਕਾ ਹੱਤਿਆ ਵਿਚ ਆਉਂਦਾ ਹੈ। <p>ਬਾਲਿਕਾ ਡਰੂਣ ਹੱਤਿਆ : ਲਿੰਗ ਅਪਰਾਧ</p> <p>ਸਜ਼ਾ ਦਾ ਹੱਕਦਾਰ ਕੌਣ ਹੈ?</p> <p>ਕੋਈ ਵੀ ਰਜਿਸਟਰਡ ਮੈਡੀਕਲ ਪ੍ਰੈਕਟੀਸ਼ਨਰ / ਡਾਕਟਰ ਜਿਹੜਾ ਡਰੂਣ ਜਾਂਚ ਕਰਦਾ ਹੈ।</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> • ਤਿੰਨ ਸਾਲ ਦੀ ਕੈਦ ਤੇ 10,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ ਤੇ ਦੋ ਸਾਲ ਲਈ ਮੈਡੀਕਲ ਕਾਉਂਸਲ ਦੇ ਰਜਿਸਟਰ ਤੋਂ ਨਾਮ ਕਟ ਦਿਤਾ ਜਾਵੇ (ਪਹਿਲੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) • ਪੰਜ ਸਾਲ ਦੀ ਜੇਲ੍ਹ ਅਤੇ 50,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ ਤੇ ਮੈਡੀਕਲ ਕਾਉਂਸਲ ਦੇ ਰਜਿਸਟਰ ਤੋਂ ਹਮੇਸ਼ਾ ਲਈ ਨਾਂ ਕਟ ਜਾਵੇ। (ਦੂਜੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) <p>ਕੋਈ ਵੀ ਆਦਮੀ ਜਾਂ ਔਰਤ ਜੋ ਇਸ ਤਕਨੀਕ ਦੀ ਮਦਦ ਲੈਂਦੇ ਹਨ ਬਸ਼ਰਤੇ ਉਸਨੂੰ ਇਸ ਲਈ ਮਜ਼ਬੂਰ ਨਾ ਕੀਤਾ ਗਿਆ ਹੋਵੇ।</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> • ਤਿੰਨ ਸਾਲ ਦੀ ਜੇਲ੍ਹ ਅਤੇ 10,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ (ਪਹਿਲੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) • ਜੁਰਮਾਨੇ ਦੀ ਰਕਮ 50,000 ਰੁਪਏ ਤਕ ਹੋ ਸਕਦੀ ਹੈ (ਦੂਸਰੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) <p>ਕੋਈ ਵੀ ਆਦਮੀ ਜਾਂ ਔਰਤ ਜੋ ਬਾਲਿਕਾ ਹੱਤਿਆ ਕਰਦਾ ਹੈ ਤਾਂ</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> • 10 ਸਾਲ ਤਕ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ <p>ਸਾਰੀ ਸਕਦਾ : ਪਤ: ਸਿਕਰਤ ਸਿਕਰਤ, ਸਿਕਰਤ।</p>  |

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

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).

| Essentials | |
|---|--|
| <ul style="list-style-type: none"> ▪ Members should be gender sensitized ▪ Making invisible crime visible ▪ Displaying the list of doctors, counselor and NGO ▪ List of rehabilitation centres ▪ Attending the cases promptly ▪ Separate toilets for male / females | |
| Facilities | Display Materials |
| <ul style="list-style-type: none"> ▪ Furniture: Table and Chairs | <ul style="list-style-type: none"> ▪ List of shelter homes ▪ Cognizable crime against women and punishment (Poster) ▪ Violence against women (Poster) ▪ List of NGO organizations ▪ List of women related organizations ▪ What is dowry (Poster) ▪ Female foeticide (Pamphlet) ▪ Rights of the unborn (Folder) |

Specimen of Display Material

| | |
|--|---|
| <div style="text-align: center; background-color: #cccccc; padding: 2px;">Handbill</div>  <p style="text-align: center;">VIOLENCE AGAINST WOMEN</p> <p style="text-align: center;">REPORTED CRIME (Punjab 1999)</p> <p>These are crimes reported to the police</p> <ul style="list-style-type: none"> • 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 acts of cruelty in her married life <p style="text-align: center;">EXTENT OF REPORTING (Punjab 1995)</p> <p>In a study in Punjab in 1995, it was found that only</p> <ul style="list-style-type: none"> • One out of 68 cases of rape is reported • One out of 27 cases of dowry death is reported • One out of 274 cases of molestation is reported • One out of 299 cases of dowry-harassment is reported <p style="text-align: center;">EXTENT OF VIOLENCE AGAINST WOMEN (Punjab 2001)</p> <ul style="list-style-type: none"> • One in every 66th household has a rape victim • In every 3rd rural home and every 5th urban home, wife-beating was acknowledged • Dowry demand was made in every 4th home, while dowry harassment occurred in every 28th household • In every 10th household girls have been victims of eve-teasing <p style="text-align: right; font-size: small;">Source:- Pramod Kumar and Rainuka Dagar (1995) Atrocities Against women in Punjab, Chandigarh : Institute for Development and Communication.</p> <p style="text-align: right; font-size: x-small;">IDC</p> | <div style="text-align: center; background-color: #cccccc; padding: 2px;">Sample Handbill</div>  <p style="text-align: center;">WHAT IS FEMALE FOETICIDE / INFANTICIDE?</p> <ul style="list-style-type: none"> • 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 child soon after birth or within few days of its being born also amounts to infanticide.  <p style="text-align: center;">FEMALE INFANTICIDE FEMALE FOETICIDE : GENDER CRIMES</p> <p style="text-align: center;">WHO ALL ARE PUNISHABLE?</p> <p>Any registered medical practitioner / doctor who determines the sex of the fetus</p> <p>PUNISHMENT -</p> <ul style="list-style-type: none"> • Three year prison and fine upto Rs. 10,000/- (1st time) and removal of his / her name from register of medical practitioners • Five year prison and fine upto Rs. 50,000/- (2nd time) and removal of his / her name from register of medical council <p>Any person seeking this service including woman if she's not compelled by anyone</p> <p>PUNISHMENT -</p> <ul style="list-style-type: none"> • Three year prison and fine upto Rs. 10,000/- (1st time) • Fine may extend to Rs. 50,000/- (2nd time) <p>Any person who has practiced infanticide</p> <p>PUNISHMENT -</p> <ul style="list-style-type: none"> • Imprisonment upto 10 years and fine <p style="text-align: right; font-size: x-small;">IDC</p> |
| <div style="text-align: center; background-color: #cccccc; padding: 2px;">Handbill</div> <p>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।</p>  <p style="text-align: center;">दहेज क्या है?</p> <ul style="list-style-type: none"> • दहेज लेना एक अपराध है। • दहेज की मांग करना अपराध है। • दहेज लेने या देने में किसी की मदद करना एक अपराध है। <p>दहेज लेने या देने वाले की सजा</p> <ul style="list-style-type: none"> • 5 साल की कैद • 15,000 रुपये तक का जुर्माना <p>• यदि दहेज की कीमत 15,000 रुपये से ज्यादा हो तो जुर्माना उस कीमत के बराबर होगा।</p> <p>दहेज मांगने की सजा</p> <ul style="list-style-type: none"> • कम से कम 6 महीने की कैद और जुर्माना <p>दहेज के लिए तंग करने की सजा</p> <ul style="list-style-type: none"> • 3 साल की कैद <p>दहेज से सम्बन्धित मौत की सजा</p> <ul style="list-style-type: none"> • कम से कम 7 साल और ज्यादा से ज्यादा उच्च कैद। <p style="text-align: right; font-size: x-small;">IDC</p> | <div style="text-align: center; background-color: #cccccc; padding: 2px;">Handbill</div> <p style="text-align: center;">ਬਾਲਿਕਾ ਭਰੂਣ ਹੱਤਿਆ/ਬਾਲਿਕਾ ਹੱਤਿਆ ਕੀ ਹੈ?</p> <ul style="list-style-type: none"> • ਭਰੂਣ ਦੀ ਲਿੰਗ ਜਾਂਚ ਕਰਵਾਉਣ ਮਗਰੋਂ ਕੁਝੀ ਹੋਣ ਤੇ ਗਰਭਪਾਤ ਕਰਵਾ ਦੇਣਾ ਜਾਂ • ਜਨਮ ਤੋਂ ਇਕ ਦਮ ਬਾਅਦ ਜ਼ਹਿਰ ਦੇ ਕੇ ਜਾਂ ਰੂਪਿਆਂ ਮਾਰ ਦੇਣਾ। ਕੁਝੀ ਨੂੰ ਜਨਮ ਦੇਣ ਦੇ ਇਕ ਦਮ ਬਾਅਦ ਜਾਂ ਕੁਝ ਦਿਨਾਂ ਮਗਰੋਂ ਬਲੀ ਚੜਾਉਣ ਦਾ ਵਿਵਾਜ ਵੀ ਬਾਲਿਕਾ ਹੱਤਿਆ ਵਿੱਚ ਆਉਂਦਾ ਹੈ।  <p style="text-align: center;">ਬਾਲਿਕਾ ਹੱਤਿਆ ਬਾਲਿਕਾ ਭਰੂਣ ਹੱਤਿਆ : ਲਿੰਗ ਅਪਰਾਧ</p> <p style="text-align: center;">ਸਜ਼ਾ ਦਾ ਹੱਕਦਾਰ ਕੌਣ ਹੈ?</p> <p>ਕੋਈ ਵੀ ਰਜਿਸਟਰਡ ਮੈਡੀਕਲ ਪ੍ਰੈਕਟੀਸ਼ਨਰ / ਡਾਕਟਰ ਜਿਹੜਾ ਭਰੂਣ ਜਾਂਚ ਕਰਦਾ ਹੈ।</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> • ਤਿੰਨ ਸਾਲ ਦੀ ਕੈਦ ਤੇ 10,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ ਤੇ ਦੋ ਸਾਲ ਲਈ ਮੈਡੀਕਲ ਕਾਉਂਸਲ ਦੇ ਰਜਿਸਟਰ ਤੋਂ ਨਾਮ ਕਟ ਦਿਤਾ ਜਾਂਦਾ ਹੈ। (ਪਹਿਲੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) • ਪੰਜ ਸਾਲ ਦੀ ਜੇਲ੍ਹ ਅਤੇ 50,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ ਤੇ ਮੈਡੀਕਲ ਕਾਉਂਸਲ ਦੇ ਰਜਿਸਟਰ ਤੋਂ ਹਮੇਸ਼ਾ ਲਈ ਨਾਂ ਕਟ ਜਾਂਦਾ ਹੈ। (ਦੂਜੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) <p>ਕੋਈ ਵੀ ਆਦਮੀ ਜਾਂ ਔਰਤ ਜੋ ਇਸ ਤਕਨੀਕ ਦੀ ਮਦਦ ਲੈਂਦੇ ਹਨ ਬਸ਼ਰਤੋਂ ਉਸਨੂੰ ਇਸ ਲਈ ਮਜਬੂਰ ਨਾ ਕੀਤਾ ਗਿਆ ਹੋਵੇ।</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> • ਤਿੰਨ ਸਾਲ ਦੀ ਜੇਲ੍ਹ ਅਤੇ 10,000 ਰੁਪਏ ਤਕ ਜੁਰਮਾਨਾ (ਪਹਿਲੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) • ਜੁਰਮਾਨੇ ਦੀ ਰਕਮ 50,000 ਰੁਪਏ ਤਕ ਹੋ ਸਕਦੀ ਹੈ। (ਦੂਜੀ ਵਾਰ ਜੁਰਮ ਕਰਨ ਤੇ) <p>ਕੋਈ ਵੀ ਆਦਮੀ ਜਾਂ ਔਰਤ ਜੋ ਬਾਲਿਕਾ ਹੱਤਿਆ ਕਰਦਾ ਹੈ ਤਾਂ</p> <p>ਸਜ਼ਾ :</p> <ul style="list-style-type: none"> • 10 ਸਾਲ ਤਕ ਦੀ ਕੈਦ ਅਤੇ ਜੁਰਮਾਨਾ <p style="text-align: right; font-size: x-small;">ਸਾਂਝੀ ਕਰਤਾ - ਵਧੇਰੇ ਸ਼ਿਕਾਰ ਨਿਵਾਰਨ, ਮੁਕਾਬਲਾ। IDC</p> |

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

| Administration | Services and Function |
|---|--|
| <ul style="list-style-type: none"> ▪ Conciliation between the disputing parties. ▪ If conciliation fails then either registration of case or refer to court as per the merit. | <ul style="list-style-type: none"> ▪ Conciliation in property disputes like tenant landlord; ▪ 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; and, ▪ Ensuring safety of ATMs. |

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

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.

| Administration | Services and Function |
|---|---|
| <p>In-charge shall constitute the issue specific Peace Committees to resolve the matters. The members of these committees shall be following:</p> <ul style="list-style-type: none"> ▪ Respectable of all the community or parties to disputes. ▪ Representative of the non government organization working in the area or with those communities. | <ul style="list-style-type: none"> ▪ Conflict resolution cells shall function to resolve caste or communal conflicts potential or emerged with the help of arbitration between the conflicting parties. ▪ In-charge of this cell shall call the parties to conflict at the centre and then try to understand the bone of contention between them. ▪ He shall report the matter to higher authorities with in not time if issue is very sensitive and situation can worsen. |

| Facilities | Display Materials |
|---|---|
| <ul style="list-style-type: none"> ▪ Furniture: Table and Chairs | <ul style="list-style-type: none"> ▪ List of communal sensitive areas ▪ List of respectable of communities and their contact numbers ▪ List of public peace committee members with contact numbers |

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.

| Services |
|---|
| <ul style="list-style-type: none">● Verifications<ul style="list-style-type: none">○ 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● Permissions<ul style="list-style-type: none">○ Permission and Request (for security arrangements at political/sports/religious and social functions)○ NOC for Arms License○ Permission for loud speaker or procession● Information<ul style="list-style-type: none">○ Application for the copy of FIR or Untraced Report○ Progress of investigation of criminal case |

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

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"> • 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 |

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

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

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"> • Members should be gender sensitized • Making invisible crime visible • Displaying the list of doctors, counselors and NGO • List of rehabilitation centres • Attending the cases promptly • Separate toilets for male / females |

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

| Physical Resource Management |
|--|
| Infrastructure and equipment arranged according to service provision of respective unit. |

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

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

| Staffing of CPSC | Role of CPSC In-Charge |
|---|---|
| <ul style="list-style-type: none"> • Incharge CPSC: Senior Community Officer (Inspector) • Receptionist-1 • Computer Operators-3 • Record Keeper-1 Total = (Incharge+5) | <ul style="list-style-type: none"> • Review daily performance • Liaison with various service provider departments • To record and maintain the proceedings of committee meetings. • Coordinate with the convenor and co-convenor • Co-ordinate with the District CPRC • Organise joint awareness campaigns with CPRC • Coordinate police station outreach centre |

| Functions of CPSC | Essentials to make CPSC Effective |
|---|---|
| <ul style="list-style-type: none"> • Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.; • Counselling for resolution of domestic violence, marriage disputes, and legal aid; and, • Community service centres for verification, crime prevention and other services. | <ul style="list-style-type: none"> • Provide a receipt of complaint to ensure efficient compliance and retrieval; • To ensure that people express their considered opinion at CPSC committee meetings and ascertain that their views are recorded in the proceedings; • Take active interest to ensure regular and frequent committee meetings; and, • Spread awareness regarding CPSCs and the services available. |

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: REPAIRS TO THE CENTRAL OFFICE | | CLIENT: CHRYSLER FINANCIAL SERVICES | | ARCHITECT: A R C H I T E C T | |
| SCALE: 1/8" = 1'-0" | | DATE: 01/10/10 | ISSUE: 01/10/10 | PROJECT NUMBER: 11-0000-0000-0000 | PROJECT LOCATION: 11 BROADWAY, NEW YORK, NY |

PLAN

| | | | | | |
|---|--|--|------------------------|--|--|
| PROJECT TITLE: LAYOUT PLAN OF CENTRAL OFFICE | | CLIENT: CHRYSLER FINANCIAL SERVICES | | ARCHITECT: A R C H I T E C T | |
| SCALE: 1/8" = 1'-0" | | DATE: 01/10/10 | ISSUE: 01/10/10 | PROJECT NUMBER: 11-0000-0000-0000 | PROJECT LOCATION: 11 BROADWAY, NEW YORK, NY |

PLAN

| | | | | | |
|---|--|--|------------------------|--|--|
| PROJECT TITLE: REPAIRS TO THE CENTRAL OFFICE | | CLIENT: CHRYSLER FINANCIAL SERVICES | | ARCHITECT: A R C H I T E C T | |
| SCALE: 1/8" = 1'-0" | | DATE: 01/10/10 | ISSUE: 01/10/10 | PROJECT NUMBER: 11-0000-0000-0000 | PROJECT LOCATION: 11 BROADWAY, NEW YORK, NY |

PLAN

| | | | | | |
|---|--|--|------------------------|--|--|
| PROJECT TITLE: REPAIRS TO THE CENTRAL OFFICE | | CLIENT: CHRYSLER FINANCIAL SERVICES | | ARCHITECT: A R C H I T E C T | |
| SCALE: 1/8" = 1'-0" | | DATE: 01/10/10 | ISSUE: 01/10/10 | PROJECT NUMBER: 11-0000-0000-0000 | PROJECT LOCATION: 11 BROADWAY, NEW YORK, NY |

UNITS UNDER POLICE STATION SAANJH KENDRA (PSOC)

(1) Community Services cum Information Unit

(2) Gender Dispute and Social Conflict Resolution Unit

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

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

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

| Functions of PSOC | Essentials to Make PSOC Effective |
|---|--|
| <ul style="list-style-type: none"> • Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.; • Counselling for resolution of domestic violence; • Community service centres for verification, crime prevention and other services; and, • Formation of SAANJH Committee and Advisory Board | <ul style="list-style-type: none"> • 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 • Spread awareness regarding CPRC, CPSCs and PSOCs and the services |

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.

| Services |
|--|
| <ul style="list-style-type: none"> ● Verifications <ul style="list-style-type: none"> ○ 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 ● Permissions <ul style="list-style-type: none"> ○ Permission and Request (for security arrangements at political/ sports/ religious and social functions) ○ NOC for Arms License ○ Permission for loud speaker or procession ● Information <ul style="list-style-type: none"> ○ Application for the copy of FIR or Untraced Report ○ Progress of investigation of criminal case |

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

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

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">• Members should be gender sensitized• Making invisible crime visible• Displaying the list of doctors, counselors and NGO• List of rehabilitation centres• Attending the cases promptly• Separate toilets for male / females |

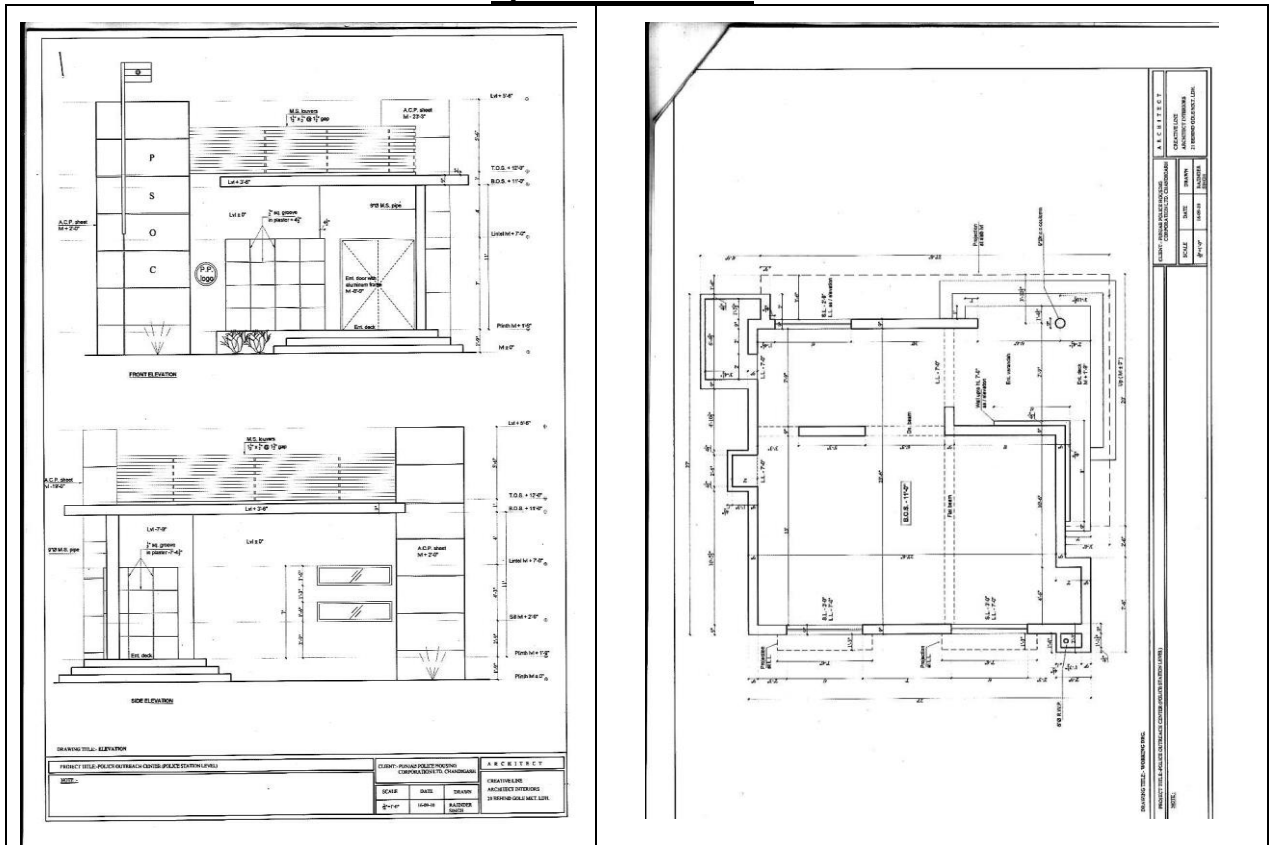
| Facilities | Display Materials |
|---|---|
| <ul style="list-style-type: none">• Furniture: Table and Chairs | <ul style="list-style-type: none">• List of shelter homes• Cognizable crime against women and punishment (Poster)• Violence against women (Poster)• List of NGO organizations• List of women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

Infrastructure and Spatial Design of Police Station 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 – 4

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

Sensitisation Workshop to CPCs

Target Audience: Senior Functionaries of SAANJH Kendras

Duration: Two-days

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

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

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 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

Annexure-I
Forwarding Letter for MOU

A. A. SIDDIQUI, IPS
Addl. DGP-Cum-DIRECTOR



Ph. No. : 01826-23018, 22061-22062
Fax No. : 01826-22646
PUNJAB POLICE ACADEMY
MAHARAJA RANJIT SINGH FORT
PHILLAUR,
Distt. Jalandhar (Punjab)
Pin Code : 144 410.

D.O. No. 54/PA/D.

Date: 2-2-2011

Dear Dr. Pramod

As desired, memorandum of understanding with IDC on Community Policing duly signed by DGP Punjab and the undersigned on behalf of Punjab Police and Punjab Police Academy respectively is sent herewith in duplicate for further necessary action.

With regards

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'A. A. Siddiqui'.
(A. A. Siddiqui)

Dr. Pramod Kumar,
Director,
Institute For Development &
Communication,
Chandigarh.

DD/As Above.

Annexure-II

MOU Signed between IDC and Punjab Police

MEMORANDUM OF UNDERSTANDING

1.

The **Institute for Development and Communication (IDC)**, Chandigarh and the **Punjab Police Academy, Phillaur** (Punjab) has entered the following Memorandum of Understanding as a framework for co-operation.

2.

The Purpose of this co-operation is to develop the academic understanding of community policing with a regional approach, with special reference to Punjab.

3.

This co-operation will mainly focus on three types of interactions; **development of training packages, holding of training courses and workshops, and implementation and monitoring of pilot projects on community policing.**

4.

The two institutions shall have a mutual responsibility for a successful development of this co-operation. They will plan and execute mutually agreed programmes in co-ordination with each other.

5.

Both institutions shall designate a contact person to co-ordinate the co-operation. This Memorandum is valid for a three year period commencing from February, 2001. Thereafter the co-operation shall be reviewed and mechanisms established accordingly.

Chandigarh, January 30, 2001

For Institute For Development And Communication

Dr. Pramod Kumar
Director,
Institute for Development & Communication
Chandigarh.

Mr. A.A. Siddiqui
31/1/2001
Director
Punjab Police Academy,
Phillaur (Punjab).

Certified by :
Mr. Sarbjit Singh
Director General of Police
Punjab.

Sarbjit Singh
1/2/2001

STANDING ORDER ON COMMUNITY POLICING

Crime is a complex social phenomenon that cannot be effectively tackled by any single agency. The entire community is responsible for crime control and not just the police. Community policing is a philosophy of client-oriented service delivery aimed at improving accountability and effectiveness by emphasizing on problem solving. Community Policing taps community resources to share crime control efforts. It promotes police community partnerships to address causes of crime and fear of crime. It widens the role of a police officer from an incident driven law enforcer to that of a problem solver and facilitator and will improve the image of the police. The Padmanabhiah Committee on Police Reforms has also emphasized on Community Policing as a proactive policing approach.

Community policing efforts in Punjab have been largely the result of initiatives taken by individual officers. These pioneering efforts did not bear uniformity and could not be sustained for long. This was because of lack of adequate support from the upper command, inadequacy of funds and lack of an institutionalized structure.

Changing public expectations present tremendous challenges to the way in which public services are traditionally delivered. Improvements in the delivery of police services can help make the police administration people friendly and responsive, thereby, satisfying everyone coming to the police whether it is for assistance or information.

In an endeavor to improve the responsiveness of the police to the requests, needs and expectations of the people, the Punjab Government has decided to open **Community Policing Resource Centers**, as a single point of public interface, under the aegis of which a host of people friendly schemes would be initiated. CPRCs will be located in areas which are accessible and have good communication facilities. The CPRCs shall have its distinct identity and shall not be part of the formal setup of the police establishment though they may continue to function from within police premises. The CPRCs shall first be set up at the district level. Thereafter they shall be devolved to the sub-divisional and police station levels.

Efforts should be made to give the personnel posted with the CPRC a stable tenure. Yet a regular rotation of personnel should be evolved to give exposure to maximum number of police personnel in this Community Policing initiative. Police personnel showing zeal and sensitivity to this endeavour should to be suitably rewarded.

A comprehensive plan for institutionalizing Community policing in Punjab through setting up of Community Police Resource Centres (CPRC) was submitted to the Government of Punjab for approval after a thorough review of the existing schemes and professional inputs from experts in the field. The Government of Punjab conveyed its approval vide Memo No.16/163/2002-4H(5)/415 dated 28.01.2003.

Objectives of the Standing Order

- To set up Community-Police Resource Centres (CPRC) for providing continuity and sustainability to ad-hoc initiatives.
- To ensure greater community participation in police work.
- To implement community oriented schemes in partnership with NGOs, grass-root organisations and other government departments.

I. FUNCTIONS AND ACTIVITIES TO BE PERFORMED BY THE COMMUNITY-POLICE RESOURCE CENTRES

1. Grievance Redressal Centre

- (a) One of the common complaints of the police is lack of availability of the police officers at lower levels. A Duty Officer shall always be available at the center for about 12 hours to improve the accessibility of the police to the people.
- (b) This will act as a nodal place for community oriented schemes like combating domestic violence, elder assistance, legal aid to vulnerable sections of society etc.

- (c) Meetings of Resident Welfare Associations, Traffic Regulation Committees, Economic Offences Wings will be organized under this unit.

2. Nodal Place for Community Oriented Schemes

- (a) Drug De-addiction
- (b) Women counseling
- (c) Traffic management

3. Community Service-cum-Information Centre

Non criminal matters or non- enforcement situations dominate police work today as there has been a tremendous increase in the proportion of service-related to crime related demands .The endeavor is to improve the quality of police-public contact by providing single window service, at the centers, for the following services: -

(a) Foreigners Counter

- Registration of Foreigners-their arrival and departure.
- Extension of residential permits of foreigners.
- N.R.I. Complaints and enquiries.
- Passport verifications.
- Emergency/urgent passport verifications.
- MRG enquires-in cases of loss of passports abroad.

(b) Verifications Counter

- NOC for arms licenses.
- Permission for religious/political processions.

- Permission for use of loudspeakers/orchestras at religious or social functions.
- Request for security arrangements at political/sports/religious and social functions.
- Character/service verifications.
- Verifications for registration of vehicles.
- Verifications of Tenants.
- Registration of servants.
- Other verifications.

(c) **Crime Counter**

- Copies of F.I.R.
- Copies of untraced reports.
- Progress of investigation of criminal cases.
- Parole cases.
- Economic of offences-fraud, forgery, cheating etc.
- Fraud/cheating by travel agents.

(d) Information Centre shall also provide relevant information on procedures, rules, law, regulations relating to citizen rights, punishment for various crimes, accident and crime prone areas and corresponding safety measures etc.

4. **Victim Relief Centre**

The victim still remains a 'forgotten actor' in the criminal justice process in India. It's time we switched attention from the offender to the victim and recognized that the victim is a key player in the criminal justice process.

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

Victim Relief Centre would focus on the victims, their rights, needs and expectations. Particular efforts have to be made to improve the police response to victims of sexual and violent crime. There is need to have 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 Civil Society, NGO's and voluntary agencies for this purpose. The vast reservoir of knowledge and experience of retired officers from the Judiciary, Police, Revenue and other departments could also be tapped for the purpose.

Specially trained volunteers should handle counseling 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 law enforcement agencies, and to receive respect, recognition and support.

The Victim Relief Centre would provide various facilities such as: -

- Space and comfortable sitting arrangements for children, women and other victims.
- First Aid facility.
- Ambulance services.

- Professionally qualified doctors, psychiatrists and psychologists will be on its panel and on call to provide required attention to the traumatized person.

5. **Children Protection Unit** has been envisaged to provide immediate assistance to victims of child abuse. This will also serve as a forum for a positive interface between the responsible citizens of tomorrow and the police and will help to dispel negative connotations associated with the police.

- Child Help Line
- A library for children having story books and books on Punjabi and Hindi fiction.
- Information on police working.
- Awareness material on display like posters and pamphlets on child, women, citizen rights.
- Child Protection Kit (for victims of sexual abuse).

II. COVERAGE

The scheme shall be implemented in the districts Moga, Bathinda, Hoshiarpur, Jalandhar, Ludhiana, Patiala, Amritsar in the first phase.

In the second and the third phase it will be implemented in the remaining districts of the state. All districts of Punjab would have CPRCs by 2004.

III. FUNDING AND RESOURCE MOBILISATION

- (i) Each CPRC shall be allocated a sum of Rupees Ten Lakhs as a one-time grant to meet the initial cost of setting up the center. This amount shall be met from the funds allocated for Police Modernization. The guidelines for incurring expenditure shall be issued separately.

- (ii) Recurring expenditure shall be met out of the police budget.
- (iii) Each Centre shall open a separate account for the donations and project funding from external organizations for which purpose efforts should be made to get the CPRC at the district level registered as a Society under the Societies Registration Act, 1860.
- (iv) This account shall be jointly operated by the SP In-charge of the CPRC and a community representative nominated by the district level committee from amongst its members.
- (v) This account shall be audited annually and approved by the district level CPRC committee and forward to state level committee for information.

IV. ADMINISTRATION OF COMMUNITY POLICE RESOURCE CENTRES

The Community Affairs Division (CAD) will be set up in the Punjab Police Headquarters to design, develop, implement and monitor programs in the area of Community Policing. The CAD will decide about the various reports and periodical returns which will be required to be received from the field units for better monitoring and implementation of the scheme. A Nodal Officer of the CAD in the rank of ADGP nominated by the State Government will be responsible for policy formulation, implementation, review and evaluation of the scheme. The Nodal Officer shall be assisted by IGP/Headquarters who shall be redesignated as IGP/Headquarters-cum-Community Affairs. An officer in the rank of DIG shall be posted in CAD and shall be designated as DIG Community Affairs. The CAD shall function in consultation and conjunction with a State Level Steering Committee and District Committees.

State Level Steering Committee will be the apex policy formulation and advisory body at the state level and shall function through a **State Level Co-ordination and Review Committee**.

The role of the Committee shall be as follows: -

- (i) To lay down policy for conceptualizing and institutionalizing Community policing initiatives in the state.

- (ii) To issue broad guidelines for the successful running of the CPRCs.
- (iii) To coordinate and conduct a periodical review of the working of these centers.
- (iv) To provide budgetary and financial support.

Members

Officials

- Nodal Officer of the Community Affairs Division – Convener
- IGP (Headquarters) cum Community Affairs.
- IGP/Zones
- DIG (Ranges).
- Director – PPA, Phillaur
- Any other officer to be co-opted by Nodal Officer.

Non-officials

- Three representatives of State Level Non Governmental Organisations.
- Five Professionals drawn from various fields.
- Dr. D.J. Singh, PPA Phillaur.
- Dr. Pramod Kumar, Director, Institute for Development and Communication, Chandigarh
- Prof. S.L. Sharma, Course Director, Institute for Correctional Administration, Chandigarh
- Mr. Shankar Sen, Former Director, National Police Academy, Hyderabad.

Note

- Officials from Health, education, Social Welfare, Social Security and Women and Child Development Departments may require to participate as special invitees in these meetings as and when required.

Term

- Term of members shall be two-years extendable upto three years.

District Level Committee

- The number of members not to exceed twenty five in each District Level Committee.
- District Senior Superintendent of Police – Convener
- Community Representative – Co-convener

Members**Official members**

- SP (Headquarters) cum Community Affairs.
- DSP (Headquarters) cum Community Affairs. (Convener)
- District Health Officer
- District Education Officer
- District Women and Child Welfare Officers
- Representative from State and District Level NGOs*
- Advocates*
- Expert from the fields of Sociology and Psychology*

* As per requirement.

Non-official members

- Heads of medical colleges or hospitals, principals of schools and colleges, senior academics, renowned poets, theatre and cultural personalities – 5
- Representative of NGOs and community representatives – 3
- Commerce, industry, trade union, youth representatives – 5

Note

- Minimum four women shall be nominated as members.

Term

- The term of the members shall be two-years extendable upto three years.

Functions

- These committees shall issue guidelines for running of the CPRC and shall also be responsible for coordinating the activities being performed by them. The new proposed schemes shall be examined by the committee.
- The committee shall meet minimum four times in a year.
- The decision taken shall be sent to the state level co-ordination committee for information, through CAD.

Administration of the CPRC at District Level

- SP (Headquarters) shall be responsible for the smooth running of the CPRC and will be redesignated as SP/Headquarters-cum-Community Affairs Officer.
- DSP (Headquarters) shall be in-charge of CPRC and shall be redesignated as DSP/Headquarters-cum-Community Affairs Officer.

- Two non- Gazetted officers of the police department will be engaged to provide CPRC services.
- Local NGO and volunteer support should be mobilized to implement various schemes from time to time.

Administration of the CPRC at Sub Division Level

- DSP Subdivision shall be responsible for the smooth running of the CPRC and will be redesignated as DSP/Subdivision-cum-Community Affairs Officer.
- One non- Gazetted officer of the police department will be engaged to provide CPRC services.
- Local NGO and volunteer support should be mobilized to implement various schemes from time to time.

Administration of the CPRC at Police Station Level

- SHO of the Police Station shall be responsible for the smooth running of the CPRC and will be redesignated as SHO/Police Station-cum-Community Affairs Officer.
- One non- Gazetted officer of the police station will be earmarked to provide CPRC services.
- Local NGO and volunteer support should be mobilized to implement various schemes from time to time.

V. BANNER AND LETTERHEADS

- All the CPRCs in the state shall have uniform banners and letterheads

VI. TRAINING AND MONITORING

The Vera Institute of Justice shall contribute in terms of providing training inputs to police functionaries and the local resource organization will be the Institute of Development and Communication, Chandigarh. The local resource organization (IDC) shall in turn provide training to the master trainers and shall help in the designing of training resource material. The IDC shall monitor the implementation and functioning of the scheme. It shall also provide training to the personnel responsible for running the CPRCs and provide awareness to community representatives and facilitate community police interface. Director PPA Phillaur shall organise special courses to provide training to police personnel selected to run these centres. Training and orientation shall be in three phases: -

1. Training of Trainers

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

2. Capsule Courses at PPA

The second level of training would be conducted at Phillaur in the form of 3 day capsule courses. This would be done at DSP-Inspector level and at constable-non gazetted officer level.

3. Training Programme at CPRC

Training Programme at CPRC would again consist of capsule courses and it will be endeavored that all personnel will attend courses at the CPRC to get acquainted with the concept of community policing.

Sensitization – could be carried out by making documentaries, posters, booklets etc. on the concept. Brochures, pamphlets on various aspects may be got printed. Meetings with public may also be held for the purpose.

Networking – involving partnerships with health department, schools, NGOs, voluntary organizations, academia will be carried out.

Standardized telephone number for CPRC – A uniform telephone number, throughout Punjab, would be made available to CPRCs, Child Helpline and Women Helpline etc. would function under this number.

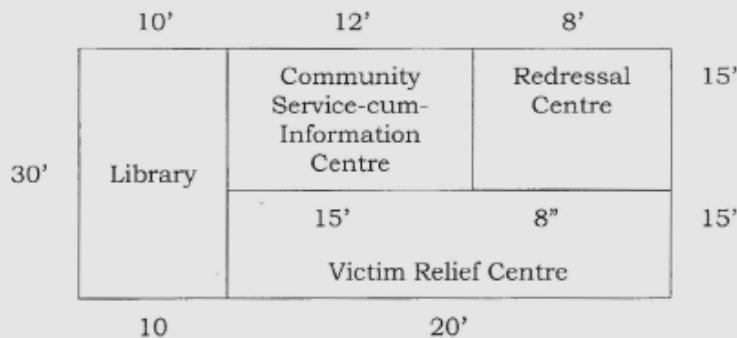
VII. INFRASTRUCTURE AND EQUIPMENT REQUIRED FOR THE CPRC

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

(a) One hall approximately 30' x 30' with partitions:

- Library – 30' x 10'
- Victim Relief Centre – 20' x 15'
- Community Service-cum-Information Centre – 12' x 15'
- Redressal Centre – 8' x 15'

Layout of Community – Police Resource Centre



Above specifications are only suggestive and may be suitably amended/modified as per local conditions and specific requirements.

(b) Requirement for each unit

(i) Children Library-cum-Reading Room

- Almirahs
- Chairs
- Tables
- Desk
- Television
- V.C.R/V.C.D/D.V.D. player
- Books
- Black Board/White Boards
- Soft Boards
- Chalk/Markers
- Fans – Two

(ii) Victim Relief Centre

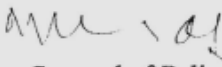
- Patient Beds
- Chairs
- Table
- Curtains
- First aid kit
- Ambulance
- Fans
- Soft Board

(iii) Community Service-cum-Information Centre

- Desk
- Chairs
- Computer system
- Telephone
- Stationery
- Fans
- Soft Board

(iv) Redressal room

- Table
- Chairs
- Fans
- Soft Board


**Director General of Police
Punjab.**

Annexure IV

A.A. SIDDIQUI, IPS
OSD(Law & Order)-cum-
Nodal Officer,
Community Policing, Punjab.



D.O. 216/PA/OSD 670
Chandigarh, the 22-4-2003

This is to bring to your notice that the Punjab Police has taken strides towards making Community Policing an organizational goal.

Drawing lessons from the drawbacks of the earlier initiatives in this field we have tried to address three crucial issues in order to ensure its longevity.

1. Firm Commitment of the top leadership including the government.
2. Adequate financial support for the venture.
3. Emphasis on training and orientation.

Various people friendly schemes of Community policing in Punjab would now be carried forward under the aegis of the Community Policing Resource Centres. These will function as a single point of interface with the people for various services.

The Government of Punjab has accorded its formal approval and the Director General of Police Punjab has issued a Standing Order thereby institutionalizing the commitment for Community Policing.

IDC has been actively involved in evolving and structuring of the concept of CPRCs for the last three years. It is, therefore, requested that IDC may formally accord its consent for being expert facility for;

- (a) providing software support of CPRCs;
- (b) developing training resources materials and packages for smooth running of CPRCs;
- (c) sensitization and awareness generation amongst opinion making sections; and
- (d) imparting specialized training.

The contribution of the Institute for Development and Communication has been acknowledged in our Standing Order as well. A copy of the Standing Order is enclosed.

Looking forward for a fruitful association. Thanking you.

Yours Sincerely,


(SH. A.A. SIDDIQUI) IPS

Dr. Parmod Kumar,
Director,
The Institute for Development and Communication,
Chandigarh.

Annexure V

Establishment of Community Police Resource Centre

(Section 14 Punjab Police Act, 2007)

The Senior Superintendent of Police of a district shall get registered and established Community police resource centre in the district, which may include among other things, streamlining police Service delivery mechanism, and initiatives, aimed at dissemination of information, redressal of public grievances, checking domestic violence, assistance to elders, traffic education and management, child protection, victim relief and checking drug menace.

Annexure VI

P. S. Gill, I.P.S.,
Director General of Police,
Punjab, Chandigarh.



D.O. No. 1200/R/ADGP/HRD
CP
Chandigarh, the 09/12/10

My dear Dr. Kumar,

This is to bring to your notice that the Punjab Police has taken strides towards making Community Policing an organizational goal. Drawing lessons from the drawbacks of the earlier initiatives in this field we have tried to address three crucial issues in order to ensure its longevity.

1. Institutionalization of community policing.
2. Adequate financial support for the venture
3. Emphasis on training and orientation

Various people friendly schemes of Community Policing in Punjab would now be carried forward under the aegis of the Community Policing Resource Centres (CPRCs). These will function as a single point of interface with the people for various services, activities and programmes (domestic violence, legal aid, women's helpline).

IDC has been actively involved in the evolution and structuring of the concept of CPRCs since their inception. It is, therefore, requested that IDC may formally accord its consent for being the expert facility for a five-year period commencing December, 2010 for;

- (a) evolving concept of public service delivery and safety in conformity with international standards;
- (b) integrating needs of socially marginalized groups (gender, Scheduled Castes, mobile populations etc.);
- (c) providing software support to CPRCs; and
- (d) developing training resource materials and packages for smooth running of CPRCs and imparting specialized trainings.

You are requested to kindly accord your consent at the earliest and also indicate the nature of support (financial or otherwise), if needed.

With regards,

Yours sincerely,

(P.S. Gill)

Dr. Parmod Kumar,
Director,
Institute for Communication & Development,
Punjab, Chandigarh.

Annexure VII

From The Addl. Director General of Police,
HRD & CP, Punjab, Chandigarh.

To The Director,
Institute for Development & Communication,
Punjab, Chandigarh.

No. 675 /CP, Dated, the:- 31/1/12

Subject: Community Policing Project SAANJH .
Memo:

The SAANJH project was formally inaugurated on 17.10.11 throughout the Punjab state. Till now 83 CPSCs and 43 PSOCs have been made operational and 12 CPSCs and 38 PSOCs are under different stage of consideration for construction.

Through these Saanjh Centres not only services assured under Right to Service Act are being provided to common public but other services/facilitations are being provided to common public.

These Saanjh Centres are now operational for 3 months, and it is felt that there is an urgent need to make an in-house evaluation of Saanjh Centres to apply midway corrections. The preliminary inquiries/ feed back have shown that the community partnership has not been fully institutionalized, protocols for women counseling centres, economic offences cells, NRI's facilitation centres, police complaint system, are yet to be standardized.

There are issues relating to institutionalization and sustainability which have to be analysed. The purpose of this assessment is to take remedial measures.

It is being proposed to the Govt. that Institute for Development and Communication which is associated with this programme as an expert organization since 2004 may be assigned the task, IDC can also be requested to suggest corrective measures to make this programme sustainable. Broad terms of references are listed below:-

- To gauge the level of uniformity in implementing this programme, in terms of structural and spatial designing, type of services to deliver and delivery mechanism; adopted by different kendras in different districts and at different level.
- To make an assessment of six tiers of Saanjh programme as per the functions allocated in the government order, Are these tiers have required infrastructure, trained human resource, ICT support, etc.
- Do these centres have established specialized units and started delivering services?
Measurement of the quality of services delivered and satisfaction level of the beneficiaries has to be undertaken.
- Nature and level of community participation to be ascertained at the Community Affairs Division (CAD), District Community Policing Resource Centres, Sub Divisional Community Policing Suvidha Centres and Police Station Outreach Centres
- To make an assessment of the financial sustainability of these layered centres. How far it will be practical to impose user charges? And, identification of services and amount to be charged in consultation with various stakeholders.

The cost incurred to achieve the above objectives is to be sanctioned by Govt.

It is requested that the estimated cost for this purpose may please be intimated at the earliest and also suggest any addition to broad terms of references.

(DIG/CP)

For Addl. Director General of Police,
HRD & CP, Punjab, Chandigarh.

Annexure VIII

PROPOSAL FOR CAPACITY-BUILDING OF NODAL OFFICERS OF SAANJH KENDRAS

The Community Police Resource Centre (CPRC) model combines police services with community initiatives to promote public safety and citizen security. It registers a shift from an enforcement-oriented approach of the police to service-oriented perspective in securing citizen rights. The CPRC model evolved as a policy initiative with the involvement of the local leadership, government set-up and the civil society stakeholders in 2003.

The CPRCs integrated community services as part of policing activities, merging community-policing activities with core policing – the district SSP was made in-charge of community-policing, rather than an additional officer looking into these matters. This system was followed to the top hierarchy and involved government notification regarding the newly evolved CPRCs to mainstream the initiative in policing as a policy operative.

The move towards community-policing and in building people's confidence had seen a number of programmes being initiated by the local police leaders. However, these were ad-hoc, guided by individual leadership and susceptible to the successor-syndrome under which a predecessor's activities were disbanded. In contrast, the CPRC model built institutionalised capacity by providing systems, infrastructure and trained personnel. Defining procedures, registration of CPRCs as societies (NGOs) and linking officers' performance to promotion allowed a continuity to the programmes.

A need to address local specificities was felt with the dynamics of community involvement providing different thrust and shape to local concerns which generated tension within the standardised structure of CPRCs. The answer was provided by the development of two separate schemes – one being the backbone activities which were common to all CPRCs. The other was area-specific initiatives under which each CPRC identified community needs and the resources to operationalise special services.

Capacity building

Capacity building of the centres envisages a three-fold mandate – creation of infrastructure, development of systems and harnessing human resource. It pertains to the creation of systems of management such as financial systems, mechanism for decision-making, data management, participatory mechanism, information management systems, coordinating structures, etc. The formation of committees, backbone activities in the form of service delivery of schemes/data banks would be basic systems created for all centres. These need to be supplemented by supporting mechanism at each individual centre. And, human resource development is crucial to the functioning of these centres. Building capacities of human resource is integral to the management and delivery of services. Developing knowledge will be an on-going process, but imparting skills to the members and staff is vital to strengthen professional and technical support. A training programme with standardised content for each tier of the committee to be developed. The technical training for financial management and skill specific to community policing would be identified for each tier. Training to master trainers and designing of training resource material needs to be undertaken. IDC as an independent agency shall monitor the implementation and functioning of these trainings.

INFRASTRUCTURE AND DEVELOPMENT OF SYSTEMS

(i) Administrative structure: Functions, functionaries and funds

Saanjh is a six-tier body at the head of which is the Community Affairs Division and the State Level Steering Committee that provides policy guidelines, support for capacity building and strengthens systems of planning, management, participatory and integrity mechanism. At the district level, Community Police Resource Centres and the district level committees to ensure the networking of the CPRCs with other government departments and administrative structures. It also streamlines the training of personnel at the district level and coordinates with the fifth and the sixth tier i.e. Sub-divisional Community Police Savidha Centres and Police Stations Outreach Centres at the police station level. At each level there are nodal offices of different ranks to supervise the functioning of these centres and of staff deputed there.

STRUCTURE OF COMMUNITY POLICING PROGRAMME (SAANJH)

At District Level

| | |
|--|---|
| Community Police Resource Centres At District Level | District/Commissionerate Level Committee |
| | Community Police Resource Centres (CPRC) <ul style="list-style-type: none"> ○ Grievance Redressal Unit ○ Community Services cum Information Unit <ul style="list-style-type: none"> (vi) NRIs & Foreign counter (vii) Crime Prevention Counter (viii) Verification and Permission counter (ix) RTI counter (x) Traffic Management and Information Counter ○ Legal Aid and Victim Relief Unit ○ Sensitisation and Dispute Resolution Unit <ul style="list-style-type: none"> ▪ Gender Dispute Resolution (b) Economic Dispute Resolution (c) Social and Political Conflict Resolution |
| Community Police Suvidha Centre At Sub Division Level | Sub-division Level Committee |
| | Community Police Suvidha Centres (CPSC) <ul style="list-style-type: none"> 4) Community Services cum Information Unit 5) NRI & Foreign counter 6) Gender Dispute Resolution Unit |
| Police Station Outreach Centres At Police Station Level | Thana Level Committees |
| | Police Station Outreach Centres (PSOC) <ul style="list-style-type: none"> 5) Community Services cum Information Unit 6) Gender Dispute and Social Conflict Resolution Unit |

(ii) Institutionalisation of Community Policing Resource Centres

A. Evolving and finalising the objectives of the Community Policing Resource Centres

Undertaking an analysis of policies and initiatives particularly in context to Community Policing Resource Centres (CPRCs). Disbursement of funds and transfer of governance to the CPRCs is both an opportunity and challenge for the community to address its own welfare and development in police service-delivery mechanisms.

- (i) A situational analysis of the existing functions, funds and functionaries of the CPRCs, CPSCs and CPOCs.
- (ii) Interface with the community representatives regarding the needs and methods evolved, community initiatives to address these concerns.
- (iii) Reformulating the priorities of the civil society in consonance to the police service-delivery considerations.
- (iv) Creation of administrative structures in accordance to the Community Policing Resource Centres.
- (v) Budgetary allocations
- (vi) Reallocation of personnel

B. Operationalising Police-Citizen Committees

- (i) **Defining functions:** Functions of each level of the committee to be listed with activity details, formation of committees and operationalisation where civil society already exists. The empowerment committee is envisaged to be a four-tiered body.
- (ii) At the head is the **Community Affairs Division committee** that provides policy guidelines, support for capacity building and strengthening systems of planning, management, participatory and integrative mechanisms. The district committees would provide support to the community policing suvidha level committees, include implementation of respective activities, finalise strategies for local needs, incorporate financial plans, review the progress made according to the objectives, service delivery and resource allocation.
- (iii) The Police Station Outreach Centres to be the operational agency for delivery of services and product creation. For each of the tiered committee, inclusion of members should be done as stipulated.

- (iii) **Financial planning and management:** The Resource Centres are registered as an NGO can receive funds directly from the state, centre or any private body. Each centre shall open a separate account for donations and project funding from external organisations. This account shall be jointly operated by the convener who is functionary of police department and co-convener who is representative of civil society. This account shall be audited annually.
- (iv) **Reallocation of personnel and protocols for each functionary:** Within centres each set of activities must be defined and group members (particularly convener, inspector) allocated for their discharge. Specified duties will ensure accountability in performance and also maintain certain standardisation across each centre.
- (v) **Standardisation and autonomy:** All centres are to implement selected activities (regular meetings, financial management, gender sensitisation) which have been designated as backbone activities and local specific activities as per the needs of the area. Backbone activities help standardise the service to be provided by the centres in the entire state, whereas initiation of area specific activities ensures autonomy and thereby makes the centre vibrant and responsive to the cultural needs of the local population.
- (vi) **Monitoring:** Building a monitoring system at the onset of programme initiatives allows for checks and balances to be inculcated internally. A planning matrix for each of the centre objectives be they related to backbone activities or to local cultural needs, will allow definition of short and long-term goals, monitoring appraisals.
- (vii) **Information management and data bank:** In order to implement the various activities, involving community volunteers and cater to the specific requirements of each sector a prior requisite would be to set up a data bank.
- (viii) **Police complaint system:** The parameters of accountability have been redefined through strengthening of the internal controls rather than multiplying external oversights. For instance, to check police misconduct, an online complaint system has been suggested with internal accountability to hierarchical chain of command thus making it transparent at the level of citizens' oversight attached with community policing centres.

SKILLS REQUIRED FOR BUILDING CONVERGENCE AND PARTNERSHIP

(i) Garnering community support

Community policing 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.

(ii) 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.

(iii) 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 deaddiction and create recreational activities. This will allow the problem to be contained and combated.

(iv) 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 dual

purpose of mobilising the community for protecting their rights as citizens and also discharging their responsibilities.

(v) Interlinkages and networking

In tune with the concept of collaborative interaction based on comparative advantage, volunteers, police functionaries and social structures need to build interlinkages 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 deaddiction facilities. Also in the context of the enlarged scope of the community policing, wherein intervening in areas of public health and environment, building of rapport with hospital authorities or environmentalists and the local administration will be necessary if programmes are to be held on issues of their concern.

(vi) 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.

(vii) Systems development

Management of system from coordination, bookkeeping, to mobilising community need to be prepared. A quality management framework for each centre to standardise and have protocols of each activity of the centre may have to be developed.

(viii) Allocation of duties

Within centres each set of activities must be defined and group members (particularly convener, inspector) allocated for their discharge. Specified duties will ensure accountability in performance and also maintain certain standardisation across each centre.

OBJECTIVES OF CAPACITY-BUILDING UNIT FOR SAANTH KENDRAS

Creation of outreach centres, citizen stakeholding, civil society collations, accountability parameters and transparency protocols are constantly evolving. It is the endeavour of this programme to provide a dynamic unit equipped with latest resources that are responsible to the needs of Punjab's citizens. In view of this a full-time faculty is being allocated for the programme who will cover specifically following activities:

- (i) Evolving capacity building materials that will include a working guide, updated training modules and study materials.
- (ii) A role and activity specific procedures, monitoring tools and coordinating mechanisms which will be integrated into the trainings.
- (iii) A feedback monitoring database of earlier studies in Saanjh Kendras and post training reviews.
- (iv) Process documentation of the programme to provide ready applicability and adaptability for other dimensions.
- (v) Facilitation for integration of research, training and service delivery. Full-time faculty will undertake following activities and strengthen trainings by drawing relevant materials from research on policing, best practices and service delivery programmes from spheres of governance

All five dimensions will have relevant and interlinked inputs for the three tiered project groups. Thus training modules, protocols and procedures, data base, documentation and integration of research with service delivery will be demarcated on the three levels. The Unit may undertake specific projects as and when required to sustain and build the programme.

OBJECTIVES

1. To impart skills for community mobilisation, participatory planning, conducting social audits, familiarisation with the concept of multi-cultural, gender justice, rights of citizens, collectivities and cultural rights
2. Planning Community Policing Programmes and activities
3. Service outreach protocols and service-delivery processes
4. Transparency, autonomy and accountability

EXPECTED OUTCOMES

1. Participants' acclimatisation towards community policing and its philosophy.
2. Participants would have detailed knowledge about structure of Saanjh, types of Saanjh Kendras at different administrative levels, their various units and services offered.
3. Participants would have information about the administrative functioning of all units under Saanjh centres and able to supervise these units in better manner.
4. Participants would be able to maintain efficient co-ordination among these centres by knowing inter-centre flow of information, reports, etc.
5. Participants would have upgraded skills to beget community participation.
6. Participants would have skills of problem solving and alternative dispute resolution.
7. Participants would be able to understand the issues of vulnerable groups and their relief and rehabilitations.

PROSPECTIVE BENEFICIARIES OF TRAINING

The immediate beneficiaries of the training will be the Police functionaries (nodal officers), as the trainings will focus at their capacity building. Once they have their role clarification and required information about the programme it will help them to supervise the SAANJH Kendras, and ensure functioning of these centres in a smooth and effective manner. Trained supervisory cadre means better supervision and they would be able to provide better need based guidance to staff posted at these centres. At the last but most important beneficiary will be the community. When capacitated supervisors and team of skilled functionaries would run SAANJH Kendras in professional manner then effective police-public partnership, efficient Service delivery and better local level need-based schemes would be the corollary.

TRAINING PHASES

Training will be conducted in three phases; in first phase training will be imparted to nodal officers of district level SAANJH Kendras means CPRCs. After the completion of first phase in second, nodal officers of sub-division level CPSCs will be called and during this earlier trained district level nodal officers will be called as a resource person. Similarly in last phase nodal officers of police station level PSOCs will be given training and at that time nodal officer of their sub-division will be called as resource person.

| Phases of training | Target Group |
|---------------------------|-------------------------------------|
| I | District Level Nodal Officers |
| II | Subdivision Level Nodal Officers |
| III | Police Station Level Nodal Officers |

TRAINING METHODOLOGY

Latest audio visual technology would be used to impart training. Resource persons for training would be the experts in respective area/topic to be covered during programme. Participants would be given printed study material related to each topic.

MONITORING AND EVALUATION

Training programme would be evaluated at two stages. Once instantly after the completion of full training programme and later on second time at centres itself. The instant evaluation of the programme will be conducted by getting feedback from the participants about the process of training and impact they have means what they have learnt from this programme. This will help in incorporating the new suggestions in order to improve the quality of programme and the ability of the resource persons.

TRAINING SCHEDULE AND CURRICULUM

In a year total 20 training sessions will be conducted to cover nodal officers of the whole state. Nodal officers of District level CPRCs, subdivision level CPSCs and police station level PSOCs will be given training in respectively 1, 10 and 9 training programmes. Zone and range level authorities will be informed through proper channel via appropriate authorities at the Headquarters. Schedule and content of training programmes will be sent in advance and list of participants and their confirmation would be called.

VENUE OF THE TRAININGS

It is proposed that the trainings shall be held in IDC premises and wherever feasible it would be organised at the nodal offices at the range level. In case the training is organised at Chandigarh, the stay arrangements may have to be arranged with Mahatma Gandhi State Institute of Public Administration (MGSIPA) or any other institution. In case the accommodation is not available in these institutions, programmes can be organised at the range level.

| Phases of training | Target Group | Participants from | Number of training programmes 20 |
|-------------------------------------|---|--|--|
| I | District Level Nodal Officers of CPRCs | 24 police districts and 3 Commissionerates | 1 |
| II | Subdivision Level Nodal Officers of CPSCs | Amritsar Commissionerate | 2,3 |
| | | Jalandhar Commissionerate | |
| | | Ludhiana Commissionerate | |
| | | Districts of Border Range | 4,5 |
| | | Districts of Ferozpur Range | 6,7 |
| | | Districts of Bathinda Range | 8,9 |
| | | Districts of Patiala Range | |
| | | Districts of Roopnagar Range | |
| | | Districts of Jalandhar Range | 10,11 |
| | | Districts of Ludhiana Range | |
| | | III | Police Station Level Nodal Officers of PSOCs |
| Amritsar Commissionerate | | | |
| Jalandhar Commissionerate | | | |
| Districts of Border Range | 13,14 | | |
| Amritsar Rural | | | |
| Tarn Taran | | | |
| Batala | | | |
| Pathankot | | | |
| Gurdaspur | | | |
| Districts of Ferozpur Range | | | |
| Ferozpur | | | |
| Fazilka | | | |
| Moga | | | |
| Faridkot | 16 | | |
| Districts of Bathinda Range | | | |
| Bathinda | | | |
| Mukatsar | | | |
| Mansa | 17 | | |
| Districts of Patiala Range | | | |
| Patiala | | | |
| Sangrur | | | |
| Barnala | 18 | | |
| Districts of Roopnagar Range | | | |
| Roopnagar | | | |
| Shaheed Bhagat Singh Nagar | | | |
| SAS Nagar Mohali | 19 | | |
| Districts of Jalandhar Range | | | |
| Jalandhar Rural | | | |
| Hoshiarpur | | | |
| Kapurthala | 20 | | |
| Districts of Ludhiana Range | | | |
| Ludhiana Rural | | | |
| Fatehgarh Sahib | | | |
| Khanna | | | |

Annexure IX

Community Policing Wing,
Punjab Police Complex,
Phase-7, Mohali.



ਕਮਿਊਨਿਟੀ ਪੁਲੀਸਿੰਗ ਵਿੰਗ,
ਪੰਜਾਬ ਪੁਲਿਸ ਕੰਪਲੈਕਸ,
ਫੇਜ਼-7, ਮੋਹਾਲੀ।

ਵੱਲੋਂ,

ਇੰਸਪੈਕਟਰ ਜਨਰਲ ਪੁਲਿਸ,
ਕਮਿਊਨਿਟੀ ਪੁਲੀਸਿੰਗ, ਪੰਜਾਬ।

ਵੱਲੋਂ,

ਸਾਰੇ ਪੁਲਿਸ ਕਮਿਸ਼ਨਰ, ਪੰਜਾਬ।
ਸਾਰੇ ਸੀਨੀਅਰ ਪੁਲਿਸ ਕਪਤਾਨ, ਪੰਜਾਬ।

ਨੰਬਰ **11103-132**/ਸੀ.ਪੀ, ਮਿਤੀ **5-12-2016**

ਵਿਸ਼ਾ ਜ਼ਿਲ੍ਹਾ ਕਮਿਊਨਿਟੀ ਪੁਲਿਸ ਅਫਸਰਾਂ ਦੀ ਟਰੇਨਿੰਗ ਸਬੰਧੀ

ਕਮਿਊਨਿਟੀ ਪੁਲੀਸਿੰਗ ਵਿੰਗ ਵਲੋਂ ਜ਼ਿਲ੍ਹਾ ਕਮਿਊਨਿਟੀ ਪੁਲਿਸ ਅਫਸਰਾਂ ਦਾ ਵਾਧੂ ਚਾਰਜ ਏ.ਸੀ.ਪੀ/ਡੀ.ਐਸ.ਪੀ (ਹੈਡਕੁਆਟਰ/ਇੰਨਵੈਸਟੀਗੇਸ਼ਨ/ਟਰੈਫਿਕ) ਨੂੰ ਦਿੱਤਾ ਗਿਆ ਹੈ।

2. ਡਾਇਰੈਕਟਰ, ਇੰਸਟੀਚਿਊਟ ਫਾਰ ਡਿਵੈਲਪਮੈਂਟ ਐਂਡ ਕਮਨੀਕੇਸ਼ਨ, ਪੰਜਾਬ ਵਲੋਂ ਜ਼ਿਲ੍ਹਾ ਕਮਿਊਨਿਟੀ ਪੁਲਿਸ ਅਫਸਰਾਂ ਲਈ ਇੱਕ ਦਿਨ ਦੀ ਟਰੇਨਿੰਗ ਰੱਖੀ ਗਈ ਹੈ। ਇਸ ਲਈ ਆਪਣੇ ਅਧੀਨ ਜ਼ਿਲ੍ਹਾ ਕਮਿਊਨਿਟੀ ਪੁਲਿਸ ਅਫਸਰ ਦੇ ਚਾਰਜ ਨੂੰ ਵੇਖ ਰਹੇ ਅਧਿਕਾਰੀ ਨੂੰ ਮਿਤੀ 12.12.2016 ਦਿਨ ਸੋਮਵਾਰ ਨੂੰ ਸਵੇਰੇ 09.30 ਵਜੇ ਦਫਤਰ ਡਾਇਰੈਕਟਰ, ਇੰਸਟੀਚਿਊਟ ਫਾਰ ਡਿਵੈਲਪਮੈਂਟ ਐਂਡ ਕਮਨੀਕੇਸ਼ਨ, ਪੰਜਾਬ, ਸੈਕਟਰ 38-ਏ (ਸਾਹਮਣੇ ਐਸ.ਸੀ.ਓਜ਼ ਸੈਕਟਰ 38-ਡੀ) ਵਿਖੇ ਸਿਵਲ ਡਰੈਸ ਵਿਚ ਸਮੇਂ ਸਿਰ ਪਹੁੰਚਣ ਦੀ ਹਦਾਇਤ ਕੀਤੀ ਜਾਵੇ। ਇਹ ਟਰੇਨਿੰਗ ਪ੍ਰੋਗਰਾਮ ਦੁਪਿਹਰ 02.00 ਵਜੇ ਤੱਕ ਹੇਠ ਲਿਖੇ ਸ਼ਡਿਊਲ ਅਨੁਸਾਰ ਹੋਵੇਗਾ :-

| Session | THEME | Time |
|---------|---|---------------|
| 1 | Registration | 10.00 - 10.15 |
| 2 | Introduction to Community Policing | 10.15 - 10.45 |
| 3 | SAANJH functions and administrative structure | 10.45 - 11.30 |
| | Tea Break | 11.30 - 11.45 |
| 4 | SAANJH committee and advisory boards : Structure and roles | 11.45 - 12.45 |
| 5 | Services delivery under SAANJH Kendras | 12.45 - 13.45 |
| 6 | Group discussion and feedback | 13.45 - 14.00 |
| | Lunch | 14.00 |

ਇਸ ਟਰੇਨਿੰਗ ਪ੍ਰੋਗਰਾਮ ਉਪਰੰਤ ਦੁਪਿਹਰ 03.00 ਵਜੇ ਸਾਂਝ ਦੇ ਕੰਮਾਂ ਨੂੰ ਰੀਵਿਓ ਕਰਨ ਲਈ ਇੰਸਪੈਕਟਰ ਜਨਰਲ ਪੁਲਿਸ, ਕਮਿਊਨਿਟੀ ਪੁਲੀਸਿੰਗ, ਪੰਜਾਬ ਦੀ ਪ੍ਰਧਾਨਗੀ ਹੇਠ ਮੀਟਿੰਗ ਵੀ ਕੀਤੀ ਜਾਵੇਗੀ।

(ਏ.ਆਈ.ਜੀ/ਸੀ.ਪੀ)

ਵਾਸਤੇ ਇੰਸਪੈਕਟਰ ਜਨਰਲ ਪੁਲਿਸ,
ਕਮਿਊਨਿਟੀ ਪੁਲੀਸਿੰਗ, ਪੰਜਾਬ।

ਨੰਬਰ

/ਸੀ.ਪੀ, ਮਿਤੀ
ਉਪਰੋਕਤ ਦਾ ਉਤਾਰਾ ਹੇਠ ਲਿਖਿਆ ਨੂੰ :-

1. ਡਾਇਰੈਕਟਰ, ਇੰਸਟੀਚਿਊਟ ਫਾਰ ਡਿਵੈਲਪਮੈਂਟ ਐਂਡ ਕਮਨੀਕੇਸ਼ਨ, ਪੰਜਾਬ, ਨੂੰ ਉੱਕਤ ਟਰੇਨਿੰਗ ਪ੍ਰੋਗਰਾਮ ਲਈ ਲੋੜੀਂਦੇ ਪ੍ਰਬੰਧ ਕਰਨ ਹਿੱਤ।
2. ਸਾਰੇ ਜ਼ਿਲ੍ਹਾ ਕਮਿਊਨਿਟੀ ਪੁਲਿਸ ਅਫਸਰ, ਪੰਜਾਬ।

(ਏ.ਆਈ.ਜੀ/ਸੀ.ਪੀ)

ਵਾਸਤੇ ਇੰਸਪੈਕਟਰ ਜਨਰਲ ਪੁਲਿਸ,
ਕਮਿਊਨਿਟੀ ਪੁਲੀਸਿੰਗ, ਪੰਜਾਬ।

Annexure-X

डॉ. मीरां च. बोरवणकर, भा.पु.से.
महानिदेशक

Dr. M. C. Borwankar, IPS
Director General

Tel. : 91-11-24361849 (O)
Fax : 91-11-24362425
E-mail : dg@bprd.nic.in



D.O. No. DG/BPR&D/Seckt/2017

पुलिस अनुसंधान एवम् विकास ब्यूरो
गृह मंत्रालय, भारत सरकार
ब्लॉक 11, तल नं. 4
केन्द्रीय सरकार कार्यालय परिसर
लोधी रोड, नई दिल्ली-110003

Bureau of Police Research And Development
Ministry of Home Affairs, Govt. of India
Block No. 11, 4th Floor, CGO Complex,
Lodhi Road, New Delhi-110003

April 24, 2017

Dear Prof. Kumar,

I would like to thank you for detailed discussions about community policing project 'SAANJH' of Punjab Police initiated under your able guidance. As discussed, I would recommend third party audit to ensure success of the project.

Regards,

Yours sincerely,

Meeran C Borwankar
24/4/17

(Dr. Meeran C Borwankar)

Prof. Pramod Kumar
Institute for Development and Communication (IDC)
Sector 38 A
Chandigarh – 160014

Annexure-XI

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-XII

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-XIII

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

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-XIV
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" 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 in Country of Domicile | | | |
| 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) | | |
| | | NOTE : Foreigner should personally be present for availing this service | | |
| 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

Category
 CPRC
 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. | Reason for extension of stay. (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 | |
|-----|------------------------|--|

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"/> | | | |



PROTECTION PARTNERSHIP PEACE

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)

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 | |

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/-
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.

HELP US IN FIGHT AGAINST CORRUPTION

Call Vigilance Bureau Toll Free No. 1800-1800-1000 or visit 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.

HELP US IN FIGHT AGAINST CORRUPTION

Call Vigilance Bureau Toll Free No. 1800-1800-1000 or visit 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 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.

HELP US IN FIGHT AGAINST CORRUPTION

Call Vigilance Bureau Toll Free No. 1800-1800-1000 or visit 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 **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.

HELP US IN FIGHT AGAINST CORRUPTION

Call Vigilance Bureau Toll Free No. 1800-1800-1000 or visit www.vigilancebureau.punjab.gov.in



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

Call Vigilance Bureau Toll Free No. 1800-1800-1000 or visit www.vigilancebureau.punjab.gov.in



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)

PROTECTION PARTNERSHIP PEACE

TENANT / SERVANT VERIFICATION (Resident of Local Area)

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"/> <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"/> | | | | | | | | | | | |
| 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 | |

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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 = ₹ 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. | | St. No. | | Vill./Mohalla | | | |
| | | Teh. | | | Police Station | | | | |
| | | Distt. | | | State | | | | |
| 4a. | Contact Details | Mobile | | | | Email ID if any | | | |
| 5. | Application Details | Applied at | | | | Date | | | |
| 6. | Send to Police for Verification | By off. of | | | | Date | | Vide No. | |
| | | | | | | | | | |
| 7. | UID No. | | | | | | | | |
| 8. | Arms Licence No. | | | | | Issuing Authority | | | |
| 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 | | | | |



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

N.O.C. FOR ORGANISING PUBLIC FUNCTION

| | | |
|-----|--|---|
| 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"/> |
| | | Teh. <input type="text"/> |
| | | Dist. <input type="text"/> |
| | | St. No. <input type="text"/> |
| | | Vill./Mohalla <input type="text"/> |
| | | Police Station <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"/> |
| | | Start Time <input type="text"/> |
| | | P.S. <input type="text"/> |
| | | Date of Function <input type="text"/> |
| | | End Time <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 | | | | |



PUNJAB RIGHT TO SERVICE ACT 2011

Facilitation Charges = ₹ 100
Stipulated Time = 5 Working Days

Details of 'Saanjh' Kendra CPRC
 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 | | | | |

