Guidelines and Indicators for Monitoring and Evaluation of SAANJH Kendras

PROTECTION · PARTNERSHIP · PEACE

INSTITUTE FOR DEVELOPMENT AND COMMUNICATION

PROTECTION PARTNERSHIP PEACE

GUIDELINES & INDICATORS FOR MONITORING & EVALUATION OF SAANJH KENDRAS

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INSTITUTE FOR DEVELOPMENT AND COMMUNICATION

Acknowledgements

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Abbreviations

ADGP Additional Director General of Police

ACP Assistant Commissioner of Police

CAD Community Affairs Division

CPMEU Community Policing Monitoring and Evaluation Unit

CPMU Community Policing Monitoring Unit

CPRC Community Policing Resource Centre (District SAANJH Kendra)

CPSC Community Policing Suvidha Centre (Subdivision SAANJH Kendra)

DIG Deputy Inspector General of Police

DCPO District Community Policing Officer

DSP Deputy Superintendent of Police

IGP Inspector General of Police

NGO Non Government Organisation

NRI Non Resident Indian

PSOC Police Station Outreach Centre(Thana SAANJH Kendra)

SHO Station House Officer

SSP Senior Superintendent of Police

SP Superintendent of Police

SLCRC State Level Coordination and Review Committee

I
Introduction to SAANJH

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, District SAANJH Kendras (CPRC) and the District SAANJH Committees and Advisory Boards ensure the networking of the District SAANJH Kendras (CPRCs) with other government departments and administrative structures. It also streamlines the training of personnel at the district level and coordinates with the fifth and the sixth tier i.e. Sub-divisional SAANJH Kendras (Community Police Suvidha Centres- CPSCs) and Thana SAANJH Kendras (Police Stations Outreach Centres- PSOCs) at the police station level.

WHAT IS A SAANJH KENDRA ?

- SAANJH Kendras are autonomous registered societies collectively managed by representatives of the community and police functionaries. It provides citizens dignified access to police related services and a forum to implement community oriented programmes.

- 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 is an institutionalized effort to integrate community policing with the existing policing system.

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

- It 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.

- Easy and dignified access of the public to police services.
- Improves community-police relations.
- Transparency in service and dealings.

- Forum to address the rights of all citizens and sections of the community.
- Builds confidence of the people in crime management and grievance redressal.

❑ Institutional structure of SAANJH Programme

• Police Organisation and Community-Police Centres (SAANJH Kendras) Structure

State Police Headquarter	←→	Community Affair Division (CAD)
Zonal Level Police Office	←→	Community Policing Monitoring and Evaluation Unit
Range Level Police Office	←→	Community Policing Monitor-
District Police Headquarter	←→	District SAANJH Kendra
Sub-Division Police Office	←→	Sub-divisional SAANJH Kendra

Thana SAANJH Kendra

Introduction to SAANJH

❑ COMMUNITY AFFAIRS DIVISION (CAD) HEADQUARTER LEVEL

Community Affairs Division (CAD) at the Punjab Police Headquarters takes decision on the reports and periodical returns filed by the subordinate units; and, design, develop, implement and monitor programs of community policing.

Administration

A nodal officer of the CAD in the rank of ADGP nominated by the State Government is responsible for policy formulation, implementation, review and evaluation of the SAANJH scheme. The nodal officer shall be assisted by the IGP/HQ who shall be redesignated IGP/HQ-cum-Community Affairs. An officer in the rank of DIG shall be posted in the CAD and shall be designated DIG Community Affairs.

Role and Functions of CAD

- To lay down policy for conceptualizing and institutionalizing community policing initiatives in the State;
- To issue broad guidelines for the successful running of the District, Sub-division and Thana SAANJH Kendras;
- To coordinate and conduct a periodical review of the working of these Kendras; and,
- To provide budgetary and financial support to the programme.

❑ COMMUNITY POLICING MONITORING AND EVALUATION UNIT (CPMEU), ZONE LEVEL

At zones, The IG/Monitoring and Evaluation Unit (MEU) is responsible for monitoring and evaluation of subordinate units as per the guidelines issued by CAD.

Role and Functions of CPMEU

- To monitor the implementation of SAANJH programme in the ranges and districts that fall under the zone;

- Arranging regular meetings, may be once in six months with the range DIGs and district SSPs and commissioners; and,
- To do the annual evaluation of the performance of the centres functioning under the zone.

❑ COMMUNITY POLICING MONITORING UNIT(CPMU), RANGE LEVEL

At Ranges, the DIG Range/Monitoring Unit (MU) shall monitor the community policing program and submit the report to the zone level community policing monitoring and evaluation unit for perusal after getting the same from the District, Sub-division and Thana SAANJH Kendras with its preview.

Role and Functions of CPMU

- To monitor the implementation of SAANJH programme in the districts that are under the range;
- Arranging regular meetings once in six months of the district SSPs and commissioners; and,
- To prepare an annual report of the performance of the centres functioning under the range and forward the same to Zonal level community policing monitoring and evaluation unit.

❑ DISTRICT SAANJH KENDRA (CPRC), DISTRICT LEVEL

District SAANJH Kendras are opened in every district to provide community-oriented delivery of police services under a single roof. All the information from Sub-divisional SAANJH Kendra (CPSCs) and Thana SAANJH Kendra (PSOCs) shall be pooled here. It also networks with other government departments and administrative structures. In major districts, a SP rank officer and in minor districts, a DSP rank officer has been designated as District Community Policing Officer (DCPO) to look after the community policing affairs in the district.

Administration

In-charge of District SAANJH Kendra is responsible for day to day functioning of the centre.

Functions of The District SAANJH Kendra

- Online facilities are provided to track the complaints, status of FIR, investigation, charge-sheeting etc.;
- Counseling 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; and,
- Helpline and general information regarding rules and procedures, traffic laws etc.

❑ SUB-DIVISION SAANJH KENDRA (CPSC), SUB-DIVISION LEVEL

To enhance police services outreach to the lowest administrative units (CPSCs) are established at the Sub-division level.

Administration

In-charge of Subdivision SAANJH Kendra is responsible for day to day functioning of the centre.

Functions of The Sub-Division SAANJH Kendra (CPSC)

- Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc;
- Counseling for resolution of domestic violence, marriage disputes, and legal aid; and,
- Community Service Centres for verification, crime prevention and other services.

❑THANA SAANJH KENDRA (PSOC), THANA LEVEL

To bring Community Police services up to the level of police stations was the ultimate goal to achieve. Hence, every police station has a Thana SAANJH Kendra (PSOC) to provide community services.

Administration

In-charge of Thana SAANJH Kendra is responsible for day to day functioning of the centre.

Functions of The Thana SAANJH Kendra

- 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 community liaison groups.

❑ Administrative Structure of SAANJH

The SAANJH Kendras (Community Police Centres- CPRC, CPSC and PSOC) are autonomous registered societies in partnership with representatives of the police, the administration and civil society. 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. The structure of SAANJH Programme, its different administrative levels, centres established at each level, administration of these centres and the units comprising these centres are explained below

Level	Office	In-charge	Proposed Units	Public Participation
State Police HQ	Community Affairs Division (CAD)	ADGP	1. Grievance Redressal Unit 2. Dispute Resolution Unit 3. Economic, Gender and Social Conflict Resolution Unit 4. NRI Affairs Unit 5. Monitory and Co-ordination Unit	State Level Co-ordination and Review Committee (SLCRC)
Zonal Level Police Office	Community Policing Monitoring and Evaluation Unit (CPMEU)	IG	1. Community Policing Monitoring and Evaluation Unit	-
Range Level Police Office	Community Policing Monitoring Unit (CPMU)	DIG	1. Community Policing Monitoring Unit	-
District Police Office	District SAANJH Kendra	Inspector of police supervised by District Community Policing Officer (DCPO) as a nodal officer for whole district	1. Grievance Redressal Unit 2. Community Services cum Information Unit • NRIs & Foreign Counter • Crime Prevention Counter • Verification and Permission Counter • RTI Counter • Traffic Management and Information Counter 3. Legal Aid and Victim Relief Unit 4. Sensitization and Dispute Resolution Unit • Gender Dispute Resolution • Economic Dispute Resolution • Social and Political Conflict Resolution	District SAANJH Committee District SAANJH Advisory Board
Sub-Divisional Police Office	Sub-division SAANJH Kendra	Sub-Inspector of police supervised by DSP/ACP Subdivision	1. Community Services cum Information Unit 2. NRIs Foreign Counter 3. Gender Dispute Resolution Unit	Sub-Divisional SAANJH Committee Sub-Divisional SAANJH Advisory Board
Police Station	Thana SAANJH Kendra	Assistant-Sub-Inspector of police supervised by SHO	1. Community Services cum Information Unit 2. Gender Dispute and Social Conflict Resolution Unit	Thana SAANJH Committee Thana SAANJH Advisory Board

II
Monitoring and Evaluation Indicators

❑ DEVELOPING APPRAISAL AND MONITORING

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

❑ PURPOSE OF MONITORING

- Evaluation would enable to gauge the progress achieved towards the aims/purposes for which the SAANJH Kendras have been set up
- Gauge level of awareness, acceptance and satisfaction amongst local community in regard to SAANJH Kendras
- Views of community members (committee members) on SAANJH Kendras functioning

❑ MONITORING INDICATORS FOR COMMUNITY POLICING ACTIVITIES

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

The capacity of Community Police Resource Centres has to be measured on three accounts i.e. Human resources, Infrastructural resources and System of management. The capacity of human resource is to be assessed in terms of skills to deliver services, motivation and commitment levels commensurate with diversity, sensitivity, rights of citizens and community mobilisation. Infrastructural resources have to be mapped in relation to its capacity to overcome spatial disconnect, accessibility to services and friendly

ambience as also the financial allocations required for efficient delivery of the services. The third layer of capacity building relates to the creation of system of management, such as performance management, data systems, networking procedures etc .

(i) Capacity Building : Infrastructure

Order on establishment of community policing entity

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

| PROCESS APPRAISAL |

- **Location and accessibility: Location, Signage**
- **Spatial and Physical Factors: Ambience and Space**
- **SAANJH committees and registration status of SAANJH Kendra**
    - **SAANJH committees**
    - **Selection of members**
    - **Inter-committee co-ordination**
    - **Registration under Societies Act**
- **Tenure and training of staff**
- **NGO characteristics of SAANJH Kendra**
- **Units working under SAANJH Kendra**
- **Networking with other departments**
- **Availability of equipments**
- **Women and child helpline**
- **Standardisation of SAANJH Kendra**

(ii) Capacity Building : Human Resources

∗ What are the skills that are provided to the functionaries of the community policing programmes? Are they equipped to deal with the public, do they have skills for community mobilisation, participatory planning, conducting social audits, acquainted with the concept of multi-cultural, gender justice, rights of citizens, collectivities and cultural rights?

* Are training sessions held in a regular and standardised manner?
* What is the nature of networking and coordination protocols that have been developed?
* Is the staff able to breakup goals into delineated tasks and activities for various support groups?
* Are the units equipped with latest criminal laws, the associated procedures?
* Is there outreach of the services provided under community policing?
* Are the grassroot forms promoting and participating in community policing?
* Is there audio-video production and distribution?

(iii) Capacity Building : Management Systems

* Are they well-defined systems for transparency and accountability?
* Participatory mechanism
* Monitoring systems
* Capacity building programmes
* Training capsules
* Are there any reporting systems?
* Is there any data bank?

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

The level, the nature and the extent of participation have to be measured in relation to the influence exercised in building the state of community and communities of interest for crime prevention. A multi-cultural society pre-supposes that public policy and its operationalisation in terms of representation of diversity, sensitisation of staff and service delivery, is in accordance with multi-cultural needs. It is, therefore, imperative that community policing stakeholders represent diverse population, and are responsive to rights of vulnerable groups.

The interactive monitoring system must capture as to how far police services and service providers cater to the special needs of old, children, youth, slum population, substance abusers, victims, witnesses, women, Dalits, migrants etc.

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

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

∗ Gender representation
∗ Ethnic representation
∗ Minority groups

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

∗ Do these diverse groups frequent the meetings held?
∗ Are all members present for evaluation making, programme compliance and implementation activities?
∗ What is the nature of the participation of these groups in decision-making?
∗ Are they involved in fund management, scope of the activities undertaken and operational factors?
∗ Is participation in activities undertaken in a dual manner with police functionaries looking after certain section and allied functionaries having more curtailed mandate?
∗ Are decisions managed through the community representatives or along with them?

(iii) Nature of activities undertaken under community policing

∗ Are there defined sections / units?
∗ Are there support services available for the vulnerable sections like women, children, victims, witness protection, old age?
∗ Are different sections of population covered? For instance, school children, substance abusers, slum population – i.e. population sectors representing in a particular community?
∗ Are these service delivery units stand alone or are they highly inter dependent? What are the support mechanisms created for other situations?
∗ What is the extent of coordination among different service delivery units and networking with other institutions?
∗ Is there single window service?
∗ Are these services easily accessible to the target groups?

* Is there a feedback mechanism for upgradation of the services provided?
* Are these services similar across all police zones in the country?
* Is the service technology compatible with the population groups, if the population is not conversant in a particular language or technology? Are there any alternatives?
* Have the delivery of the services demarcated into minimum and staggered services?
* To what extent are these services culturally sensitive?
* Are there outreach programmes for the general community?
* What procedures are put in place to invoke ownership of the programme?
* To what extent are programmes community based and community run?
* What is the range of professionals who are part of the initiatives?
* Are the activities undertaken in conflict, natural disasters or political turbulence commensurate with the socio-political context?

3.Mainstreaming

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

- Have the community policing initiatives been integrated into the entire police force?
- Are there any intensive programmes for police functionaries in relation to their work in community policing?
- Are all programmes of the police undertaken in a participatory and sustainable manner?
- Are any programmes on training of community policing undertaken?
- What are the policing goals and objectives? Is policing with community central to these objectives?

- Is any audit in community policing undertaken?
- Are promotions and postings undertaken keeping in view the skills of community policing functionaries?
- Are there certain standardised community policing programmes across the country?

4. Community Policing Oversights

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

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

DEVELOPING SYSTEMS, STANDARDS AND PROCESSES
(RESPONSIBILITY – HEADQUARTERS)

Activities/Tasks/Processes	Performance Indicators/ Targets
Setting Standards, evaluation and monitoring **I. Data Assessment, evaluation and monitoring** • Establish data standards and management information systems. • Setting/bench marking performance indicators. • Setting standards for crime related and ancillary services (Citizen Charters).	• Availability of assessment and evaluation criteria.

II. Conduct and Set Guidelines
(a) For annual surveys on;
  • Public needs, satisfaction, confidence and perception of safety.
  • Assessing quantum of unreported crime.
(b) Issuing guidelines in respect of rights and dignity of victims, suspects and others in the police custody.
(c) Victims perceptions.
	• Surveys to be held annually and preferably by independent agency. Need to be simple and inexpensive.

III. Grading and prioritising • Fixing priorities for crime control and detection • Assessment of performance.	• Traffic Signal System of grading.
IV. Assessing and optimising existing resources through redeployment.	• Redeployment plan/checklist.
V. Monitoring and minimising transaction costs.	• Monitoring data on transaction costs of services.

5. Impact Evaluation

Community policing programme have been institutionalised. It would be worthwhile to evaluate, how far policing has become citizen-centric and responsive to the broader indicators of access to justice and crime prevention? The indicators for evaluation have to be identified keeping in view that in actual practice, for instance, it is difficult to distinguish effectiveness, equity and efficiency.

"It has been claimed that decentralising decision making (efficiency) makes officers better able to address community problems (effectiveness), makes officers more accountable to citizens (equity), and makes better use of police resources (efficiency)"[1]

These co-relations are more in the domain of analytical framework rather than descriptive and separable categories. Therefore, impact evaluation has to be part inferential, and derivative. The relevant question to be answered is, how far institutionalization of community policing has contributed to growth in the confidence of the people in the justice delivery system.

The indicators for measurement of accessibility and efficiency, rights of population affected by crime and level of physical security enjoyed by citizens shall lead to developing a performance matrix of community policing programme. To have an objective assessment, standards for data collection and evaluation for meaningful comparisons have to be put in place. The grading and comparison of performance per se may lead to substantial change for the better. These standards in terms of time and quality must be derived from citizen charters, guidelines issued by Courts and Human Rights Organisations and changing global standards and local needs articulated in the media and by the civil society organisations.

Another element is to draw these standards from public surveys especially with regards to community-police relations and perception of safety and security enjoyed by the citizens in general and vulnerable groups in particular.

[1] (E. Eck and Dennis P. Rosenbaum, 1994, 'New Police Order: Effectiveness, Equity and Efficiency in Community Policing', in Dennis P. Rosenbaum (ed.), Challenge of Community Policing, Thousand Oaks: Sage Publications, p.6)

| IMPACT EVALUATION |

- What is the level of physical security enjoyed by citizens?

- What is the rate of reported to unreported crime?

- Have the crime rates come down since the community policing was initiated?

- What is the perception of community regarding the safety of their person and property?

- Are the rights of victims protected?

- Are there programmes for the victims as well as the accused?

- What is the state's commitment to justice? Has there been any change in the legal or constitutional systems?

- Do special laws continue to evolve for policing conflict and turmoil situations?

| MAIN ISSUES |

Comparing Inputs, Outputs and Outcomes

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

III
Monitoring and Evaluation TOOLS

To monitor and evaluate the SAANJH pogramme at each administrative level on different aspects, some tools have been developed.

These tools maybe used by an individual, institution or office for the purpose of appraisal, as, these would be helpful in measuring the performance of an individual SAANJH Kendra by compiling periodical information. Also, they will be useful in comparing inter-district performance in terms of effective implementation of SAANJH programme.

The following aspects and their respective indicators have been taken into consideration:

ASPECTS	INDICATORS
Infrastructure	♦ Buildings ♦ Facilities
Human Resources	♦ Staff Strength ♦ Gender Representation
Units at SAANJH Kendra	♦ Availability of units ♦ Standardization
Services	♦ No. of Services Delivered ♦ Pendency ♦ Complaints
Funds	♦ Income ♦ Expenditure ♦ Division of Funds
Public Participation	♦ Strength of members ♦ Gender Representation in Committees ♦ Number of meetings ♦ Community Issues and action taken

1. INFRASTRUCTURE

The following tools would be helpful in identifying availability of SAANJH Kendra's buildings at each administrative level such as, Districts, Subdivisions and Thanas.

Only those SAANJH Kendras shall be considered to possess their own building if the said building's use is exclusive to the SAANJH Kendras and the architecture and spatial mapping is as per the design prescribed in the SAANJH programme.

1.a. DISTRICT LEVEL AVAILABILITY OF SAANJH BUILDINGS

Total number of SAANJH Kendras in District having their own buildings [Including District (CPRC), Sub-division (CPSCs) and Thana SAANJH Kendras (PSOCs)]		
District SAANJH Kendra (CPRC) building	Yes	No
Name and number of Sub-divisions in the Police district		
Name and number of Sub-division having new SAANJH Kendra building (CPSCs)		
Name and number of Sub-division NOT having new SAANJH Kendra building (CPSCs)		
Name and number of Thanas in the Police district		
Name and number of Thanas having new SAANJH Kendra building (PSOCs)		
Name and number of Thanas NOT having new SAANJH Kendra building (PSOCs)		

Note 1: This is just a specimen, more rows maybe added as per the number of Sub-divisions and Thanas

1.b. DISTRICT LEVEL LIST OF SAANJH KENDRA'S BUILDINGS HAVING ANY DEFICIENCY

Name of SAANJH Kendras	Deficiencies

Note 2: In the left column write down the name of SAANJH Kendras and on the right column mention the deficiencies they have.

Note 3: To compile district level report the information shall be collected from different SAANJH Kendras of the district individually.

Monitoring & Evaluation Tools

1.c. SAANJH KENDRA-WISE CHECKLIST FOR BUILDING & FACILITES

☐ **Name of the SAANJH Kendra _____**

☐ **Name of the District/Commissionerate _____**

☐ **Name of the Sub-division _____ (if sub-division SAANJH KENDRA)**

☐ **Name of the Thana _____ (if Thana SAANJH KENDRA)**

Indicator	Yes	No	Remarks
Having new SAANJH Kendra building ?			
Separate toilet facilities for male and female			
Drinking water facilities (Water dispensers and purifiers-ROs)			
Availability of Generator			
LCDs			
Satellite TV Connection			
Air Conditioner's			
Chairs for the visitors			
Furniture for the In-charge and staff			
Computers			
Scanner			
Printer			
Webcams			
Internet Connection			

(TICK THE RELEVANT)

Note 1: Provide detail in Column named **'Remarks'**

Monitoring & Evaluation Tools

2. HUMAN RESOURCES

The following tools would be helpful in identifying the availability of staff/ human resource, posted under SAANJH programme at different SAANJH Kendras. These would be useful in assessing the gender representation among the staff posted and duration of their posting, and, their training status.

2.a. DISTRICT LEVEL CHECKLIST FOR HUMAN RESOURCE										
	Inspector		SIs		ASIs		HC		C	
	M	F	M	F	M	F	M	F	M	F
Total number of staff under SAANJH Programme at different SAANJh Kendras [Including District, Sub-division and Thana SAANJH Kendras]										
Number of personnel at District SAANJH Kendra										
Number of personnel at Sub -division SAANJH Kendras										
Number of personnel at Thana SAANJH Kendras										

* M = Male | F = Female

Note 1: The last two rows (Sub-division, Thana) should indicate the total of all Sub-divisions and Thanas respectively

Note 2: To compile district level report the information shall be collected from different SAANJH Kendras of the

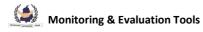## 2.b.SAANJH KENDRA-WISE CHECKLIST FOR HUMAN RESOURCE

☐ **Name of the SAANJH Kendra _____**

☐ **Name of the District/Commissionerate _____**

☐ **Name of the Sub-division _____ (if sub-division SAANJH KENDRA)**

☐ **Name of the Thana _____ (if Thana SAANJH KENDRA)**

	Inspector		SI		ASI		Head Constables		Constables	
	M	F	M	F	M	F	M	F	M	F
Staff posted at SAANJH Kendra										
	Personnel wise Date of Joining						**Undergone any induction training**			
							Yes		No	
Inspector (Name)										
Sub Inspector (Name)										
Assistant Sub Inspector (Name)										
Head Constables (Name 1)										
Head Constables (Name 2)										
Head Constables (Name 3)										
Constables (Name 1)										
Constables (Name 2)										
Constables (Name 3)										

Note: the above format is just a specimen and more rows may be inserted in case, number of personnel is higher.

The reports collected from all the SAANJH Kendras in above format and compiled at the district level would be helpful in preparing the roster listing the posting of SAANJH staff in the district.

3. UNITS AT SAANJH KENDRAS

Checklist of indicators has been provided separately for District, Sub-division and Thana SAANJH Kendras to assess the status of registration, architectural and functional standardization of different units.

3.a DISTRICT SAANJH KENDRA (CPRC)

☐ **Name of the SAANJH Kendra _____**

☐ **Name of the District/Commissionerate _____**

☐ **Registration Status**		
o Formation of Memoranda of Society	Yes	No
o Registration of District SAANJH Kendra under Society Act	Yes	No
☐ **Community Police Resource Centres (CPRCs)**		
o Is District SAANJH Kendra a separate entity from the District Police Office (DPO)?	Yes	No
o Accessibility from the major road	Yes	No
o Building as per the prescribed architecture	Yes	No
o Prescribed SAANJH Banner	Yes	No
o SAANJH Logo	Yes	No
o SAANJH Letterhead	Yes	No
o Prescribed forms for all available services	Yes	No
o Computerization	Yes	No
o Communication facilities	Yes	No
o Availability of resource material (reference manuals, books and reports)	Yes	No
☐ **Branches under District SAANJH Kendra**		
o Complaint Branch (PC Branch)	Yes	No
o RTI Branch	Yes	No
o Security Branch	Yes	No
o Foreign Head	Yes	No
☐ **Units and Services provided under CPRCs**		
♦ Grievance Redressal Unit	Yes	No
♦ Community Services cum Information Unit	Yes	No
o NRI & Foreign Counter	Yes	No
o Crime Prevention Counter	Yes	No
o Verification and Permission Counter	Yes	No
o RTI Counter	Yes	No
o Traffic Management and Information Counter	Yes	No
♦ Legal Aid and Victim Relief Unit	Yes	No
♦ Sensitization and Dispute Resolution Unit	Yes	No
o Gender Dispute Resolution	Yes	No
o Economic Dispute Resolution	Yes	No
o Social and Political Conflict Resolution	Yes	No

3.b SUB-DIVISIONSAANJH KENDRA (CPSC)

☐ **Name of the SAANJH Kendra _____**

☐ **Name of the District/Commissionerate _____**

☐ **Name of the Sub-division _____**

❑ **Registration Status**		
o Formation of Memoranda of Society	Yes	No
o Registration of District SAANJH Kendra under Society Act	Yes	No
❑ **Sub-division SAANJH Kendra (CPSCs)**		
o Is Sub-division SAANJH Kendra a separate entity from the DSP office?	Yes	No
o Accessibility from the major road	Yes	No
o Building as per the prescribed architecture	Yes	No
o Prescribed SAANJH Banner	Yes	No
o SAANJH Logo	Yes	No
o SAANJH Letterhead	Yes	No
o Prescribed forms for all available services	Yes	No
o Computerization	Yes	No
o Communication facilities	Yes	No
o Availability of resource material (reference manuals, books and reports)	Yes	No
❑ **Units and Services provided under CPSCs**		
♦ Community Services cum Information Unit	Yes	No
♦ NRI's Foreign Counter	Yes	No
♦ Gender Dispute Resolution Unit	Yes	No

3.c THANA LEVEL SAANJH KENDRA LEVEL (PSOC)		
☐ **Name of the SAANJH Kendra _____**		
☐ **Name of the District/Commissionerate _____**		
☐ **Name of the Sub-division _____**		
☐ **Name of the Thana _____**		
❑ **Registration Status**		
o Formation of Memoranda of Society	Yes	No
o Registration of District SAANJH Kendra under Society Act	Yes	No
❑ **Thana SAANJH Kendra (PSOCs)**		
o Is Thana SAANJH Kendra a separate entity from the Police Station?	Yes	No
o Accessibility from the major road	Yes	No
o Building as per the prescribed architecture	Yes	No
o Prescribed SAANJH Banner	Yes	No
o SAANJH Logo	Yes	No
o SAANJH Letterhead	Yes	No
o Prescribed forms for all available services	Yes	No
o Computerization	Yes	No
o Communication facilities	Yes	No
o Availability of resource material (reference manuals, books and re-ports)	Yes	No
❑ **Units and Services provided under PSOCs**		
♦ Community Services cum Information Unit	Yes	No
♦ Gender Dispute and Social Conflict Resolution Unit	Yes	No

4. SERVICES

SAANJH Kendras provide 25 civil services related to verifications, NOCs, permissions and registration of complaints and reports. Following is the list of these services along with their timeline, designated officer responsible for the timely delivery and first and second appellate authorities.

4.a SERVICES UNDER PUNJAB RIGHT TO SERVICE ACT 2011

S. No	Name of Service	Given Time Limit (working days)	Designated Officer	Appellate Authority
1	a)Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)	15 days	Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate	**First** District Magistrate of the concerned district/ Commissioner of Police **Second** Commissioner of the concerned Division/ Zonal Inspector General of Police
	b)Renewal of Arms License (if the license is presented after every alternative cycle of 6 years, where police verification is necessary)	**22 days** i) Time for referring case to the police by the DC Office-two (2) working days. ii)Time for verification by the police Fifteen(15) working days. iii)Time for delivery of Services by the Designated Officer after Verification five(5) working days	Licensing authority (Addl. DM of the District/ Deputy Commissioner of Police in case of police Commissionerate	**First** District Magistrate of the concerned district/ Commissioner of Police **Second** Commissioner of the concerned Division/Zonal Inspector General of Police
2	Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought)	**7 days** from the expiry of the mandatory notice period of 45 days as provided under the Arms act.	Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate	**First** District Magistrate of the concerned district/ Commissioner of Police **Second** Commissioner of the concerned Division/ Zonal Inspector General of Police
3	Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where service has been sought)	7 days	Licensing Authority (Addl DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate	**First** District Magistrate of the concerned district/ Commissioner of Police **Second** Commissioner of the concerned Division/ Zonal Inspector General of Police

S. No	Name of Service	Given Time Limit (working days)	Designated Officer	Appellate Authority
4	Registration of Foreigners (Arrival and Departure)	Immediate	Additional Deputy Commissioner of police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
5	Extension of Residential Permit of Foreigners	5 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
6	Character Verification	10 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
7	Verification for renewal of Arms License	22 days i) Time for referring case to the police by the DC Office-two (2) working days. ii) Time for verification by the police Fifteen(15) working days. iii) Time for delivery of Services by the Designated Officer after Verification five(5) working days.	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
8	NOC for issuance/ renewal of License of Arms Dealers	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police

S. No	Name of Service	Given Time Limit (working days)	Designated Officer	Appellate Authority
9	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc	15 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
10	Passport Verification	21 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
11	Verification for fresh Arms License	30 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
12	Service Verification (in case of Resident of Punjab)	10 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commitionerate or Superintendent of Police (Hq.) of the concerned Police District	**First** Commissioner of Police or Senior Superintendent of Police **Second** Zonal Inspector General of Police
13	Copy of FIR or DDR	Immediate/ Online	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	**First** DSP Incharge of the Sub division **Second** Commissioner of Police or Senior Superintendent of Police

S. No	Name of Service	Given Time Limit (working days)	Designated Officer	Appellate Authority
14	NOC for use of loud speakers (applicable only in case of S.D.M. obtains N.O.C. from the concerned S.H.O before granting permission	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
15	NOC for Fairs/ Melas/Exhibition/ Sports Events etc	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
16	Stranger Verification (after receiving the verification from other District/ State of which the stranger is resident)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
17	Tenant/ Servant Verification (if resident of local area)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
18	Tenant/ Servant Verification (if resident of other District/ State and after receiving the verification from other District/ State)	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police

S. No	Name of Service	Given Time Limit (working days)	Designated Officer	Appellate Authority
19	Other Verification related services	30 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Saanjh Centre at the Sub- Division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
20	Copy of untraced report in road accident cases	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
21	Copy of untraced report in cases pertaining to stolen vehicles	45 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjha Centre at the sub -division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
22	Copy of untraced report in theft cases	60 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
23	NOC for pre-owned vehicles	5 days	Station House Officer of the concerned Police Station OR Incharge of Community Policing Sanjh Centre at the sub-division	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police
24	Acknowledgement of Complaint	Same day	Station House officer	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police

S. No	Name of Service	Given Time Limit (working days)	Designated Officer	Appellate Authority
25	Information of action taken of complaints (FIR/ DDR/ matter closed.	15 days	Station House officer	**First** DSP Incharge of Sub Division **Second** Commissioner of Police or Senior Superintendent of Police

As the above mentioned services are covered under the Right to Service Act, 2011, therefore in case of non-delivery or delayed delivery, the designated officer can be penalised. There is need for a strict monitoring of service delivery mechanism in terms of number of services requested, prompt delivery of services and pendency.

The range level CPMU shall ask Commissioners/SSPs of the commissionerates/districts to have a monthly report compiled through the District Community Police Officers (DCPO). The DCPO shall acquire monthly reports from District, Sub-divisions and Thana SAANJH Kendras under his purview.

After collecting the DCPO shall prepare a district level report and submit the same to CPMU at the range level, CPMEU at the zonal level and CAD.

Following are the tools with the help of which monthly performance of SAANJH Kendra in terms of effective service delivery can be evaluated.

4.b DISTRICT-WISE MONTHLY REPORT OF SERVICE DELIVERY (Month ___)

- ☐ **Name of the SAANJH Kendra _____**
- ☐ **Name of the District/Commissionerate _____**

S. No	Indicators	Formula
1	Previous pendencies	
2	Applications received for delivery of services in the current month	
3	Total number of services to be delivered in the current month	Sum of 1+2
4	Number of services delivered in current month (within timeline)	
5	Number of services delivered in current month (delayed)	
6	Number of services delivered out of total (within time and delayed)	Sum of 4+5
7	Number of services pending	3-6
8	Number of complaints to the first appellate authority for non-delivery of services in current month	
9	Number of complaints on which penalties imposed by the second appellate authority in current month	

4.c DISTRICT-WISE NUMBER OF SERVICES (CATEGORY-WISE) PROVIDED IN MONTH ____

☐ **Name of the SAANJH Kendra _____**

☐ **Name of the District/Commissionerate _____**

S. No	Name of Service	No.
1	a)Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)	
	b)Renewal of Arms License(if the license is presented after every alternative cycle of 6 years, where police verification is necessary	
2	Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought)	
3	Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where service has been sought)	
4	Registration of Foreigners (Arrival and Departure)	
5	Extension of Residential Permit of Foreigners	
6	Character Verification	
7	Verification for renewal of Arms License	
8	NOC for issuance/renewal of License of Arms Dealers	
9	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc	
10	Passport Verification	
11	Verification for fresh Arms License	
12	Service Verification (in case of Resident of Punjab)	
13	Copy of FIR	
	Copy of DDR	
14	NOC for use of loud speakers (applicable only in case of S.D.M. obtains N.O.C. from the concerned S.H.O before granting permission	
15	NOC for Fairs/Melas/Exhibition/Sports Events etc	
16	Stranger Verification (after receiving the verification from other District/ State of which the stranger is resident)	
17	Tenant/ Servant Verification (if resident of local area)	
18	Tenant/ Servant Verification (if resident of other District/ State and after receiving the verification from other District/ State)	
19	Other Verification related services	
20	Copy of untraced report in road accident cases	
21	Copy of untraced report in cases pertaining to stolen vehicles	
22	Copy of untraced report in theft cases	
23	NOC for pre-owned vehicles	
24	Acknowledgement of Complaint	
25	Information of action taken of complaints (FIR/DDR/ matter closed)	

5. FUNDS MANAGEMENT

These SAANJH Kendras are self-sustainable, since, the Punjab government through its notification are charging for different services delivered. The fee collected is supposed to be deposited in the bank account opened under the name of respective SAANJH Kendras Society.

These accounts are to be jointly operated by the convener and co-convener. As per the guidelines issued for the functioning for the SAANJH Kendras, conveners are SP Community Policing (DCPO), DSP Division and SHOs in their ex-officio capacity at their respective administrative level i.e. District, Sub-division, Thana. And the co-convener shall be selected unanimously from the non-official members who will represent the community.

The funds collected by SAANJH Kendras are supposed to be spent on the SAANJH Programme's activities and maintenance. To allocate funds and make expenses out of the money earned, a resolution shall be proposed to the SAANJH committee by the in-charge SAANJH Kendra officer. This proposal must be passed by the majority vote as per the provisions of Society Registration Act and signed by Convener, Co-Convener, in-charge SAANJH Kendras and all the non-official members of the committee present. Copy of the same shall be forwarded to the District SSP for information. There shall be an annual audit as per the provision of the Act.

Maintenance of records, spending, audit of these SAANJH Kendras shall be done as per the provision of Society Registration Act .

Following are the heads on which SAANJH income may be spent.

- Maintenance of building and infrastructure.
- Monthly expenses such as internet, diesel, telephone, water and electricity bill etc.
- Wages of sweeper cum helper (ad-hoc)
- Meeting and conference refreshment expenses
- Basic utilities (First Aid kit, toiletries)
- Expenses on office supply
- Honorarium of resource person for specific field expertise (such as counsellor, psychologist, academicians, doctors, accountants, advocate, software technicians, Auditors and expert for advice on Society Registration Acts` provisions)
- To Arrange any community activity.

Note: Thana SAANJH Kendras which are not having their own income, can acquire their monthly expense from the income of their respective Subdivision SAANJH Kendra after passing the financial resolution in the meeting of Sub-division SAANJH committee.

5.a SAANJH KENDRA-WISE FINANCIAL ASSESSMENT AND MANAGEMENT SYSTEM QUARTERLY REPORT [APR-JUNE, JUL-SEP, OCT-DEC, JAN-MAR]

☐ **Name of the SAANJH Kendra _____**

☐ **Name of the District/Commissionerate _____**

☐ **Name of the Sub-division _____**

☐ **Name of the Thana _____**

Financial Assessment		
Bank Account on the name of Society	Yes	No
Is the account is jointly operated by the convener and the co-convener	Yes	No
Money collected during the quarter	Rs.	
Expenditure made during the quarter	Rs.	
Whether annual audit was conducted in the previous financial year?	Yes	No
Division of Expenditure Under Various Heads		
Construction	Rs.	
Painting	Rs.	
Electronic equipment	Rs.	
Salary to class IV	Rs.	
Diesel for generator	Rs.	
Meetings (Refreshments etc)	Rs.	
Community activities	Rs.	
Honorariums of experts	Rs.	
Contd. Mention others………….	Rs.	

Note: This quarterly financial report shall be mandatory for all those centres which are having their own income

These reports should be sent to the DCPO office by all the SAANJH Kendras, where they shall be counter signed by DCPO and SSP and forwarded to range level CPMU and zonal level CPMEU .

6. PUBLIC PARTICIPATION

Institutionalized community oriented service delivery and community participation is a unique feature of SAANJH programme. The outreach of service delivery has been ensured by establishing SAANJH Kendras at Districts, Sub-divisions and at the grassroot level police stations,

The community participation has also been made inevitable. As per the mandate of the SAANJH programme, all the centres under it must be registered under the Society Registration Act, which makes it a non-government institution where the community members represent the civil society. Therefore, community participation in the programme is ensured. There is provision of SAANJH committees and advisory boards at each administrative level of SAANJH programme.

The following tools would be helpful in identifying the status of public participation in the form of SAANJH committees and Advisory boards, as per the mandate of SAANJH programme at different SAANJH Kendras.

The information on the following indicators shall be compiled under the supervision of the DCPO office with the assistance of in-charge District SAANJH Kendra. The reports shall then be counter signed by DCPO and SSP and forwarded to range level CPMU and zonal level CPMEU .

6.a.SIX MONTHLY REPORT ON PUBLIC PARTICIPATION

☐ **Name of the SAANJH Kendra _____**
☐ **Name of the District/Commissionerate _____**

Indicators	Male	Female	Number of Meetings
Number of members (Gender-wise) in District SAANJH committee and meetings held			
Number of members (Gender-wise) in Sub-division SAANJH committee (Name of Sub-division-1)			
Number of members (Gender-wise) in Sub-division SAANJH committee (Name of Sub-division-2)			
Number of members (Gender-wise) in Sub-division SAANJH committee (Name of Sub-division-3)			
Number of members (Gender-wise) in Thana SAANJH committee (Name of Thana-1)			
Number of members (Gender-wise) in Thana SAANJH committee (Name of Thana-2)			
Number of members (Gender-wise) in Thana SAANJH committee (Name of Thana-3)			
Number of members (Gender-wise) in District SAANJH advisory board and meetings held			
Number of members (Gender-wise) in Sub-division SAANJH advisory board and meetings held (Name of Sub-division-1)			
Number of members (Gender-wise) in Sub-division SAANJH advisory board and meetings held (Name of Sub-division-2)			
Number of members (Gender-wise) in Sub-division SAANJH advisory board and meetings held (Name of Sub-division-3)			
Number of members (Gender-wise) in Thana SAANJH advisory board and meetings held (Name of Thana-1)			
Number of members (Gender-wise) in Sub-division SAANJH advisory board and meetings held (Name of Thana-2)			
Number of members (Gender-wise) in Sub-division SAANJH advisory board and meetings held (Name of Thana-3)			

Note: This is just a specimen and more rows may be added depending on the number of Sub-divisions and Thanas in the District/ Commissionerate.

The issues raised by the community members shall be compiled by the DCPO office with the assistance of the in-charge District SAANJH Kendra. These should be collected from all the District, Sub-division and Thana SAANJH Kendras. To avoid repetition the issues may be categorized as explained below and a report shall be prepared on the actions/initiatives taken on these consultations.

CATEGORIZATION OF ISSUES
♦ Women issues
♦ Law and order issues
♦ Crime incidences
♦ Drug abuse
♦ Traffic/parking issues
♦ Encroachments
♦ Safety and secure society (Residential ♦   /commercial/public property)
♦ Communal/caste tensions
♦ Public nuisance
Note: Similarly more categories can be added

6.b. SIX MONTHLY REPORT ON COMMUNITY ACTIVITIES

☐ **Name of the SAANJH Kendra _____**

☐ **Name of the District/Commissionerate _____**

Indicators	Action taken
List of community issues raised by members of SAANJH committees and advisory boards	

These reports should be sent to the DCPO office by all the SAANJH Kendras, where they shall be counter signed by DCPO and SSP and forwarded to range level CPMU and zonal level CPMEU