

Community Policing Programme **SAMAVESH**



**Chandigarh Police
2022**



75



आज़ादी का अमृत महोत्सव

हर घर तिरंगा

Narendra Modi @narendramodi · Jul 22

Today, 22nd July has a special relevance in our history. It was on this day in 1947 that our National Flag was adopted. Sharing some interesting nuggets from history including details of the committee associated with our Tricolour and the first Tricolour unfurled by Pandit Nehru.



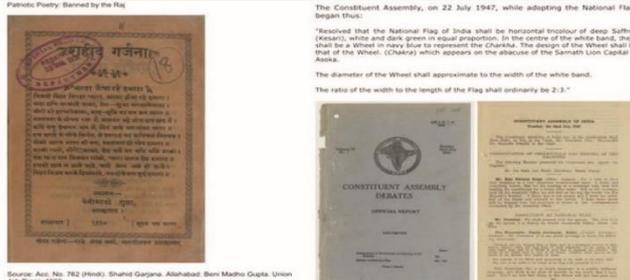
...tion Flag, unfurled by the first Prime Minister of Free India, is in Battle Honours Mess, New Delhi.

...: Min Home Affairs, Public Section, Indian National Flag. Query about ... of the Flag No. 419/48-Pub. Correspondence. ...nal Archives of India (NAI).

1,143 10.5K 37.5K

Narendra Modi @narendramodi

Today, we recall the monumental courage and efforts of all those who dreamt of a flag for free India when we were fighting colonial rule. We reiterate our commitment to fulfil their vision and build the India of their dreams.



...: Poetic Poetry: Banned by the Flag

...: The Constituent Assembly, on 22 July 1947, while adopting the National Flag, began thus:

...: "Resolved that the National Flag of India shall be horizontal tricolour of deep Saffron (top), white and dark green in equal proportions. In the centre of the white band, there shall be a Wheel in navy blue to represent the Charkha. The design of the Wheel shall be that of the Wheel (Chakra) which appears on the abacus of the Sarnath Lion Capital at Allahabad.

...: The diameter of the Wheel shall approximate to the width of the white band.

...: The ratio of the width to the length of the Flag shall ordinarily be 2:3."

Source: Acc. No. 762 (Hindi), Shahid Gargana, Allahabad: Beni Madho Gupta Union, 1930.

Community Policing Programme

SAMAVESH



Chandigarh Police
2022



अमित शाह



गृह मंत्री एवं सहकारिता मंत्री
भारत सरकार

संदेश

मुझे यह जानकर प्रसन्नता हो रही है कि चण्डीगढ़ शहर के निवासियों को विभिन्न सेवा प्रदान करने के उद्देश्य से चण्डीगढ़ पुलिस ने एक सामुदायिक पुलिसिंग कार्यक्रम 'समावेश' की अवधारणा की है।

भारत की आजादी की 75वीं वर्षगाँठ के उपलक्ष में भारत सरकार का कार्यक्रम 'आजादी का अमृत महोत्सव' उन नागरिकों को समर्पित है जिन्होंने भारत की विकास यात्रा में एवं 'आत्मनिर्भर भारत' के लक्ष्य को साकार करने में महत्वपूर्ण योगदान दिया है। 'समावेश' यानी समाज की बात समाज के साथ। समावेश एक सशक्त समाज के निर्माण में मील का पत्थर साबित होगा, ऐसी मेरी अपेक्षाएँ हैं।

इस कार्यक्रम के तहत खोले गए 'अटल सहभागिता केन्द्र' समुदाय को एक सार्थक और सम्मानजनक भागीदारी प्रदान करेंगे और चण्डीगढ़ निवासी अपने क्षेत्र के कानून-व्यवस्था और सुरक्षा प्रबंधन में एक अहम भूमिका निभा पाएँगे। ये केन्द्र, जनता को अधिक सम्मानजनक तरीके से सेवा प्रदान करेंगे और लोगों को, विशेष रूप से महिलायें, बच्चों, वरिष्ठ नागरिकों और सामाजिक एवं आर्थिक रूप से पिछड़े वर्गों को कानूनी सहायता, राहत और पुनर्वास सेवाएँ प्राप्त करने में मददगार होंगे।

मैं, इस कार्यक्रम में योगदान देने वाले सभी लोगों को बधाई देता हूँ और चण्डीगढ़ पुलिस के सभी पदाधिकारियों को उनके भावी प्रयासों के लिए अपनी शुभकामनाएं प्रेषित करता हूँ।


(अमित शाह)

श्री प्रवीर रंजन, भा.पु.से.,
महानिदेशक, चण्डीगढ़ पुलिस

Banwarilal Purohit,

*Governor of Punjab
and
Administrator
Union Territory, Chandigarh*



*Raj Bhavan
Chandigarh.*

July 28, 2022



MESSAGE

Police-community partnership for prevention and detection of crime, ensuring safety and security of our localities, markets, parks and other surroundings, and specifically our children, women and other vulnerable sections is an important step towards making policing democratic.

Shift from an enforcement perspective to a more inclusive and participatory policing is a welcome initiative. The SAMVESH Programme by the Chandigarh police is a major step in this direction. It shall strengthen bonds between the police and the Chandigarh citizens to deliver services, resolve disputes, give victim relief and also provide services to the old and needy. Atal Sehbhagita Kendras, the police station outreach centres conceived under this programme shall provide dignified access to services, resolution of disputes.

It is remarkable that the police and the people living in the vicinity of a police station will together formulate their own safety and security plan. This will go a long way in making Chandigarh a crime-free City.

I congratulate the Chandigarh police and citizens for this unique initiative.

[Banwarilal Purohit]

Phone No. : 0172-2740608, 2740609, 2740610, Fax No. : 0172-2741058, E-mail : admr-chd@nic.in

अजय भल्ला, भा.प्र.से.
AJAY BHALLA, IAS



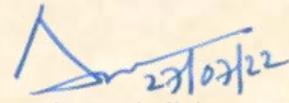
75
आज़ादी का
अमृत महोत्सव

गृह सचिव
Home Secretary
भारत सरकार
Government of India
नॉर्थ ब्लॉक/North Block
नई दिल्ली/New Delhi



MESSAGE

1. As India celebrates 75 years of its independence with Azadi ka Amrit Mohotsav, a host of citizen-centric initiatives have been taken by various states and UTs in this regard. Partnership between community and the police is a major step forward in reducing the existing trust deficit. Chandigarh Police's 'Samavesh', meaning inclusion, is a great step in this direction. It is an institutionalised effort of involving the community in policing with an inbuilt coordination mechanism with civil administration, non-governmental organisations and the civil society.
2. The formulation of an area safety and security plan in collaboration and consultation with the residents is a landmark initiative. It empowers the citizens to help adapt policing as per the requirement of the area, which is in line with Atmanirbhar Bharat. Under Samavesh, citizen service centres which are being named as Atal Sebhagita Kendras (ASK), which will function as a front end to the police station buildings. It will provide space for police-community partnership as well as provide a host of citizen friendly services. It will also foster a closer bonding between the police and the citizens.
3. I congratulate Chandigarh Police and the citizens of Chandigarh for the implementation of this unique programme.


(Ajay Bhalla)

Place : New Delhi
Dated : 27.07.2022

Dharam Pal, IAS
Adviser to the Administrator



U.T. Secretariat, Deluxe Building,
Sector 9-D, Chandigarh-160009

D.O. No. PS/AA/2022/965.....

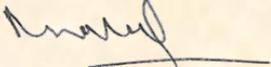
Dated : 22-07-2022.....



MESSAGE

Community policing is a philosophy of citizen oriented service delivery aimed at improving accountability and effectiveness. Community policing taps the resources of the community to share the efforts to deliver services, control crime and dispute resolution. It promotes police community partnerships to address the causes of crime and the fear of crime. It widens the role of a police officer from an incident-driven law enforcer to that of a facilitator, which improves the image of the police. 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 information. In an endeavour to improve the responsiveness of the police to the needs and expectations of the people, Chandigarh Police has decided to start a comprehensive programme SAMAVESH. In this, it has opened Atal Sehbhagita Kendras (ASK) that are attached to each police station as a single point of public interface, under the aegis of which a host of people-friendly schemes have been started. This shall have a distinct identity, accessible to all and provide police services in a time-bound manner both online and on-site, resolve disputes and actively redress citizens' grievances. I am sure this will make Chandigarh a safer city with a democratic structure of policing.

I congratulate the Director General of Police, Chandigarh, Mr. Praveer Ranjan, IPS and the Senior Superintendent of Police, Chandigarh, Mr. Kuldeep Singh Chahal, IPS and their team for this initiative.


(DHARAM PAL)

Tel : 0172-2740164 (Office), Fax : 0172-2740165, E-mail : adviser-chd@nic.in

MESSAGE

Azadi Ka Amrit Mahotsav, dedicated to the people of India who have not only been instrumental in bringing India thus far in its evolutionary journey but also hold within them the power and potential to enable Prime Minister Narendra Modi's vision of activating India 2.0, fuelled by the spirit of Aatmanirbhar Bharat. In line with this vision, Chandigarh Police in its effort to empower the community proposes to launch its flagship Community Policing Programme - **SAMAVESH**, literally means inclusion. This programme is a step towards reinforcing our commitments to citizen-centric good governance and time-bound service delivery.



The community policing initiative SAMAVESH is to improve the link between the police and the communities to deliver services in an efficient, equitable and effective manner. The program is unique as it is an institutionalized effort to integrate community policing with the existing policing system. It is not a stand-alone program. It will have its own constitution, management system, financial autonomy and administrative mechanisms for building networks with the civil administration, civil society and professional institutions.

It shall have a separate physical space outside the police stations, named Atal Sehbhagita Kendra (ASK) and shall act as the front office of the police station. It will provide space for police-community partnership from decision-making to implementation for providing police services in a stipulated time both online as well as on-site. This will also provide a platform for Police-community partnership in grievance redressal, victim assistance and dispute resolution.

Another unique feature is that it shall be an autonomous registered society collectively managed by representatives of the community, field-level civil administration officers and police functionaries. It provides citizens dignified access to police-related services and a forum to implement community-oriented programmes developed in partnership with the citizens.

The unique feature of the program is to empower the citizens. The police, in partnership with the citizens living in the vicinity of a police station together, have developed a Sector/Mohalla Safety and Security plan.

I am sure this program shall reduce the disconnect with the police and create a conducive environment for people to visit ASK without fear.

We are thankful to Prof. Pramod Kumar, Director, Institute for Development and Communication (IDC), Chandigarh for his valuable academic inputs in designing and implementing the SAMAVESH program.

Praveer Ranjan, IPS
Director General of Police
U.T. Chandigarh.

MESSAGE

Good governance necessitates a partnership between the community and the police. There have been a host of initiatives that have been taken in this direction. A unique feature of SAMAVESH is that it is an institutionalised model of a collaborative effort of the police and community channelized through procedures and protocols. It is a professional rather than an ad-hoc voluntary initiative. It is a serious effort to improve the link between the community and the police to deliver services, crime prevention, grievance redressal, victim assistance and information related to law, rules and procedures, civic rights and duties.



It has a built-in mechanism of coordination with the civil administration, civil society organisations and citizens. The most important component is the convergence of regular police with community policing, technology and administrative departments. To provide financial sustainability, a built-in mechanism of mobilising its resources by providing time-bound efficient services to the citizens has been made integral to it.

I congratulate the Chandigarh police and citizens of Chandigarh for the implementation of this unique programme.

Nitin Kumar Yadav, IAS
Home Secretary
U.T. Chandigarh

MESSAGE

The Chandigarh Police launched a model of community policing with three distinct features, i.e., Spatial Connect to break the sense of alienation; Service Delivery, Safe and Secure Environment. These constitute the backbone of this institutionalised community-policing initiative.



Given this background, the Director General of Police, Mr Praveer Ranjan, IPS and Senior Superintendent of Police, Mr Kuldeep Singh Chahal, IPS, felt that there was a need to institutionalise the community-policing model and make the same integral to the existing police establishment. It was also felt that there is a need to take into consideration not only the changes at the global level but also to contextualise them into the local conditions. Thus in response, the 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 edifice with a clearly defined scope, goals, problems, rights and duties.

The **SAMAVESH** model of community policing has decentralised power to design strategies from the police headquarters to the police personnel in operational positions, such as SHOs, with the active engagement of the local community. In view of this, the Chandigarh Police decided to set up Community Policing Division at the headquarters and the police station outreach centres i.e. Atal Sehbhagita Kendras at the police station level.

Thus, the new Chandigarh Police initiative is policing along with the community converged with the existing policing structure, civil society, civil administration and IT applications. This convergence has been constructed from below, i.e., from the police station level upwards to mitigate the spatial disconnect, corruption and ensure harassment-free service delivery, and build a safe, secure and socially harmonious environment.

I congratulate the Director General of Police, Mr Praveer Ranjan, IPS and his team, Chandigarh Police and Mr Harsh Chopra, Co-ordinator, Institute for Development and Communication (IDC), Chandigarh for their commitment to make Chandigarh a safe and secure city in partnership with the citizens of Chandigarh.

**Prof. Pramod Kumar,
Director, Institute for Development and
Communication (IDC), and former Chairman
Haryana Governance Reforms Commission**

Introduction

The present era has thrown up major challenges to policing. These have added new dimensions to the principles and scope of police accountability. With the advent of globalisation and resultant technological advancement, the nature and scope of policing have also changed. With the introduction of new principles of governance, it is appropriate to delineate the nature and scope of policing and the corresponding principles of accountability. Therefore, the police have to function in convergence with the cultural needs of the people without disturbing their cultural sensibilities.

Chandigarh police have already moved from being a purely traditional force to modern police to some extent. However, the present need is to shift from unilateral to multilateral policing through a robust, well-designed and institutionalised mechanism that not only supports regular policing rather takes it forward towards more engaged policing.

Society has undergone dramatic changes and public expectations from police have also multiplied. At the same time, newer forms of crimes have surfaced. The policing system in Chandigarh also needs to be reformed in tune with the present-day scenario and upgraded to effectively deal with crime and criminals, uphold human rights, deliver police services, organise various community policing programmes and ultimately safeguard the legitimate interests of all the citizens.

The unique initiative of Chandigarh Police: **Samavesh**, literally means inclusion. It aims to institutionalize and provide sustainability to the previously run ad-hoc community policing schemes to enhance the involvement of the community in regular policing activities. The previous efforts could not sustain due to non-uniformity and lack of an institutionalised structure.

Chandigarh, being a union territory and a modern city has its unique characteristics in terms of the administrative and demographic situation. It is in this context, Chandigarh Police aspires to launch the Community Policing Programme "**Samavesh**" - **Policing along with the Community**. Samavesh aims to reduce trust deficit, dignity deficit and spatial disconnect among the citizens towards the police.

Community Policing Programme: SAMAVESH

In an endeavour to improve the responsiveness of the police to the requests, needs and expectations of the people, Chandigarh Police is launching the Community Policing Programme: Samavesh. It is a single-point of public interface, under the aegis of which a host of people-friendly schemes would be initiated.

Samavesh is integral to policing and not a separate entity. It is an initiative to move from traditional to modern policing not just only through adopting technological advancements but also by advancing its humane face by:

- (a) Making police administration people-friendly and responsive;

- (b) Improving outreach of police among the community;
- (c) Reducing the trust and dignity deficit and spatial disconnect; and,
- (d) Engagement of community from decision making to implementation of various community-oriented programmes and people-friendly schemes.

Delivery of police services is one of the core functions of this programme. Changing public expectations present tremendous challenges to the way in which police 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 for information or assistance.

The police are expected to improve service delivery and discharge their responsibilities in accordance to the expectations of the people. In order to identify the community concerns, and protect society from crime and disorder working together with the community towards the collective goal is recognised as a fundamental requisite. Pressing requirements of crime prevention and improvement of service delivery underline the need to reverse the image that the police are against people, thus incorporating community support becomes essential. Samavesh is an initiative to institutionalize the community-police partnership in making society crime-free and more humane.

Objectives of "Samavesh" Programme

- To set up Community Policing Division (CPD) at the Headquarters level, Sub-Division Level Monitoring Unit (SDLMU) and Police Station Atal Sehbhagita Kendras (ASK) at Police Stations, to institutionalise and provide continuity and sustainability to the ad-hoc initiatives on community policing;
- To ensure greater community participation in police work;
- To implement community-oriented schemes in partnership with NGOs, grass-root organisations and other government departments; and,
- To provide citizen-friendly and dignified access to delivery of non-crime related police services to the citizens.

The front-end face of the Samavesh programme will be Atal Sehbhagita Kendras.

Atal Sehbhagita Kendras (ASK)

Atal Sehbhagita Kendras are **autonomous registered societies** under the Societies Registration Act 1860, collectively managed by community representatives and police functionaries. It provides citizens dignified access to police-related services and a forum to

implement community-oriented programmes. These centres also provide space for police-community partnership in crime prevention, grievance redressal, 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. These centres have a built-in mechanism of coordination with civil, judicial and non-government organisations. It functions in partnership with the community, managed through public committees having representatives of the civil society, specialists, NGOs, police functionaries and the civil administration.

Objectives to set up Atal Sehbhagita Kendras

The broader objective of Atal Sehbhagita Kendras is to provide continuity and sustainability to the ad-hoc initiatives of community policing by ensuring greater community participation in police work. Another significant objective is to provide all non-crime related police services under one roof. Specific objectives to set up the Atal Sehbhagita Kendras are to:

- Reduce **spatial disconnect** faced by citizens in police stations and other police offices;
- Provide easy and dignified access to the citizens to **police services** through a single window for various non-crime related services such as – service verification, tenant verification, passport verification, permissions for procession, use of loudspeaker, congregation, services for NRIs and foreigners, services to the victims of crime, legal assistance to vulnerable section etc.;
- Provide amicable resolution to various **disputes**;
- To **disseminate information and generate awareness** amongst citizens about police and their legal rights;
- **Integrate community policing** with the existing policing system;
- **Engage the community** in police functioning related to law-and-order maintenance and prevention of crime and provide a platform to address the concerns of all citizens and different sections of the community to improve police-community relationship;
- **Institutionalize Community Policing Programme** at each level of police administrative structure; and,
- Implement **community-oriented schemes** in partnership or by mobilizing non-government organizations (NGOs), grass-root organizations and other government departments.

Convergence of Community Policing

Atal Sehbhagita Kendras have **convergence of community policing** with:

Community:

- a. Atal Sehbhagita Kendras provide citizens a dignified access to police related services and a forum to implement community-oriented programmes;
- b. These centres are autonomous registered societies collectively managed by representatives of the community and the police functionaries;
- c. These centres provide space for police-community partnership from decision-making to implementation through formation of public committees; and,
- d. They also provide space for police-community partnership in crime prevention, grievance redressal, victim assistance and information related to law, rules and procedures, civic rights and duties.

Regular Policing:

Atal Sehbhagita Kendras are an institutionalized effort to integrate community policing with the existing policing system.

Civil Administration:

Atal Sehbhagita Kendras have a built-in mechanism of coordination with civil, judicial and non-government organizations.

Information and Technology:

- a. Atal Sehbhagita Kendras function as a citizen-centric police governance model using web-based information and technology platforms;
- b. Mobile App based delivery of various services; and,
- c. Single-window delivery of various services.

Uniqueness of Atal Sehbhagita Kendras

- Being meticulously designed, Atal Sehbhagita Kendras cannot be “individually” reshaped or restructured.
- These centres have ‘backbone activities’ leading to standardisation, but also have a provision to initiate activities in response to the local requirements.
- The majority of the members of community policing are members in their ex-officio capacity, thus, reducing the scope of political interference.
- Efficient and dignified delivery of services:
 - Easy approach, no sentry/policemen controlling access to the centres
 - Front end of police station/other offices
 - Clean & neat setup
 - Air-conditioned environment
 - Facility of toilet/recreation
 - Well-trained policemen/women in civvies

Relevance of Atal Sehbhagita Kendras

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

Atal Sehbhagita Kendras have a distinct identity, its own brand, code of administration, standard design and spatial features.

I. Coverage

Chandigarh Police is setting up Atal Sebhagita Kendras at 16 police stations in Chandigarh.

II. Functions and Activities to be Performed by Atal Sebhagita Kendras

The Atal Sebhagita Kendras will be a distinct space for equitable and efficient access to police services and an interactive forum for dispute resolution and crime detection.

1. Single Window Delivery of Citizen Services

- These centres will provide services which include delivery of copies of FIRs and untraced reports, no-objection certificates for armed licences, permission for religious and political processions, verification of tenants, registration of servants, safety and security services etc (**See Annexure I**).

2. Grievances and Complaints Resolution

- These centres will be the general resolution point for citizens complaints.
- The complainant will be given a unique ID as an acknowledgement receipt to ensure the delivery of justice.

3. Alternate Dispute Resolution (ADR)

- These centres will be equipped with specialised counsellors and experts for the amicable resolution of disputes.
- In case the respective dispute is not resolved at the Atal Sebhagita Kendra, it shall be referred for mediation.

4. Information and Awareness – For Crime Prevention

- The primary function of Atal Sebhagita Kendras is to generate awareness among the community regarding the rights and responsibilities of the common citizen.
- To encourage the public for neighbourhood policing and crime prevention through participation in preparing of **Sector Safety and Security Plan**. Atal Sebhagita Kendras engage citizens in the formulation of policies, their implementation and feedback in building a safe environment.

5. Legal Aid and Victim Relief

- There will be a victim relief centre in the Atal Sebhagita Kendras which will include a first-aid facility and free legal aid for the poor.
- These centres will also provide counselling services to resolve disputes relating to domestic violence, dowry and various other crimes against women. It will also have a police on-call facility for women in distress due to domestic violence, social atrocities, other violations and criminal offences.

III. Funding and Resource Mobilisation

- Each Atal Sehbhagita Kendra will be allocated a one-time grant to meet the initial cost of setting up the centre. This amount will be met from the funds allocated for Police Modernization. The guidelines for incurring expenditure will be issued separately.
- Atal Sehbhagita Kendras will be **registered as a Society** under the Societies Registration Act, 1860. Each Centre will open a separate account in the name of the society to charge a nominal fee on various services to receive donations and project funding from external organizations.
- Recurring expenditure will be met out of the society budget.
- Accounts will be audited annually and approved by the UT Level Steering and Review Committee and forwarded to the CPD at Police Headquarters.

IV. Administration of Atal Sehbhagita Kendra

The Community Policing Division (CPD) will be set up in **the Police Headquarters** to design, develop, implement and monitor programs in the area of Community Policing. The CPD will function in consultation and conjunction with a **UT Level Steering and Review Committee (UTLSRC)**. The CPD will take 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 CPD in the rank of SP will be responsible for policy formulation, implementation, review and evaluation of the scheme. The Nodal Officer is to be assisted by DySP.

Administration at the Sub-Division Level

- Dy SP Sub-Division will be responsible for the monitoring of the **Police Station Atal Sehbhagita Kendras** under its jurisdiction.

Administration at the Police Station Atal Sehbhagita Kendras

- SHO Police Station will be responsible for the smooth running of the **Police Station Atal Sehbhagita Kendras**.
- One non-Gazetted officer (NGO) of the police department will be engaged at each **Atal Sehbhagita Kendra** to provide services and will be designated as **Police Station Community Policing Officer**.
- **There will be a Police Station ASK Committee and In-charge Atal Sehbhagita Kendra will work in consultation with this committee.**
- Local NGOs and volunteer support should be mobilized to implement various schemes from time to time.

[Detailed structure and functions of the Atal Sehbhagita Kendras and Committees are given in subsequent sections]

V. Standardization: Standard Structure, Banner, Letterheads and Telephone

All the **Atal Sehbhagita Kendras** in the UT will have uniform logo and letterheads.

Standardized telephone number for Atal Sehbhagita Kendra - A uniform telephone number, throughout UT, would be made available to **Atal Sehbhagita Kendras**. Child Helpline and Women Helpline etc. would also function under this number.

VI. Training and Monitoring

The **Institute for Development and Communication (IDC), Chandigarh** will be the local resource organization to provide training and will help in the designing of training resource material. The IDC will monitor the implementation and functioning of the scheme. It will also provide training to the personnel responsible for running the **Atal Sehbhagita Kendras** and provide awareness to community representatives and facilitate community police interface. In-charge police training schools in Chandigarh will organise special courses to provide training to police personnel selected to run these centres.

VII. Sensitization

Sensitization will be carried out by making documentaries, posters, booklets etc. on the concept. Brochures and pamphlets on various aspects may be prepared. Meetings with the public may also be held for the purpose.

VIII. Networking

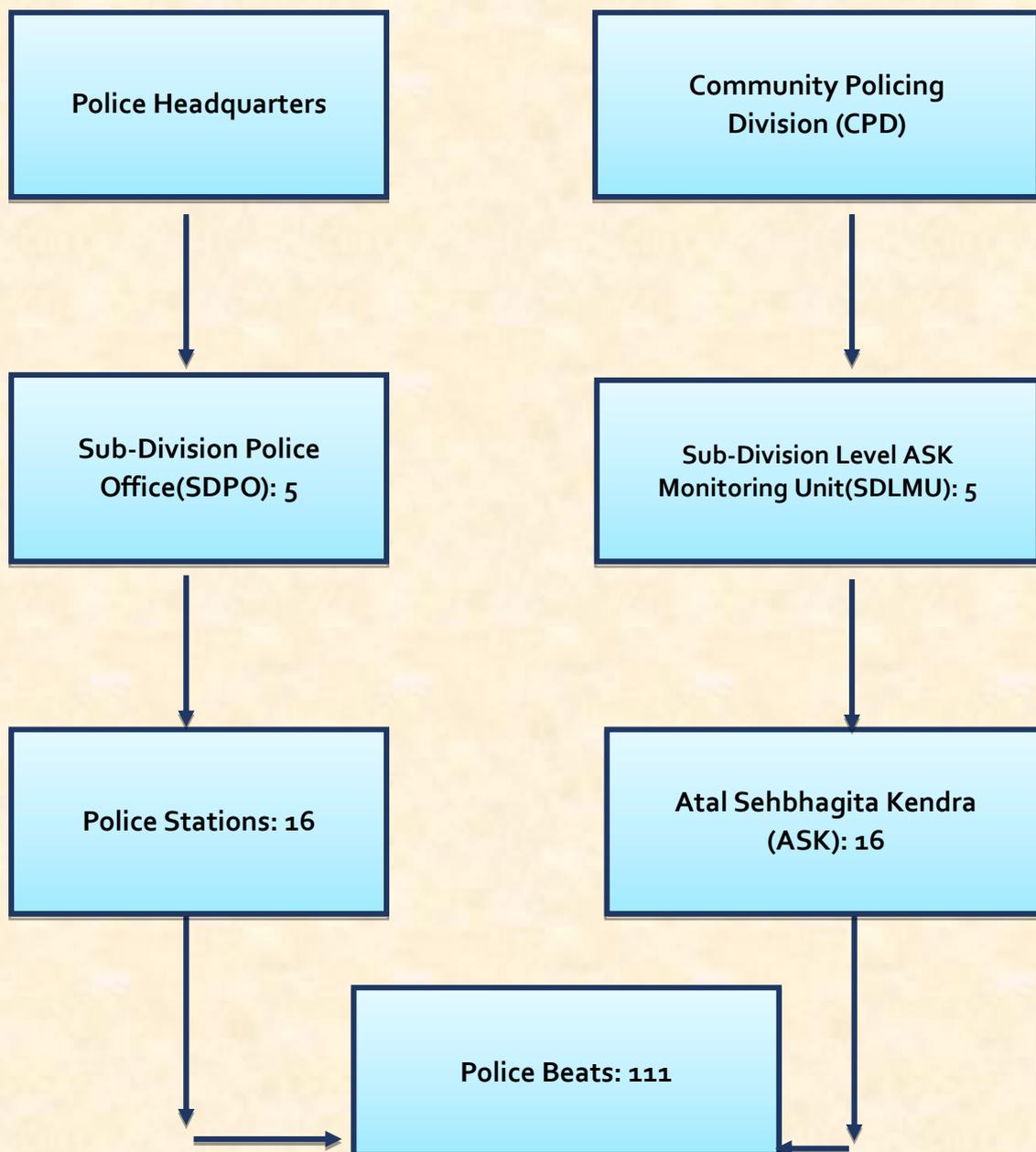
Partnerships with health department, schools, NGOs, voluntary organizations, academia etc. will be carried out.

IX. Administrative Codes for Running Atal Sehbhagita Kendras

- Staff in Civil Uniform;
- Uniform design and spatial features of ASK Centres;
- Basic amenities like drinking water, gender-specific public facilities;
- Air-conditioned environment;
- No armed sentry;
- Free & dignified access;
- Recreational facilities;
- Informatory signage (Services, Fee & Timeline);
- Adequate infrastructure;
- Dedicated Staff-appointed after competence test;
- Staff placement for other jobs with the prior permission of the CPD;

- Transparent financial management with an annual audit under Societies Act;
- To identify locally relevant social issues and solutions;
- Community-oriented schemes; and
- The resource base for general information, rules, procedure and awareness campaigns.

CONVERGENCE OF COMMUNITY POLICING WITH THE POLICE



ADMINISTRATIVE UNITS

SAMAVESH		
APEX UNIT	MONITORING UNIT	IMPLEMENTING UNIT (ATAL SEHBHAGITA KENDRAS)
UT Police Headquarter	Police Sub-Division	Police Station (16)
Community Policing Division [CPD]	Sub-Division Level ASK Monitoring Unit (Central)	Atal Sehbhagita Kendra PS 11
		Atal Sehbhagita Kendra PS 3
		Atal Sehbhagita Kendra PS 17
		Atal Sehbhagita Kendra PS Sarangpur
	Sub-Division Level ASK Monitoring Unit (East)	Atal Sehbhagita Kendra PS 26
		Atal Sehbhagita Kendra PS 19
		Atal Sehbhagita Kendra PS Industrial Area
	Sub-Division Level ASK Monitoring Unit (North East)	Atal Sehbhagita Kendra PS Mani Majra
		Atal Sehbhagita Kendra PS IT Park
		Atal Sehbhagita Kendra PS Mauli Jagran
	Sub-Division Level ASK Monitoring Unit (South West)	Atal Sehbhagita Kendra PS Maloya
		Atal Sehbhagita Kendra PS 39
		Atal Sehbhagita Kendra PS 36
	Sub-Division Level ASK Monitoring Unit (South)	Atal Sehbhagita Kendra PS 34
		Atal Sehbhagita Kendra PS 31
		Atal Sehbhagita Kendra PS 49

STRUCTURE OF ATAL SEHBHAGITA PROGRAMME

<p>UT POLICE HEADQUARTERS</p> <p>Lay down policies and institutionalise Samavesh Programme</p>	<p>UT Level Steering and Review Committee (UTLSRC)</p> <p>Community Policing Division (CPD)</p> <p>Units of CPD:</p> <ul style="list-style-type: none"> • NRI & Foreigner Affairs • Women and Children Protection and Welfare • Monitoring and Coordination • Grievance Redressal and Dispute Resolution
<p>SUB-DIVISION POLICE OFFICE (5)</p>	<p>Monitoring and Evaluation of the working of Police Station Atal Sehbhagita Kendras by the Sub-Division Level ASK Monitoring Unit (SDLMU) to be headed by DySP Division.</p>
<p>POLICE STATIONS (16)</p>	<p>Police Station ASK Committee</p> <p>Police Station Atal Sehbhagita Kendra (PSASK)</p> <ol style="list-style-type: none"> 1. Citizen Services 2. Grievances and Complaint Registration 3. Minor Disputes Resolution 4. Information and Awareness – For crime prevention 5. Legal Aid and Victim Relief

Formation of Atal Sehbhagita Kendras

The Atal Sehbhagita Programme will be a **two-tier body**. The **Community Policing Division (CPD)** and **UT Level Steering and Review Committee** at the headquarters level will provide policy guidelines, support for capacity building, and strengthen systems of planning, management, participatory and integrity mechanism; implement policies and monitor the whole programme on behalf of the **UT Level Steering and Review Committee**.

The **Sub-Division Level ASK Monitoring Unit (SDLMU)** at the **Sub-Division** will function under the **supervision of the DySP** Sub-Division. This unit will monitor the functioning of Police Station Atal Sehbhagita Kendras. Also, it will ensure the networking of the Atal Sehbhagita Kendras with other government departments and administrative structures. It will also streamline the training of personnel working in the Atal Sehbhagita Kendras at the Police Station level.

The **Police Station Atal Sehbhagita Kendras** will also have its own **Police Station ASK Committees** and will function under the supervision of the Station House Officer (SHO).

I. UT Level Community Policing Division (CPD)

The Community Policing Division (CPD) will be located at the Police Headquarters to design, develop, implement and monitor programs in the area of Community Policing. The CPD will function in consultation and conjunction with the **UT Level Steering and Review Committee**. The CPD will take 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. SP City shall be the ex-officio nodal officer. The **Nodal Officer is to be assisted by DySP**.

Role and Functions of Community Policing Division (CPD)

It will be the duty of the CPD to ensure proper implementation of the mandate of the Community-Policing Wing and to make suggestions to the UT Government for ensuring better delivery of services. For this purpose, the CPD:

- will lay down policy for the execution of police strategies in dealing with community-policing issues;
- will act as a body for monitoring and evaluation of community-policing work undertaken by the Atal Sehbhagita Kendras. It would strive to raise the bar for service delivery by suggesting measures for up-gradation and refinement of procedures and processes. Community Policing Division may suggest protocols for dispute resolution, receiving and looking into complaints of delay in service delivery;
- may recommend changes in procedures for delivery of services which will make the delivery more transparent and easier.

***Provided that before making such a recommendation, the CPD may consult the Director General of Police.**

Functions of Different Units of CPD

- a) **NRI Facilitation:** The NRI Affairs Branch will supervise the functioning of the NRI Facilitation and Dispute Resolution Cells in the Atal Sehbhagita Kendras and will ensure suitable training and capacity building of personnel and resource persons handling NRI complaints for providing efficient services to the public.
- b) **Women and Children Protection and Welfare:** The Women and Children Protection and Welfare Branch in the Police Headquarters will 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 will be the Nodal co-coordinating authority for ensuring suitable training and capacity building of the resource person and personnel employed in the Gender Dispute Resolution cells in the Atal Sehbhagita Kendras.

- c) **Monitoring and Coordination:** The Monitoring and Coordination Branch will be the nodal authority at the Police Headquarters for overseeing the efficient delivery mechanism followed at the Atal Sehbhagita Kendras in the UT Sub-Divisional and Police Station levels. The monitoring branch will direct and supervise the functioning of the various units in the Atal Sehbhagita Kendras such as Legal Aid and Victim Relief, Drug Rehabilitation Centres and the implementation of the Citizen Charter.
- d) **Grievance Redressal and Disputes Resolution:** Community Policing Division will monitor the functioning of the **Grievance Redressal and Disputes Resolution** cells established in all Atal Sehbhagita Kendras as a part of the Community Policing structure.

Administration of Community Policing Division	Role and functions of Community Policing Division
<ul style="list-style-type: none"> • Nodal Officer: SP Community Policing • Assisted by: DySP Community Policing 	<ul style="list-style-type: none"> (i) To lay down policy for conceptualising and institutionalizing Community Policing initiatives in the UT. (ii) To issue broad guidelines for the successful running of the Atal Sehbhagita Kendras. (iii) To coordinate and conduct a periodical review of the working of these centres. (iv) To provide budgetary and financial support.

Structure of the UT Level Steering and Review Committee (UTLSRC)

This Committee will be the apex policy formulation and advisory body at the UT level.

- Administrator - Patron
- Adviser UT - Chairperson
- DGP UT -Convener
- Community Representative – Co-convener

Members	
<p>Official Members</p> <ul style="list-style-type: none"> • Home Secretary • IGP UT • SSP UT • SP City / SP CPD • Any other officer to be co-opted by the Nodal Officer. 	<p>Non-officials (14)</p> <ul style="list-style-type: none"> • 3 Representatives of UT-level NGOs • 4 Academicians from each of the following stream <ul style="list-style-type: none"> ○ Police Administration ○ Law ○ Human Rights (women and children's rights) ○ Sociology <p>Note: Officials from Health, Education, Social Welfare, Social Security and Women and Child Development Departments may be asked to participate in these meetings as special invitees as and when required.</p> <p>Term: The term of the members will be two years extendable up to three years.</p>

Executive Committee: Comprises of following police officials

- SSP UT
- SP City-cum-Nodal Officer (SP) of the Community Policing Division

Criteria for the selection of Non-Official Members of Committee

- Representatives of those NGOs will be selected as members, which have had their presence at the UT level and working for the last more than 15 years in Chandigarh-UT. These NGOs officially will not have any political affiliation.
- Academicians with more than 10 years experience in their respective fields will be selected as members.

Essentials for the functioning of Committee

- Nodal Officer CPD will call the meetings of committee members.
- Fixed quarterly meetings of the committee members will be arranged at the Headquarters in the CPD office.
- Any emergency meeting will be called well in advance notice along with the agenda.
- This Committee will invite and involve UT-level officers of different government departments as per the requirement to get support in different Community Policing Activities.
- The convener will approach through the proper channel to get official orders to ensure the participation of other departments.
- This committee is in place to provide strategic direction to the police services.

Roles and Functions of the Committee

- The UT level Steering and Review Committee will be the apex policy-making and advisory body at the UT level.
- To work in partnership with CPD to develop new programmes and review ongoing programmes in regular meetings.
- To lay down policy for conceptualising and institutionalising community policing initiatives in the UT.
- To issue broad guidelines for the successful running of the **Atal Sehbhagita Kendras**.
- To coordinate and conduct a periodical review of the working of Atal Sehbhagita Kendras.
- This committee can suggest starting a new community policing activity.
- Review reports and periodical returns of committees of the Police Station ASKs.
- To plan research on different issues of policing and recommend it to the CPD.
- Conduct appraisal of the **Atal Sehbhagita Kendras**.
- To provide budgetary and financial support.

II. Sub-Division Level Monitoring Unit (SDLMU)

Sub-Division Level Monitoring Unit (SDLMU) will monitor the functioning of Police Station Atal Sebhagita Kendras and ensure the networking of these centres with other government departments and administrative structures. It will also streamline the training of personnel at the sub-division level and coordinate with the Police Station Level Atal Sebhagita Kendras.

Administration of the SDLMU

Administration of Sub-Division Level Monitoring Unit	Role and functions
<ul style="list-style-type: none"> The DSP Sub-division will be responsible for monitoring the functioning of Police Station Atal Sebhagita Kendras under his/her jurisdiction. A Senior Sub-Inspector Rank officer and other NGO/OR Rank officers of the police department will provide the required support. 	<ul style="list-style-type: none"> Coordinate with the Police Station Atal Sebhagita Kendras under the jurisdiction and review their performance. Liaison with various service provider departments. To organise time-to-time grievance redressal meetings. Coordinate with CPD.

III. Police Station Atal Sebhagita Kendras

The **Police Station Atal Sebhagita Kendras** will provide community-oriented delivery of police services under a single roof. These centres should be registered under the Societies Act. There will be a **Police Station Atal Sebhagita Kendra Committee, which is mandatory under the Society Act and ensures meaningful public participation.**

Functions
<ol style="list-style-type: none"> Citizen Services Grievances and Complaint Registration Minor Disputes Resolution Information and Awareness – For crime prevention Security-Safety Plan Legal Aid and Victim Relief

Infrastructure and Spatial Design

The **Police Station Atal Sebhagita Kendra** 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.

Administration

Administration of Police Station Atal Sebhagita Kendras	Role and functions
<ul style="list-style-type: none"> • The SHO will be responsible for the smooth running of the Police Station Atal Sebhagita Kendra. • A Senior Sub-Inspector Rank officer will be in-charge of the Police Station Atal Sebhagita Kendra. • Other NGO/OR Rank officers of the police department will be engaged to provide Police Station Atal Sebhagita Kendra services. • Assisted by: Different Units' heads and staff <ul style="list-style-type: none"> – Reception desk to be managed by multi-purpose personnel. – Each unit must have a designated officer. • Local Non-Government Organisations and volunteer support should be mobilised to implement various schemes from time-to-time. 	<ul style="list-style-type: none"> • Review daily performance. • Liaison with various service provider departments. • To record and maintain the proceedings of the Police Station Atal Sebhagita Kendra Committee. • Coordinate with the convenor and co-convenor. • Coordinate with the other Police Station Atal Sebhagita Kendras. • Organise joint awareness campaigns.

Essentials to make Police Station Atal Sebhagita Kendras Effective

- Provide a receipt of the complaint to ensure efficient compliance and retrieval.
- To ensure that people express their considered opinion at **Police Station Atal Sebhagita Kendra 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 **Police Station Atal Sebhagita Kendra** and the services available therein.
- People participate in **Police Station Atal Sebhagita Kendra** activities.
- Contribution of human and material resources by the community.

Structure of Police Station Atal Sebhagita Kendra Committee

The number of non-official members of a Police Station Atal Sebhagita Committee should not exceed 12.

- SHO – Chairperson
- In-Charge – Convener
- Community Representative – Co-convenor

Members	
<p>Official Members</p> <ul style="list-style-type: none"> • SHO • In-charge Police Station Atal Sehbhagita Kendra 	<p>Non-officials (12)</p> <ul style="list-style-type: none"> • Heads of medical colleges or hospitals, principals of schools and colleges, senior academicians • Academicians from each of the following stream <ul style="list-style-type: none"> ○ Law ○ Human rights (women and children's rights) ○ Sociology • Representatives of NGOs and community representatives • Commerce, industry, trade union, youth representatives • Representatives of UT NGOs* • Advocates* • An expert from the fields of Sociology and Psychology* <p>* As per requirement.</p> <p>Note: At least four women will be nominated as members.</p> <p>Term: The term of the members will be two years extendable up to three years.</p>

Criteria for the Selection of Non-Official Members

- Representatives of those NGOs will be selected as members who have their presence at the UT level and are working for the last 15 years in Chandigarh UT. These NGOs officially will not have any political affiliation.
- Academicians with more than 10 years experience in their respective fields will be selected as members.

Essentials for the Functioning

- In-charge Police Station Atal Sehbhagita Kendra will be responsible to call meetings of the committee.
- Fixed quarterly meetings of committee members will be arranged at the Police Station Atal Sehbhagita Kendra.
- Any emergency meeting will be called well in advance notice along with the agenda.

Roles and Functions

- To review the law-and-order situation of the area and to play a consultative role for the police.
- To analyse any emerging problem in the area.
- Evaluate the working of each unit working under these Kendras.
- Coordinating with the SDLMU and other Police Station Atal Sehbhagita Kendras.
- Preparing reports and forward to the SDLMU and CPD.
- These committees will issue guidelines for running the Police Station Atal Sehbhagita Kendra and will also be responsible for coordinating their activities. All proposals for newly proposed schemes will be examined by the committee.
- The committee will meet at least four times a year.
- The decisions taken by the committee will be sent to the SDLMU and CPD for information.

GALLERY: COMMUNITY POLICE INTERACTIONS

Anti-Drugs Awareness Campaigns



Sports Activities



Atal Sehbagita Kendras Meetings



Sector-wise Safety and Security Meetings



Media Clippings

ਚੰਡੀਗੜ੍ਹ ਪੁਲਿਸ ਦੇ ਡੀ.ਜੀ.ਪੀ. ਵਲੋਂ ਸੈਕਟਰ-26 ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਵਿਖੇ ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਦਾ ਉਦਘਾਟਨ

ਚੰਡੀਗੜ੍ਹ, 16 ਮਾਰਚ (ਗੁਰਪ੍ਰੀਤ ਸਿੰਘ ਜਾਗੋ ਵਾਲਾ) - ਚੰਡੀਗੜ੍ਹ ਪੁਲਿਸ ਦੇ ਡੀ.ਜੀ.ਪੀ. ਪ੍ਰਾਵੀਰ ਰੰਜਨ ਨੇ ਆੱਜ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਸੈਕਟਰ-26 ਵਿਖੇ ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਦਾ ਉਦਘਾਟਨ ਕੀਤਾ। ਇਸ ਮੌਕੇ ਉਨ੍ਹਾਂ ਦੇ ਨਾਲ ਆਈ.ਜੀ. ਓਮਵੀਰ ਸਿੰਘ ਬਿਬਨੋਈ, ਐਸ.ਐਸ.ਪੀ. ਕੁਲਦੀਪ ਸਿੰਘ ਚਾਹਲ, ਐਸ.ਐਸ.ਪੀ. ਟ੍ਰੇਫਿਕ ਮਨੀਸ਼ਾ ਚੌਧਰੀ ਅਤੇ ਐਸ.ਪੀ. ਸਿਟੀ ਕੋਡਨ ਬਾਸਲ ਸ਼ਾਮਿਲ ਰਹੇ। ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਪੱਧਰ 'ਤੇ ਇਕ ਡੈਸਕ ਉੱਤੇ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਅਤੇ ਜਾਣਕਾਰੀਆਂ ਦੇਣ ਦੇ ਉਦੇਸ਼ ਨਾਲ ਬਣਾਇਆ ਗਿਆ ਹੈ। ਇਸ ਵਿਚ ਈ-ਆਰ, ਦਰਜ ਕਰਵਾਉਣ, ਸਿਕਾਇਤ ਦਰਜ ਕਰਵਾਉਣ, ਵੈਰੀਫਿਕੇਸ਼ਨ, ਕਿਰਾਏਦਾਰ ਨੈਸ ਸਾਰਟੀਫਿਕੇਟ ਆਦਿ ਦੇ ਕੰਮ ਕੀਤੇ ਜਾਣਗੇ। ਇਸ ਦੇ ਇਲਾਵਾ ਸਿਕਾਇਤ ਲਈ ਅਰਜ਼ੀਆਂ ਆਦਿ ਵੀ ਇਸ ਸੈਂਟਰ ਵਿਚ ਹੀ ਲਈਆਂ ਜਾਣਗੀਆਂ।



ਚੰਡੀਗੜ੍ਹ ਪੁਲਿਸ ਦੇ ਡੀ.ਜੀ.ਪੀ. ਪ੍ਰਾਵੀਰ ਰੰਜਨ ਵਿਚ ਨਵੇਂ ਬਣਾਏ 'ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ' ਉਨ੍ਹਾਂ ਦੇ ਨਾਲ ਆਈ.ਜੀ. ਓਮਵੀਰ ਸਿੰਘ ਬਿਬਨੋਈ, ਐਸ.ਐਸ.ਪੀ. ਕੁਲਦੀਪ ਸਿੰਘ ਚਾਹਲ ਅਤੇ ਹੋਰ ਪੁਲਿਸ ਅਧਿਕਾਰੀਆਂ ਨਾਲ ਮਿਲ ਕੇ ਉਦਘਾਟਨ ਕੀਤਾ।

ਚੰਡੀਗੜ੍ਹ ਪੁਲਿਸ ਦੇ ਡੀ.ਜੀ.ਪੀ. ਵਲੋਂ ਸੈਕਟਰ-26 ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਵਿਖੇ ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਦਾ ਉਦਘਾਟਨ

ਚੰਡੀਗੜ੍ਹ, 16 ਮਾਰਚ (ਗੁਰਪ੍ਰੀਤ ਸਿੰਘ ਜਾਗੋ ਵਾਲਾ) - ਚੰਡੀਗੜ੍ਹ ਪੁਲਿਸ ਦੇ ਡੀ.ਜੀ.ਪੀ. ਪ੍ਰਾਵੀਰ ਰੰਜਨ ਨੇ ਆੱਜ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਸੈਕਟਰ-26 ਵਿਖੇ ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਦਾ ਉਦਘਾਟਨ ਕੀਤਾ। ਇਸ ਮੌਕੇ ਉਨ੍ਹਾਂ ਦੇ ਨਾਲ ਆਈ.ਜੀ. ਓਮਵੀਰ ਸਿੰਘ ਬਿਬਨੋਈ, ਐਸ.ਐਸ.ਪੀ. ਕੁਲਦੀਪ ਸਿੰਘ ਚਾਹਲ, ਐਸ.ਐਸ.ਪੀ. ਟ੍ਰੇਫਿਕ ਮਨੀਸ਼ਾ ਚੌਧਰੀ ਅਤੇ ਐਸ.ਪੀ. ਸਿਟੀ ਕੋਡਨ ਬਾਸਲ ਸ਼ਾਮਿਲ ਰਹੇ। ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਪੱਧਰ 'ਤੇ ਇਕ ਡੈਸਕ ਉੱਤੇ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਅਤੇ ਜਾਣਕਾਰੀਆਂ ਦੇਣ ਦੇ ਉਦੇਸ਼ ਨਾਲ ਬਣਾਇਆ ਗਿਆ ਹੈ। ਇਸ ਸੈਂਟਰ ਵਿਚ ਈ-ਆਰ, ਦਰਜ ਕਰਵਾਉਣ, ਸਿਕਾਇਤ ਦਰਜ ਕਰਵਾਉਣ, ਵੈਰੀਫਿਕੇਸ਼ਨ, ਕਿਰਾਏਦਾਰ ਨੈਸ ਸਾਰਟੀਫਿਕੇਟ ਆਦਿ ਦੇ ਕੰਮ ਕੀਤੇ ਜਾਣਗੇ। ਇਸ ਦੇ ਇਲਾਵਾ ਸਿਕਾਇਤ ਲਈ ਅਰਜ਼ੀਆਂ ਆਦਿ ਵੀ ਇਸ ਸੈਂਟਰ ਵਿਚ ਹੀ ਲਈਆਂ ਜਾਣਗੀਆਂ।



ਚੰਡੀਗੜ੍ਹ ਪੁਲਿਸ ਦੇ ਡੀ.ਜੀ.ਪੀ. ਪ੍ਰਾਵੀਰ ਰੰਜਨ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਸੈਕਟਰ-26 ਵਿਚ ਨਵੇਂ ਬਣਾਏ 'ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ' ਦਾ ਉਦਘਾਟਨ ਕਰਦੇ ਹੋਏ, ਉਨ੍ਹਾਂ ਦੇ ਨਾਲ ਆਈ.ਜੀ. ਓਮਵੀਰ ਸਿੰਘ ਬਿਬਨੋਈ ਅਤੇ ਐਸ.ਐਸ.ਪੀ. ਕੁਲਦੀਪ ਸਿੰਘ ਚਾਹਲ ਅਤੇ ਹੋਰ ਪੁਲਿਸ ਅਧਿਕਾਰੀ। ਤਸਵੀਰ : ਕਮਲਜੀਤ ਸਿੰਘ

ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਮੈਂ ਲੋਗੋਂ ਕੋ ਮਿਲੇਂਗੀ ਸਮੀ ਸੁਵਿਧਾਏਂ : ਡੀ.ਜੀ.ਪੀ.

ਚੰਡੀਗੜ੍ਹ, 16 ਮਾਰਚ (ਸੁਸ਼ੀਲ ਰਾਜ) : ਲੋਗੋਂ ਕੀ ਸੁਵਿਧਾ ਕੇ ਲਿਏ ਪੁਲਿਸ ਵਿਭਾਗ ਨੇ ਬੁਧਵਾਰ ਕੋ ਸੈਕਟਰ-26 ਸਥਿਤ ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਮੈਂ ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਕਾ ਉਦਘਾਟਨ ਡੀ.ਜੀ.ਪੀ. ਪ੍ਰਵੀਰ ਰੰਜਨ ਨੇ ਕੀਯਾ। ਇਸ ਮੌਕੇ ਪਰ ਆਈ.ਜੀ. ਓਮਵੀਰ ਸਿੰਘ ਬਿਬਨੋਈ, ਐਸ.ਐਸ.ਪੀ. ਕੁਲਦੀਪ ਸਿੰਘ ਚਾਹਲ, ਐਸ.ਐਸ.ਪੀ. ਮਨੀਸ਼ਾ ਚੌਧਰੀ, ਐਸ.ਪੀ. ਸਿਟੀ ਕੋਡਨ ਬਾਸਲ, ਡੀ.ਐਸ.ਪੀ. ਗੁਰਮੁਖ ਸਿੰਘ ਸਮੇਤ ਅਨਯ ਪੁਲਿਸ ਕਰਮੀ ਮੌਜੂਦ ਥੇ। ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਪਰ ਐਫ.ਆਈ.ਆਰ. ਪੰਜੀਕਰਨ, ਸ਼ਿਕਾਯਤ ਪੰਜੀਕਰਨ, ਡਰ ਸਮਾਜਿਕ ਸੇਵਾ ਕੇ ਸਹਾਇਤਾ ਆਦਿ ਕੇ ਕੰਮ ਕੀਤੇ ਜਾਣਗੇ। ਇਸ ਸੈਂਟਰ ਵਿਚ ਈ-ਆਰ, ਦਰਜ ਕਰਵਾਉਣ, ਸਿਕਾਇਤ ਦਰਜ ਕਰਵਾਉਣ, ਵੈਰੀਫਿਕੇਸ਼ਨ, ਕਿਰਾਏਦਾਰ ਨੈਸ ਸਾਰਟੀਫਿਕੇਟ ਆਦਿ ਦੇ ਕੰਮ ਕੀਤੇ ਜਾਣਗੇ। ਇਸ ਦੇ ਇਲਾਵਾ ਸਿਕਾਇਤ ਲਈ ਅਰਜ਼ੀਆਂ ਆਦਿ ਵੀ ਇਸ ਸੈਂਟਰ ਵਿਚ ਹੀ ਲਈਆਂ ਜਾਣਗੀਆਂ।



ਡੀ.ਜੀ.ਪੀ. ਪ੍ਰਵੀਰ ਰੰਜਨ ਸੈਕਟਰ-26 ਪੁਲਿਸ ਸਟੇਸ਼ਨ ਮੈਂ ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਕਾ ਉਦਘਾਟਨ ਕਰਦੇ ਹੁਏ। (ਪਰਮਜੀਤ)

ਬਾਰੇ ਮੈਂ ਜਾਨਕਾਰੀ ਮਿਲੇਗੀ। ਚੰਡੀਗੜ੍ਹ ਸੈਂਟਰ ਖੋਲਨੇ ਸੇ ਪੁਲਿਸ ਆਰ ਆਮ ਲੋਗੋਂ ਕੋ ਸੁਵਿਧਾ ਮਿਲੇਗੀ।

ਸ਼ਿਕਾਯਤੋਂ ਕੇ ਸਟੇਟਸ ਬਾਰੇ ਕਰ ਸਕੇਂਗੇ ਬਾਤ

ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਖੋਲਨੇ ਪਰ ਆਮ ਨਾਗਰਿਕੋਂ ਕੋ ਏਕ ਹੀ ਜਗਹ ਸਾਰੀ ਸੁਵਿਧਾ ਮਿਲੇਂਗੀ ਤਾਕਿ ਆਮ ਨਾਗਰਿਕੋਂ ਕੋ ਖੁਫਕੋ ਨ ਖਾਨੇ ਪਏ। ਸਿਟੀਜ਼ਨ ਸਰਵਿਸ ਸੈਂਟਰ ਪਰ ਲੋਗ ਅਪਨੀ ਸ਼ਿਕਾਯਤੋਂ ਕੇ ਸਟੇਟਸ ਕੇ ਬਾਰੇ ਮੈਂ ਜਾਚ ਅਧਿਕਾਰੀ ਸੇ ਬਾਤ ਕਰ ਸਕੇਂਗੇ। ਸੇਵਾ ਫ਼ੈਦ ਪਰ ਵੀ ਗਈ ਸ਼ਿਕਾਯਤੋਂ ਕਾ ਤਸੀ ਦਿਨ ਕਾਰਵਾਈ ਕੀ ਜਾਏਗੀ। ਪੁਲਿਸ ਵਿਭਾਗ ਕਾ ਉਦੇਸ਼ ਹੈ ਕਿ ਜਨਤਾ ਕੇ ਬੀਚ ਪੁਲਿਸ ਕਾ ਡਰ ਸਮਾਜਿਕ ਸੇਵਾ ਕੇ ਸਹਾਇਤਾ ਆਦਿ ਕੇ ਕੰਮ ਕੀਤੇ ਜਾਣਗੇ। ਇਸ ਸੈਂਟਰ ਵਿਚ ਈ-ਆਰ, ਦਰਜ ਕਰਵਾਉਣ, ਸਿਕਾਇਤ ਦਰਜ ਕਰਵਾਉਣ, ਵੈਰੀਫਿਕੇਸ਼ਨ, ਕਿਰਾਏਦਾਰ ਨੈਸ ਸਾਰਟੀਫਿਕੇਟ ਆਦਿ ਦੇ ਕੰਮ ਕੀਤੇ ਜਾਣਗੇ। ਇਸ ਦੇ ਇਲਾਵਾ ਸਿਕਾਇਤ ਲਈ ਅਰਜ਼ੀਆਂ ਆਦਿ ਵੀ ਇਸ ਸੈਂਟਰ ਵਿਚ ਹੀ ਲਈਆਂ ਜਾਣਗੀਆਂ।

Roles and Functions of the Atal Sebhagita Kendra

1. Citizen Services

These centres will provide services which include delivery of copies of FIRs and untraced reports, no-objection certificates for armed licences, permission for religious and political processions, verification of tenants, registration of servants, safety and security services etc (See Annexure I).

2. Grievances and Complaints Resolution

- These centres will be the general resolution point for citizens complaints.
- These centres will have a facility for tracking complaints lodged by the public.
- Action taken will be immediately reported to the complainant by the designated officer.

Administration	Services and Function
<ul style="list-style-type: none"> • In-charge Atal Sebhagita Kendra will 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. • Scrutinisation of police service and work-related grievances. • Refer grievances to concerned officials for time-bound redressal. • To conduct weekly grievance redressal of people and committees with a senior police officer. • To maintain a database on the number, nature and disposal of grievances. • Proper documentation of each complaint mentioning the date of complaint type of complaint, action taken and present status i.e. final or pending. If final then the final date of disposal. • Concise final action taken report of each complaint will be forwarded to CPD for perusal and record. 	<ul style="list-style-type: none"> • To receive complaints against police and dispose of after the necessary and time-bound action is taken. • A nodal place for community-oriented schemes like combating domestic violence, elder assistance, legal aid to the vulnerable sections of society etc. • Meetings of Resident Welfare Associations, Traffic Regulation Committees, and Economic Offences Wings will be organised under this unit.

3. Alternate Dispute Resolution

- These centres will be equipped with specialised counsellors and experts for the amicable resolution of disputes.

- In case the respective dispute is not resolved at the Atal Sehbhagita Kendra, it shall be referred for mediation.
- **Family Counselling Centre**

This Cell will specifically deal with the cases of victims of domestic and matrimonial disputes and its main functions will be the following:

Administration	Services and Functions
<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. • Monitoring the conciliated cases to avoid any recidivism. 	<ul style="list-style-type: none"> • In-charge lady officer will also be the Protection Officer under the domestic violence act. • Arbitration in cases which are referred from police stations or cases in which women complainants have directly approached. • To provide relief to women in disputes in her relief and rehabilitation through a network of government and non-government organisations. • Counselling and arbitration committee of five members. • Referring and suggesting a further course of action in unresolved cases for registration or to court.

Constitute a Counselling and Arbitration Committee

Constitute a counselling and arbitration committee of five members (comprising experts from law, gender studies, psychology, and non-government organisation) (Members of this committee will be exclusive from the **Atal Sehbhagita Kendra**).

Essentials
<ul style="list-style-type: none"> • Members should be gender sensitised • Displaying the list of doctors, counsellors and NGO • List of rehabilitation centres • Attending the cases promptly • Separate toilets for male/female

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

- **NRI facilitation**

This unit will deal with the grievances of Non-Resident Indians on a priority basis and provide them redressal in the best possible manner by themselves or through referral.

4. Information and Awareness – For Crime Prevention

- The primary function of Atal Sehbhagita Kendras is to generate awareness among the community regarding the rights and responsibilities of the common citizen.
- To dispense information regarding the specific service that the police initiate.
- To provide basic information relating to the citizens regarding police functioning.
- To encourage the public for neighbourhood policing for crime prevention.
- Preparing Sector Safety and Security Plan

5. Legal Aid and Victim Relief

- There is a victim relief centre which will include a first-aid facility and free legal aid for the poor.

The **Victim Relief Centre** will focus on the victims, their rights, needs and expectations. Particular efforts will be made to improve the police response to the victims of sexual and violent crime. There is a need for specially trained women officers to avoid insensitive questioning. **Victim Helplines** and **Women Helplines** should be set up. Society, NGOs and voluntary agencies for this purpose would be enlisted for referrals.

Administration	Services and Function
<p>This unit will work 24 × 365 days with 24 hrs dedicated helpline to support the victim of crime in general and specifically women and children. Staff will be posted here on 8 hrs rotational shifts. Each call will 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 • Maintain a database and feedback mechanism 	<ul style="list-style-type: none"> • 24 hrs × 365 days women and child helpline. • Quick on the spot and trauma response. • Emotional support (services of a professional counsellor). • The help of a specialist in need-based human-sensitive interviewing of the victim (gender and age-specific) to avoid recall of victimisation and to lessen the trauma. • Ensuring non-repetition of circumstances which induced earlier victimisation 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). • Counselling facility.

Essentials

These units will be equipped with and have linkages as per the following:

- The helpline number will be the same throughout the UT and toll-free.
- Ambulance services with dispatch staff to reach the spot.
- Networking with all district police stations to dispatch police within no time to salvage victims.
- First-aid facilities and a panel of specialists to de-traumatise the victim and to take help in investigation and counselling.
- 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 organisations, working for the welfare of women and children.
- Free legal aid services.
- To assist the 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 counsellors 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 organisations • List of women-related organisations • Women's rights in custody (display information) • Female foeticide (pamphlet) • Rights of the unborn (folder)

Police Beat

The police department will keep the geographical boundary of the beats the same as they are at present. However as per the new proposed structure, the “**Police Station Atal Sehbhagita Kendras**” would become the nodal beat office and beat staff would work from there. The beat staff will work in their respective police beat only but report to the Police Station ASK centre. Therefore, whenever the public would want to meet any police personnel regarding work that falls under the purview of the beat staff, then in such a case, the ASK centre would be the only beat office where people would get the ensured presence of the ASK centre’s staff during the stipulated working hours. Beat boxes would be barely a place of shelter if beat staff so desires. Beat-Division should be abolished, and the in-charge “Police Station Atal Sehbhagita Kendra” should monitor the beat staff, ASK centre staff and related tasks.

PROPOSED ADMINISTRATION AND ROLE OF STAFF Staff requirements in the Proposed Structure

Per Beat / ASK centre	Staff	Rank	Total
Atal Sehbhagita Kendra	5 police personnel	1 SI, 1 ASI and 3 constable(s) or head constable rank [1 female 2 males]	16*5=80

DSP: Sub-division Police Office will monitor all ASK centres' working and would check the monthly performance report of the ASK staff and beat staff.

ASK's Staff: 1 Sub-Inspector, 1 Assistant Sub-Inspector and 3 Constables or Head-Constables.

Station House Officer: The SHO of the police station would be responsible for the overall functioning of the ASK centres, which are established under the police station's jurisdiction. The SHO would post from the police station one at least Sub-Inspector (SI) rank officer as in-charge of ASK centre, one Assistant Sub-Inspector (ASI) rank officer as assistant in-charge and three constables or head constable rank officers to do any clerical work and to operate the E-Saathi portal.

In-Charge: The in-charge ASK centre would monitor the working of beat staff, ASK centre's staff and report to SHO.

Assistant In-Charge: The ASI would assist the in-charge ASK centre. The ASI, along with the in-charge ASK centre, would monitor beat staff movement regularly, allocate work to the beat staff, monitor service delivery, data collection, data quality and working of ASK centre staff, prepare reports and if there is any physical record, then the management of that record too.

Operators: The operators would upload and raise requests made by the people visiting the ASK centre on the E-Saathi portal. The request made by the public could be for any police service, for resolution of the problem the public face or any complaint they would want to raise.

Beat Staff: The beat staff would do all beat-related work such as patrolling, checking, verifying and collecting information addressing public grievances raised through E-Saathi applications. Beat staff would report to the in-charge ASK centre.

***At ASK centres, staff should be provided with the staff-specific login on the E-Saathi web portal so that they can raise requests for service on citizens' behalf of who visit there. This will ensure that the generated data is pooled into the same central repository.**

ANNEXURE-I

Citizen Services

S. No	Services	S. No	Services
1.	eFIR Registration	10	Locked House Registration
2	Complaint Registration	11	Passport Verification
3.	Character Verification	12	Know the Status of Complaints /Case
4	Employee Verification	13	Application for Horse Riding School
5	Tenant Verification	14	Application for Shooting Range
6.	Servant Verification	15	Services Related to Foreigners
7	Lost Article Report		a) Issue of NOC
8.	Police Clearance Certificate		b) Registration of Foreigners
9	Senior Citizen Sticker		c) VISA Extension
			d) Exit/Departure Permission

