

2018



# Recommendations of the Haryana Governance Reforms Authority

## Second Status Report

Crime In Haryana, Police Station Reforms &  
Institutionalization of Delivery of Police Services: Haryana

Traffic Management: Need For An Institutional Framework



Haryana Governance Reforms Authority



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Institutionalization of Delivery of Police Services: Haryana**

**Traffic management: Need for an institutional framework**

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## INTRODUCTION

The focus of this report is to reform the police stations which are the nerve centres of policing. An assessment of the nature and location of crime, physical infrastructure, deployment of human resources, their professional capacities and co-ordination and technological capabilities was undertaken.

In light of the assessment, relevant parameters were identified and recommendations on police station reforms formulated. The focus of these recommendations was to provide dignified access to police services and ensure direct accountability of police personnel to the citizens. Another relevant suggestion is to provide easy access to citizens to record First Information Report (FIR). An analysis of total complaints received, investigated and charge-sheeted was also made for ensuring quality and efficient justice-delivery to the citizens. A section on prevention of violence against women and girls identified the nature of crime against women and reasons and factors responsible for the persistence of these crimes. A detailed action plan has been proposed for implementation. An institutional framework for traffic management after making a detailed analysis of road accidents have been proposed.

Police are facing a major challenge to institutionalise community involvement in the delivery of services, containment of crimes and for ensuring police accountability. The emphasis has to shift from an enforcement perspective targeting the community as potential criminals to crime prevention with community participation. There is a caution. Built-in prejudices against the women, the migrant, the scheduled castes may keep them on the margins and exclude them as partners in this venture. Community policing is to be seen as integral to policing per se. In other words, there will not be separate community policing officers or functionaries; every policeman shall be sensitized to the community policing perspective, equipped with community policing skills and assigned community policing tasks as per his placement.

There is a need for evolving a collaborative interactional relationship between the police and the community. The perspective needs to be interactive with the multi-cultural reality and sufficiently empower the community and the police to identify and resolve conflicts by themselves and in response to the specificities of social institutions and norms like casteism, racism, religiosity and gender relations.

On the recommendation of the HGRA, the Government has decided to establish "Mitra Kaksh" at all the administrative level of police department i.e. districts, sub-divisions and police stations to make the police service delivery more responsive, prompt, convenient and humane.

The scheme will be implemented in the all the 22 districts, 62 subdivisions and 289 police stations of Haryana.

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. These centres will have facility for lodging complaints against the working of the police personnel and transparent disposal of complaints so lodged. These centres will be authorised to register complaints of public. A complaint can be registered in any centre irrespective of the jurisdiction. Complainant will be given a unique ID as an acknowledgement receipt to ensure delivery of justice. To ensure action on complaint registered in a time bound manner, it will be included into the RTS Act. Action taken shall be immediately reported to the complainant by the designated officer.

These centres will be equipped with specialised counsellors, experts from diverse spheres of human activities for amicable resolution of economic, gender, political, and social disputes. 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 police on call facility for women in distress due to domestic violence, social atrocities, other violations and criminal offences. There will also be a victim relief centre which shall include first-aid facility and free legal aid for the poor.

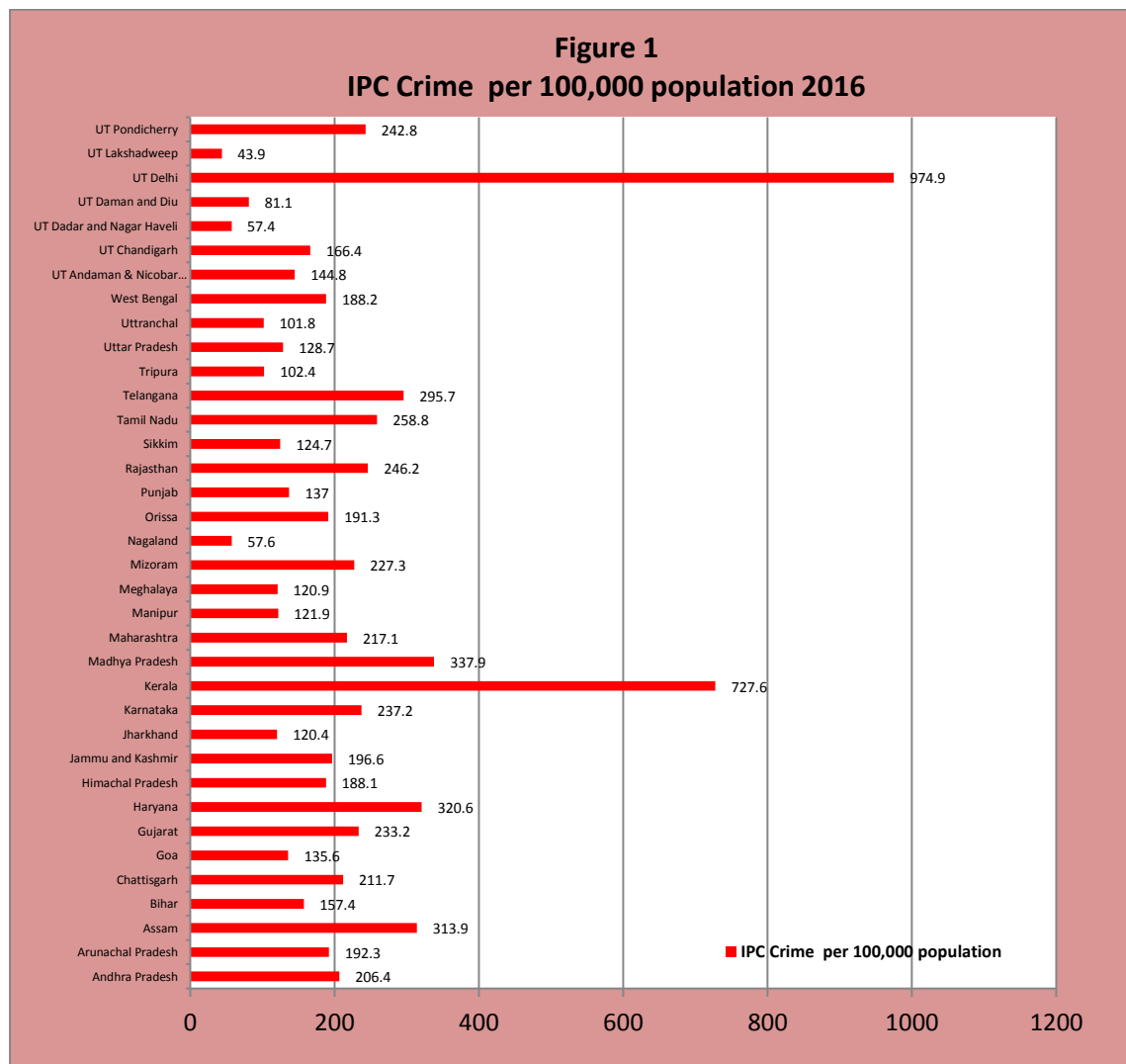
This report has been prepared by a team led by Prof. Pramod Kumar, Chairperson, HGRA including S.K. Sharma, IPS (Retd.), Harsh Chopra, Chandan Awasthi and Amit Kumar.

# I

## CRIME IN HARYANA, POLICE STATION REFORMS & INSTITUTIONALIZATION OF DELIVERY OF POLICE SERVICES: HARYANA

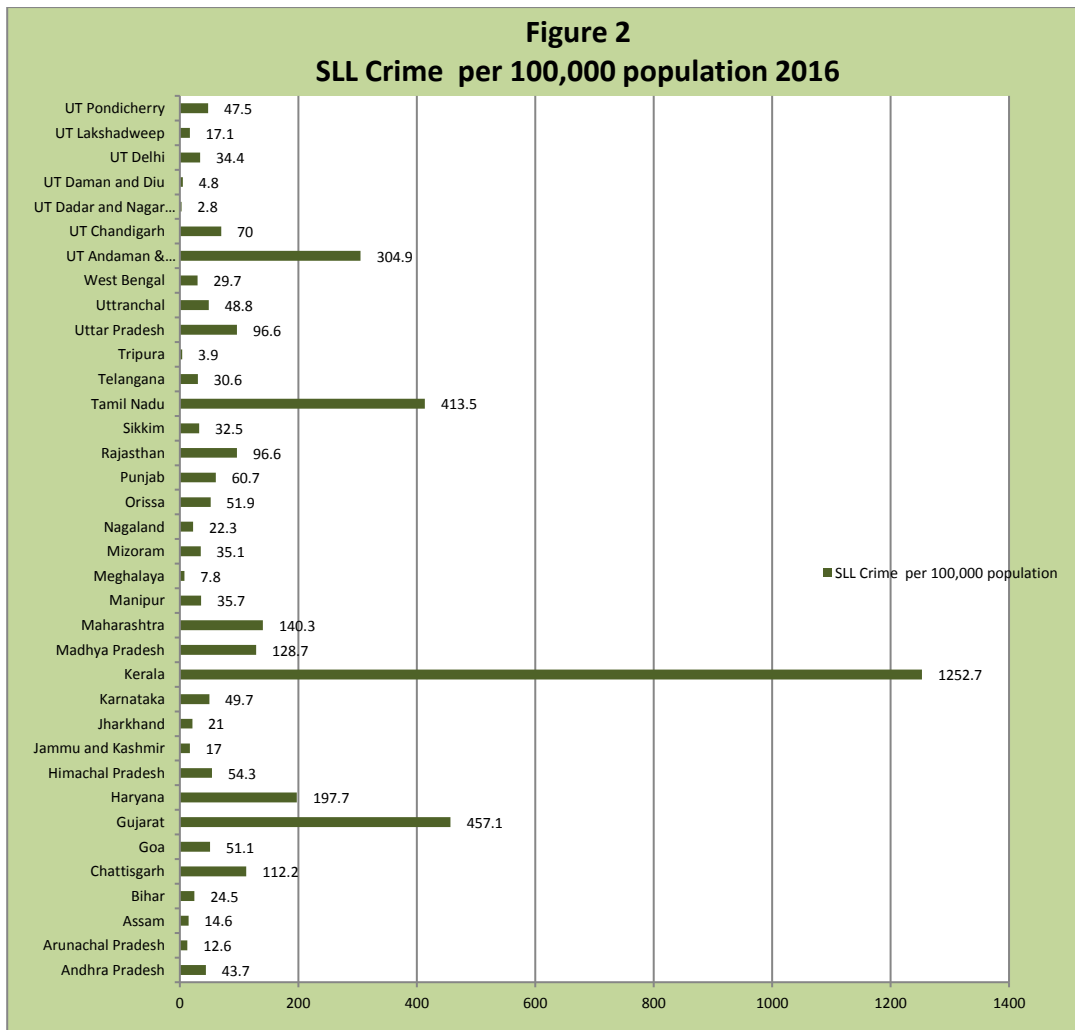
### CRIME SCENE IN HARYANA VIS-a-VIS OTHER STATES & UTs

The occurrence of incidences of crimes coded in Indian Penal Code was highest in Delhi which has acquired notoriety as the crime capital of India; as the rate of IPC crimes after per lakh population of Delhi was 974.9. The second highest IPC crime rate was of the state of Kerala 727.6 followed by Haryana at fourth position among states and union territories, with the IPC crime rate of 320.6 per lakh population, when ranked on the crime rate in descending order.



- Haryana is high on Heinous crimes like Murder, kidnapping & abduction, dacoity, robberies and also crimes related to property, NDPS Cases
- Haryana is moderate in incidences of crime affecting human bodies, cases of grievous hurt, attempt to murder, and culpable homicide not amounting to murder.

In 2016, Haryana was at 5th place when it came to crime rate of cases under Special & Local Laws (SLL). Under this category, there were 198 cases of crime per lakh population in Haryana. Kerala and Gujarat stood first and second respectively under the SLL category.



## District wise crime Scenario

The occurrence of incidences of crime under the IPC+SLL in Haryana was the highest in district Gurugram followed by Faridabad. Moreover, crime incidences per lakh population of these two districts were also highest in 2018. The least incidences of crimes were recorded in Charkhi Dadri; however in terms of crime incidences per lakh population this district was at 11<sup>th</sup> place among the districts with a high rate of crime as shown in Table 1.

**Table1. District wise incidences of crime per lakh population in Haryana**

District	Number of cases Registered under IPC 2018 (1)	Number of cases Registered under SLL 2018 (1)	Total Criminal Cases (IPC+SLL) (1)	Population as per 2011 Census (2)	Per lakh incidences of Crime (IPC+SLL)
Gurugram	14114	5197	19311	1514432	1275
Faridabad	11598	2124	13722	1809733	758
Rohtak	5647	1659	7306	1061204	688
Panipat	7135	649	7784	1205437	646
Karnal	6383	2779	9162	1505324	609
Jhajjar	4178	780	4958	958405	517
Kurukshetra	3164	1772	4936	964655	512
Palwal	3877	1205	5082	1042708	487
Sonipat	5896	1099	6995	1450001	482
Rewari	3732	467	4199	900332	466
Charkhi Dadri	1854	314	2168	502276	432
Yamunanagar	4429	753	5182	1214205	427
Fatehabad	2950	1036	3986	942011	423
Panchkula	2002	350	2352	561293	419
Ambala	3521	1175	4696	1128350	416
Kaithal	3465	776	4241	1074304	395
Bhiwani	3870	452	4322	1132169	382
Mahendragarh	2628	797	3425	922088	371
Jind	4103	630	4733	1334152	355
Sirsa	3642	901	4543	1295189	351
Nuh	2722	818	3540	1089263	325
Hisar	4544	519	5063	1743931	290
<b>Total</b>	<b>105454</b>	<b>26252</b>	<b>131706</b>	<b>25351462</b>	<b>520</b>
(1) Source: Haryana Police Headquarter on February 7, 2019, Procured by HGRA					
(2) Source: Statistical Abstract of Haryana 2016-17					
Note: As Mid year population of the districts for 2018 not available therefore population is based on the last census 2011 so analysis may vary.					

In case of IPC crime in Haryana depicted in Table 2, out of total 22 districts, 6 districts falls in the category of high percentage rise in crime above 40 percent, 8 districts in the category of moderate rise with a percentage of above 20 & below 40 percent, and 6 districts in the category of low rise crime percentage of below 20 percent. With the least recorded total crime cases, Charkhi Dadri has second highest percentage rise in crime under IPC, i.e. 61 percent from 2016 to 2018. Charkhi Dadri and Panipat are the other two districts that recorded an increase of more than 50 per cent in crime under IPC in three years 2016 to 2018. However, along with low percentage of rise

in crime (i.e. Palwal with 0.2 percent and Gurugram with 14.2percent) two districts, of Rohtak and Kurukshetra, also registered a decline in crime under IPC.

**Table 2. District Wise IPC Crime In Haryana**

Districts	2016	2017	2018	%age Increase/decrease in IPC Crime from 2016 to 2018	Rise in Crime
Jhajjar	2597	3600	4178	60.9	<b>High</b>
Charkhi Dadri	1159	1228	1854	60.0	
Panipat	4733	5734	7135	50.8	
Faridabad	7789	10484	11598	48.9	
Bhiwani	2701	3077	3870	43.3	
Kaithal	2432	2628	3465	42.5	
Sirsa	2677	2908	3642	36.0	<b>Moderate</b>
Rewari	2852	2969	3732	30.9	
Panchkula	1567	1934	2002	27.8	
Mewat	2163	2500	2722	25.8	
Sonipat	4703	5274	5896	25.4	
Fatehabad	2369	2200	2950	24.5	
Yamunanagar	3601	4463	4429	23.0	
Jind	3358	3857	4103	22.2	
Ambala	2959	3188	3521	19.0	<b>Low</b>
Hisar	3831	4264	4544	18.6	
Karnal	5543	5441	6383	15.2	
Narnaul	2292	2376	2628	14.7	
Gurugram	12358	13688	14114	14.2	
Palwal	3860	3770	3877	0.4	
Rohtak	5999	5509	5647	-5.9	
Kurukshetra	3516	3080	3164	-10.0	
<b>Total</b>	<b>85059</b>	<b>94172</b>	<b>105454</b>	<b>24.0</b>	

Source: Haryana Police Headquarter on February 7, 2019, Procured by HGRA

Cases of a crime under Special & Local Laws (SLL) shows a decline in majority of districts from 2016 to 2018 (Table 3). However, four district of Mewat, Rohtak, Kurukshetra and Narnaul show a considerable high percentage increase in these type of cases from 2016 to 2018. Mewat registered the highest increase of 68.3 percent in such cases. Unlike the trend in IPC crime in Haryana, the percentage rise in SLL crime shows totally different scenario. Out of 22 districts, 14 districts shows declining trend and 8 districts falls in the category of high and low (4 in each category). As mentioned above, Kurukshetra fall under the category of high rise in SLL crime in spite having decreasing trend of IPC crime. Such vice-versa trend can be also seen in districts of Charkhi Dadri, Jhajjar, Panipat, Faridabad, Bhiwani, Kaithal having decreasing trend of SLL crime but high rise in IPC crime.

**Table 3. District Wise SLL Crime in Haryana**

	2016	2017	2018	%age Increase/decrease in SLL Crime from 2016 to 2018	Rise in Crime
Mewat	486	1072	818	68.3	<b>High</b>
Rohtak	1035	1231	1659	60.3	
Kurukshetra	1107	1689	1772	60.1	
Narnaul	538	970	797	48.1	
Gurugram	4850	5554	5197	7.2	<b>Low</b>
Ambala	1104	1130	1175	6.4	
Karnal	2650	2601	2779	4.9	
Yamunanagar	742	965	753	1.5	
Kaithal	820	652	776	-5.4	<b>Decrease</b>
Palwal	1332	1485	1205	-9.5	
Charkhi Dadri	380	481	314	-17.4	
Sonapat	1385	1367	1099	-20.6	
Bhiwani	639	431	452	-29.3	
Sirsa	1304	840	901	-30.9	
Jhajjar	1165	574	780	-33.0	
Hisar	808	685	519	-35.8	
Rewari	801	895	467	-41.7	
Jind	1226	590	630	-48.6	
Panchkula	699	530	350	-49.9	
Faridabad	4328	4865	2124	-50.9	
Panipat	1539	772	649	-57.8	
Fatehabad	2568	1511	1036	-59.7	
<b>Total</b>	<b>31506</b>	<b>30890</b>	<b>26252</b>	<b>-16.7</b>	

Source: Haryana Police Headquarter on February 7, 2019, Procured by HGRA

## STRENGTH OF STATE POLICE

The strength of civil-police in Haryana is 38233; making it 663 people per civil-police personnel. The number of people per civil-police personnel is the highest in district Nuh (1252) and lowest in Gurugram (271). As per the data provided by the Haryana Police, there are 3360 women police personnel in the total civil police force of 38233 personnel. Women representation is 8.8 percent among the civil police. Haryana has 322 Police Stations in its 22 districts. Under the jurisdiction of one police station on average, 78731 people reside. District wise analysis shows in Gurugram per police station population is lowest in the state that is 36058 people, and the highest is in Bhiwani - 113217 people. Among the police station staff, women representation is 8.82 percent. Lowest representation of women among police station staff is in district Palwal at 4.06 percent, and highest in district Mahendargarh at 16.12 percent.

**Table 4. Strength of Civil Police in Haryana 2019**

District	Civil Police						Number of People to be Policed by one Civil Police Personnel
	Total (1)	Male (1)	Male %	Female (1)	Female %	Population as per 2011 Census (2)	
Ambala	1862	1730	92.9	132	7.1	1128350	606
Bhiwani	1160	1046	90.2	114	9.8	1132169	976
Chakhi Dadri	697	638	91.5	59	8.5	502276	721
Faridabad	3787	3508	92.6	279	7.4	1809733	478
Fatehabad	1091	986	90.4	105	9.6	942011	863
Gurugram	5593	5173	92.5	420	7.5	1514432	271
Hisar	2791	2506	89.8	285	10.2	1743931	625
Jhajjar	1749	1583	90.5	166	9.5	958405	548
Jind	1179	1092	92.6	87	7.4	1334152	1132
Kaithal	1189	1088	91.5	101	8.5	1074304	904
Karnal	2155	1855	86.1	300	13.9	1505324	699
Kurukshetra	1276	1172	91.8	104	8.2	964655	756
Mahendergarh	848	766	90.3	82	9.7	922088	1087
Nuh	870	820	94.3	50	5.7	1089263	1252
Palwal	1062	998	94.0	64	6.0	1042708	982
Panchkula	1071	980	91.5	91	8.5	561293	524
Panipat	1821	1680	92.3	141	7.7	1205437	662
Rewari	862	734	85.2	128	14.8	900332	1044
Rohtak	1978	1788	90.4	190	9.6	1061204	537
Sirsa	1819	1603	88.1	216	11.9	1295189	712
Sonipat	2212	2039	92.2	173	7.8	1450001	656
Yamunanagar	1161	1088	93.7	73	6.3	1214205	1046
<b>Total</b>	<b>38233</b>	<b>34873</b>	<b>91.2</b>	<b>3360</b>	<b>8.8</b>	<b>25351462</b>	<b>663</b>
(1) Source: Haryana Police Headquarter on February 7, 2019, Procured by HGRA							
(2) Source: Statistical Abstract of Haryana 2016-17							
Note: As Mid-year population of the districts for 2018 not available therefore population is based on the last census 2011 so analysis may vary.							

It is believed that increase in number of Civil Police Personnel will decrease the incidences of crime, that is, higher the number of Civil Police Personnel, lower will the crime rate. But in reality, the statement stands invalid. With a correlation of -0.65 between incidences of crime and number of people to be policed by one Civil Police Personnel, showing a negative correlation negates the fact that increasing the number of Civil Police Personnel will reduce the crime rate or incidences. For instance, as also mentioned before and shown in the table below that districts with highest incidences of crime, i.e. Gurugram with 1275 per lakh followed by Faridabad 758 per lakh, have the lowest number of people to be policed by one Civil Police Personnel, i.e. 271 and 478 for Gurugram and Faridabad, respectively.

**Table 5. Correlation between Incidences of Crime and Number of People to be policed by one Civil Police Personnel, Haryana**

District	Per lakh incidences of Crime (IPC+SLL)	Number of People to be Policed by one Civil Police Personnel
Gurugram	1275	271
Faridabad	758	478
Rohtak	688	537
Panipat	646	662
Karnal	609	699
Jhajjar	517	548
Kurukshetra	512	756
Palwal	487	982
Sonapat	482	656
Rewari	466	1044
Charki Dadri	432	721
Yamunanagar	427	1046
Fatehabad	423	863
Panchkula	419	524
Ambala	416	606
Kaithal	395	904
Bhiwani	382	976
Mahendragarh	371	1087
Jind	355	1132
Sirsa	351	712
Nuh	325	1252
Hisar	290	625
<b>Total</b>	<b>520</b>	<b>663</b>
<b>Correlation</b>		<b>-0.65</b>
(1) Source: Haryana Police Headquarter on February 7, 2019, Procured by HGRA		
(2) Source: Statistical Abstract of Haryana 2016-17		
Note: As Mid-year population of the districts for 2018 not available therefore population is based on the last census 2011 so analysis may vary.		

A negative correlation between incidences of crime and number of people to be policed by one Civil Police Personnel shows that it is not only the strength of Civil Police Personnel that needs to be taken under consideration but other relevant aspects of policing too. There is a need for upgradation or to implement reform in the existed model of policing.

## POLICE STATION REFORMS

### POLICE STATION: A WALKTHROUGH ASSESSMENT

Police stations are the nerve centres of policing. Unfortunately, service delivery at a cutting edge level has not been the main focus of police reforms. Police stations are the first contact point of citizens. And there exists a disconnect between the outside space and the

police station. This spatial disconnect is because the citizens feel that in the police stations, they might be 'detained, physically assaulted, insulted and coerced to pay bribes'. This kind of perception, poor management practices, lack of accountability and transparency, and prejudiced response has contributed to the under-reporting of crime besides many other distortions.

To know how far these observations are relevant in the context of Haryana, we are reproducing a graphic view of a police station and main arguments from the various IDC studies that have been conducted over time. Unlike a school, panchayat office or a government dispensary, the Police Station gives a feeling of being an alien space. This perception is further reinforced by the 'dingy and badly illuminated interiors' of a Police Station, lending it a distinctly unwelcome appearance.

To explore as to how far the police stations are accessible and have community orientation besides offering a conducive environment for vulnerable groups, Police Stations Walkthrough methodology has been used. In this, a group of experts visit a police station and make an assessment of the various aspects of the police station including physical infrastructure, physical resource management, professional capacities, communication, service delivery and networking.

## **I. Building and Infrastructure**

### **a. Approachability**

Signage facility in the area of jurisdiction was poor. Being from another state and city, an hour was wasted just to locate the police station. Even some police employees and local residents showed their ignorance regarding the exact location of the police station. The police station was not easily approachable due to congested streets and market area, and it really took a lot to reach there in a four wheeler.

### **b. Poor Building and Infrastructure**

It was found that police station building was not fit to live or work in. Police Stations' building was space-wise insufficient, crumbling, sinking, gloomy and seepage affected. Police Stations' doors, windowpanes were broken. In one police post of the police station, the personnel barely escaped from the roof caving in. In spite of this, the personnel had to continue to reside and work there. Due to lack of space in the building, temporary rooms

were constructed.. Insufficient furniture was also noticed in the police stations, and the person on duty had to offer his/her own chair in case someone came to the station. Lack of resources like stationery, uniforms (2 in 4 years), petrol, mass transportation vehicles, infrastructure to ferry unclaimed dead bodies for post-mortem etc were also reported. Although IT and office automation equipment like computers, Xerox machines etc were there, but either they were reduced to junk or out of order due to scarcity of maintenance funds and non-availability of man power.

Police personnel also complained that due to shortage of space, they did not have rest rooms or any residential facilities for the staff. The station's mess was also found to be dirty and unhygienic.

#### **c. Poor Sanitation**

Instead of proper washrooms and toilets, the station had shabby, stinking and unhygienic facility in the name of sanitation. The justification for the deplorable condition was cited as shortage of fourth-class staff to clean it. Water filter was connected with the washbasin tap of a toilet. Washing and bathing facilities were found to be in open space, with police persons roaming around in casual and improper clothes. No separate toilet facility was available for the women staff. All these are against the norms of any working place.

#### **d. Inhuman Condition of Detainees and Lock-ups**

It was found that police station's lockup was congested, dirty, dark and without any electricity or fan. Lockups had low visibility. The accused in the lockups were in their undergarments, and in a hot and humid weather, were given blankets to sleep on. The justification for such condition given was 'fear of committing suicide'. Information regarding arrested persons was not nowhere mentioned on the boards meant specifically for the purpose. Instead, bills like wanted, missing persons etc were pasted on the board. The arrest of a person was not mentioned in the DDR register. Separate lockup for the ladies was not available, and the one available was being used as a storeroom for evidence and ammunition. When asked where the women under arrest were held, the personnel replied mischievously "*SHO KE KAMRE MAIN*".

## II. Policing with Colonial Mindset

The old staff was not satisfied with the way of working of the new and young police officers. They were of the opinion that though the new ones were more qualified, they lacked field knowledge and experience, and could neither control crime nor a mob. They further elaborated that newcomers did not know where and how to rough up or hang the person during interrogation. For this, they blamed the recruitment and training process. On the other hand, new and younger police personnel were of the opinion that police could be reformed only once the old staff retired.

Police personnel were of the view that society compels them to be rude because citizens do not follow their duties and expect more from the police force.

It was told that in the absence of any modern investigation facilities how one can one make a person to admit his/her crime without any third degree method of *"HAMARE PAS TO DANDA HAI"*.

Personnel were also not in favour of public participation in police working. There was a sense of distrust for the public as they felt that the 'public lies and public closeness will only reduce the fear of the police among the public'. It was quoted that *"SANNP KE DARR SE HE LOG USKE PASS NAHIN JATE"*.

Police personnel were of the view that their own seniors never supported them whenever any person from the public (*KOI BHI EKKA DUKKA AADMI*) complained against them as they wanted to keep their own image perfect in the eyes of the public. It was quoted *"HARR OFFICER POLICE FORCE KO APNI AAYA SAMJATTA HAI OR SUDHAR KEE BAAT KARTA HAI, TO KAYA HAM PAHLE CHOR THHE"* (*All officers talk of improvement, so then were we thieves before?*).

## III. Professional Capacities: Manpower Management

Allocation of duties, sufficient manpower for manning the police station and the associated activities: the Walk Through revealed the absence of positional accountability and allocation of responsibilities

- a. Efficiency and Skills of Police Station Staff

Knowledge and skill regarding services; rights of citizens/ criminals and public dealing were easily discernible and found to be lacking. An overview of the protocols and procedures followed reflected ad-hoc functioning – systems of record maintenance and access to materials was itself tedious and archaic.

The police force is expected to investigate as well as maintain peace in the area, but they had no training to collect evidence at the scene of crime, which they said came under the purview of the forensic experts. There was no fingerprint expert or first-aid medic available at the Police Station.

Their level of sensitization towards child rights and women's rights was low. A rape victim's statement is recorded by a Non-Gazetted Officer, and no attempt is made to engage a woman personnel for the job.

#### b. Lack of Public Conveniences

Police station lacks in facilities for the public. There was no specified space for waiting. Either visitors have to wait under a tree's shade or by just standing in a corner. Separate urinals and proper drinking water was also not available for visitors.

#### c. Motivation Level Police Station Staff

Motivation levels of the work force were low in their dealings and conduct of role responsibilities. 'All the personnel spoken to said they would not like to join the police force if they were given another chance to choose a profession.'

Also, the personnel felt that they were looked down upon by the public which was quick to highlight their mistakes but overlooked their contribution. They felt that they did not receive any sympathy from the public.

They mentioned that all Government Departments create hassles for the police personnel even in routine work due to their bias against the police.

### **IV. Coordination and Networking**

There is no regular coordination or exchange of information with other cells in routine matters, however "if the need arises, their help/assistance is taken" as was told to us by the personnel present.

Networking: NGOs / Women Cell – "Co-Ordination with Other Departments When Needed."

Collaboration with the health and women welfare departments was found to be lacking, for instance. The victim's needs were found to be non-existent such as:

- Space and comfortable sitting arrangement for children, women and other victims.
- First Aid facility.
- Ambulance service
- Doctors, psychiatrists and psychologists on the panel and to be made available on call to provide required attention to the traumatized person.

Certain resources such as funds for the legal aid cell and other services were being provided by the businessmen, property dealers, and travel agents. Rather than a partnership for improved service delivery, this ad-hoc assistance stemmed from 'exchange of favours'.

#### **PARAMETERS FOR POLICE STATION REFORMS**

During the last 30 years, about a dozen Commissions and Committees have been constituted to study the police functioning and to give suggestions for bringing the much needed reforms with the objective of making the police functioning more professional, transparent and accountable. These Commissions have given a plethora of recommendations for improving the police functioning at micro as well as macro level. Some of these recommendations are extremely relevant even in the present context. The recommendations of Justice Malimath Committee, Ribeiro Committee and Padmanabhaiya Committee also delve on these issues at length. The historical judgement delivered by Honourable Supreme Court in PIL filed by DGP Prakash Singh (Retd) and others were the culminating point which set in motion the process of reforms and redrafting of the Police Acts by the States. The Model Police Act prepared by an expert committee which was circulated by the Government of India became the basic format for the States to prepare their Police Acts to implement the changes suggested in the various court verdicts.

The State of Haryana also prepared its Police Act to replace the century-and-half-old Police Act of 1861. This Act came into operation in June 2008. It vividly specifies the structural, functional, operational and regulatory aspects of the police working along with much debated subjects such as police accountability (Section 59), community policing and

community liaison groups, (Section 50 [L] made DGP competent to make regulations, and issue orders on community policing and Section 12 [4] authorize SP district to constitute CLGs) besides the role, functions and duties of police.

The Act also specifies provisions with regard of the creation of Police Ranges, Police Districts, the organization and composition of Police service in the state, appointment procedure of DGP, Additional DGP and General, Deputy and Assistant IGs. Section 12 of the Police Act relates to the creation of police stations and qualifications for the appointment of Police Station House officer.

From these provisions, it is quite evident that comprehensive changes have been proposed from the traditional policing given in the Police Act of 1861 drafted under the shadow of the colonial mindset and the futuristic expectations from the Police. Police Station, being the first rung of the ladder to provide policing, will have to undergo the changes at every step with new roles, and service delivery methodologies.

**Keeping these avowed objectives in view, the following parameters have been identified for the police stations reforms;**

- (i). **The first parameter** is to build police station capacities to maintain law and order and ensure that police services meet the community needs. Police Stations to be equipped in terms of human resources, equipment and technology to function as per the local specificities. For instance, in Kurukshetra, all the police stations to be equipped to cater to the religious pilgrimage tourism; police stations located on the national and state highways to be equipped to meet the needs of the mobile population; in places dominated by sports infrastructure, the police deployed will meet the needs of the sportspersons and the spectators etc.
- (ii). **The second parameter** is to strengthen internal accountability and also make police directly accountable to the citizens they serve.

The internal accountability will check the politicisation of the police at the cutting edge level. The internal accountability of the police station in-charge and others to law, hierarchy and civil society has to be made operational. This entails the restoration of hierarchy, performance-based incentives, posting and transfers and insulation of police from external partisan interference.

Direct accountability to the citizens shall provide enough space to dispel the fear and distrust of the police and transform alien police stations to people's police stations. In other words, provide the citizens with an avenue to express their opinion about the police and/or register their complaint against police.

- (iii). **The third parameter** is to put in place institutional mechanism to make police stations responsive to the needs of the vulnerable groups, underprivileged sections and citizens' needs and demands. The need is to institutionalise methods to cater to the needs of gender, Dalits, migrant workers, children etc.
- (iv). **The fourth parameter** is to make police service delivery transparent through the institutionalisation of community-police partnership (for instance, Establishment of Mitra Kaksh). And, also to put in place monitoring mechanism, social audit and regular citizen feedback system.

## **1. PHYSICAL INFRASTRUCTURE AND HUMAN RESOURCES OF POLICE STATIONS**

### **a. Equipping Police Stations**

- As the first step in this direction, the Police Stations in the dilapidated conditions need to be repaired immediately.
- Most of the Police Stations should be located in new buildings. The police station space has to be re-engineered to give them community orientation, provide space for efficient management systems, victim relief centres, dignified detention cells and accessible police service delivery.
- Facilities for the visitors like respectable sitting arrangement, drinking water, waiting rooms for visitors, communication rooms, separate washrooms for women, and parking need to be ensured.
- More humane conditions for the detainees to be ensured which are in tune with the recommendations of the National Human Rights Commission and verdicts of the courts.
- Proper space allocation for the staff and office infrastructure, living and working conditions for the staff at the Police Station level need comprehensive attention as

these affect their morale and efficiency directly. The Haryana Police Housing Corporation be provided with resources for executing these projects as per the guidelines and designs given by the Bureau of Police Research and Development (BPR&D).

- Computerization of record-keeping initiatives undertaken in this direction needs finetuning and integration with the national network grids and state network grids. Inter-departmental communication issues also need to be addressed comprehensively.
- Vehicles for SHO and staff for daily duties - In order to face hi-tech criminals and e-offenders, the mobility, communication, forensic kits and weaponry of the policemen at the police station level needs comprehensive improvement. A Committee is to be set up to assess the logistic requirements of the police at the police station level and its recommendations consolidated for equipping the force as per the requirements.
- Forensic Kits: Future of the police in the country lies in extensive forensic applications as the tech-criminals are far ahead of the policemen in the use and abuse of technology. Police Station being a base unit will accordingly have to be equipped with the gadgets and devices for effective sealing and coverage of the scenes of crime, lifting, preserving and transmitting evidence for expert reports.

#### **b. Setting up of new and re-demarcation of the Police Stations**

In the Haryana Police Act, Section 12 stipulates that the State Government may, on recommendation of the Director General of Police, create, by notification in the Official Gazette, as many police stations and outposts as may be deemed necessary in a police district, duly keeping in view the population, area, crime situation and the workload in terms of law and order and the distance to be covered by the inhabitants to reach the Police Station.

- If population coverage of one lakh is taken as one of the basis to set up police stations, Haryana would need two more police stations. Out of these, one each may have to be located in Bhiwani, and Nuh.

- The authority is of the view that the existing police stations should be made functional rather than creating new police stations. If due to security reasons, new police stations have to be created, the criteria of one lakh population coverage may be taken as the basis.
- The conventional criteria may not suffice to meet the citizen needs like tourism, migration, traffic density and/or locational specificities like the historical place, heritage site, national and state highways and other strategic locations, and/or nature of crime like terrorism, ethnic conflicts, social violence. It may be more appropriate to set up police stations that would be commensurate with the citizen needs, locational specificities and nature of the crime.
- Police Stations should be demarcated on the geographical map as the delimitation of the electoral constituencies periodically change that only goes on to add to the administrative costs besides causing other distortions.

**Table 6. Need Assessment for Setting up Police Stations 2019**

District	Number of Police Stations (1)	Population as per 2011 Census (2)	Population under Jurisdiction of one police station	To keep average 1 lakh population under one police station required number of stations	Number of police stations required
Ambala	15	1128350	75223	11	
Bhiwani	10	1132169	113217	11	1
Charkhi Dadri	6	502276	83713	5	
Faridabad	29	1809733	62405	18	
Fatehabad	11	942011	85637	9	
Gurugram	42	1514432	36058	15	
Hisar	18	1743931	96885	17	
Jhajjar	14	958405	68458	10	
Jind	13	1334152	102627	13	
Kaithal	13	1074304	82639	11	
Karnal	17	1505324	88548	15	
Kurukshetra	11	964655	87696	10	
Mahendergarh	9	922088	102454	9	
Nuh	10	1089263	108926	11	1
Palwal	10	1042708	104271	10	
Panchkula	10	561293	56129	6	
Panipat	12	1205437	100453	12	
Rewari	13	900332	69256	9	
Rohtak	13	1061204	81631	11	
Sirsa	16	1295189	80949	13	
Sonipat	15	1450001	96667	15	
Yamunanagar	15	1214205	80947	12	
Total	322	25351462	78731	254	

District	Number of Police Stations (1)	Population as per 2011 Census (2)	Population under Jurisdiction of one police station	To keep average 1 lakh population under one police station required number of stations	Number of police stations required
(1) Source: Source: Haryana Police Headquarter on February 7, 2019, Procured by HGRA					
(2) Source: Statistical Abstract of Haryana 2016-17					
Note: As Mid-year population of the districts for 2018 not available therefore population is based on the last census 2011 so analysis may vary.					

### c. Human Resource Management

In Haryana, staff posted in police stations across the state is approximately 24 percent less than the staff sanctioned. Except three districts Jhajjar, Sonipat and Kaithal where the strength of staff posted in police stations is more than the staff sanctioned, in all the other districts strength of staff posted is less than the staff sanctioned. In district Karnal, the staff posted in police stations is 76.63 percent less than the staff sanctioned for the police stations of the district. On average, there are 47 police personnel posted per police station in the state. Gurugram with 76, Sonipat, Panipat and Faridabad with 63, 62 and 59 police personnel posted per police station respectively are the districts with a higher number of police-personnel posted per police station. Districts with the lowest staff posted per police station are Yamunanagar, Karnal, Nuh and Ambala. In Haryana, one police personnel posted in a police station has to serve 1662 people. District wise worst ratio is of district Nuh where one person posted serves 3480 people. District Gurugram has 475 people after one police personnel posted in a police station.

**Table 7. Regular Human Resource Deployment in Police Stations Haryana 2019**

District	Number of Police Stations (1)	Staff Sanctioned at Police Stations (1)	Staff Posted at Police Stations (1)	Staff Posted per Police Station	%age Difference in Staff Sanctioned and Posted in Police Station	Population as per 2011 Census (2)	Number of People to be served by one personnel posted in Police Station
Ambala	15	763	472	31	-38.14	1128350	2391
Bhiwani	10	497	426	43	-14.29	1132169	2658
Charkhi Dadri	6	250	241	40	-3.60	502276	2084
Faridabad	29	2473	1700	59	-31.26	1809733	1065
Fatehabad	11	586	388	35	-33.79	942011	2428
Gurugram	42	3226	3186	76	-1.24	1514432	475
Hisar	18	1232	870	48	-29.38	1743931	2005
Jhajjar	14	471	721	52	53.08	958405	1329
Jind	13	652	410	32	-37.12	1334152	3254

District	Number of Police Stations (1)	Staff Sanctioned at Police Stations (1)	Staff Posted at Police Stations (1)	Staff Posted per Police Station	%age Difference in Staff Sanctioned and Posted in Police Station	Population as per 2011 Census (2)	Number of People to be served by one personnel posted in Police Station
Kaithal	13	475	531	41	11.79	1074304	2023
Karnal	17	2148	502	30	-76.63	1505324	2999
Kurukshetra	11	587	494	45	-15.84	964655	1953
Mahendergarh	9	340	304	34	-10.59	922088	3033
Nuh	10	393	313	31	-20.36	1089263	3480
Palwal	10	502	419	42	-16.53	1042708	2489
Panchkula	10	406	331	33	-18.47	561293	1696
Panipat	12	1154	748	62	-35.18	1205437	1612
Rewari	13	792	473	36	-40.28	900332	1903
Rohtak	13	1014	722	56	-28.80	1061204	1470
Sirsa	16	673	637	40	-5.35	1295189	2033
Sonipat	15	736	942	63	27.99	1450001	1539
Yamunanagar	15	642	422	28	-34.27	1214205	2877
Total	322	20012	15252	47	-23.79	25351462	1662
(1) Source: Source: Haryana Police Headquarter on February 7, 2019, Procured by HGRA							
(2) Source: Statistical Abstract of Haryana 2016-17							
Note: As Mid-year population of the districts for 2018 not available therefore population is based on the last census 2011 so analysis may vary.							

- The Haryana Governance Reforms Authority after due consideration of the Srivastava Study Group is of the view that;  
  
Redeployment of staff should be undertaken as per the needs of the area. New recruitment should be made in the context of making police properly equipped with technological resource. Mere recruitment of the constables to increase their strength may not suffice the need of modern day policing. The districts Gurugram have the best police-population ratio and have an unsatisfactory performance index. This paradox shows that more police strength may not necessarily lead to better performance. However, the districts of Nuh, Jind, Mahendargarh and Karnal have the poor police-population ratio. This needs to be rationalised.
- Broadly, the authority is of the view that two Inspectors other than the SHO may be appointed in a police station. One Inspector should be dedicated to the investigation work and another as in-charge of Mitra Kaksh (proposed to be set up) for law and order, delivery of police services and community policing work.
- Diversity in the representation of police has to be ensured in Haryana.

**Table 8. Women Personnel in Next Five Year**

Year	Percentage of women in police
2018	8.80
2019	9.04
2020	9.28
2021	9.52
2022	9.76
2023	10.00

\* Projections based on linear trend at a point through SPSS

- A five-year plan projection has been calculated based on the recommendations of the various Commissions that have suggested increasing the women police personnel strength to 10 percent of the total civil and armed police strength. It is proposed to reach this target in the next five years.
- Deployment of the police station staff for the 'security of individuals' must be discontinued forthwith. For the security of the individuals, an additional force may be sanctioned. A transparent system is to be put in place, preferably a Security Board to be constituted to scrutinise the genuine security needs of the concerned individual and allow the level of security.

#### **b. Posting and transfers of SHOs and other staff**

- To make the police accountable and service delivery efficient, the stability of the tenure is an important factor. The instability of tenure adversely affects the delivery of justice.
- An SHO's tenure should be fixed for a minimum period of one year.
- The tenure can be extended as per the specialized requirement of the police stations catering to NRI population and tourists and the police stations predominantly dealing with cyber-crimes and drug-related crimes.
- A regular performance audit of the SHO's work should be conducted.
- A sub-committee consisting of Range DIG and district SSP to take a decision on the posting and transfer of SHO after perusal of the performance audit.

**c. Introduction of internal citizen-centric accountability mechanism may be considered**

**d. District Police Complaint and Grievance Redressal Unit**

- A District Police Complaint and Grievance Redressal Unit be set up in District Level Mitra Kaksh. The public complaints of police excesses, arbitrary arrests, unlawful detentions etc to be dealt with by a designated officer in a time-bound manner. And, the action taken report must be placed in the District Level Mitra Kaksh Committee for information.

**e. Capacity Building of Police Stations**

- Police Stations should be categorised on the basis of predominant activity other than the general functions it performs.

These activities can be categorised as location specific such as tourism, sports, religious symbols and strategic locations, national and state highways, old inner city, NRI population locations, crime specific such as cyber-crime, drug-related crimes, human trafficking, economic offences, etc.

For instance, there may be a need to create intelligence and counter-intelligence units in some of the Police Stations. Protective, detective, defensive, reactive and interceptive capabilities of the police stations need to be enhanced by way of equipping the personnel with suitable tools, tactics and gadgetry to deal with challenges such as terrorism, naxalism, communal and caste conflicts.

For ensuring traffic enforcement and road safety particularly on the national highways, state highways and district roads, the police stations have to be equipped with trained human resources, specialised equipment such as recovery vans, cranes, speed radars besides ambulances equipped with life-saving gadgets etc. And, in view of the rapid urbanisation and changing life styles, 24-hour urban police stations may have to be accordingly restructured with manpower, tools and technologies to meet these additional responsibilities.

- These police stations should be equipped with corresponding technology, trained human resource, information bank and other essentials.
- Special training to be organised to cater to specialised activities like tourism, religious pilgrimage, diversity sensitivity, traffic accidents etc.

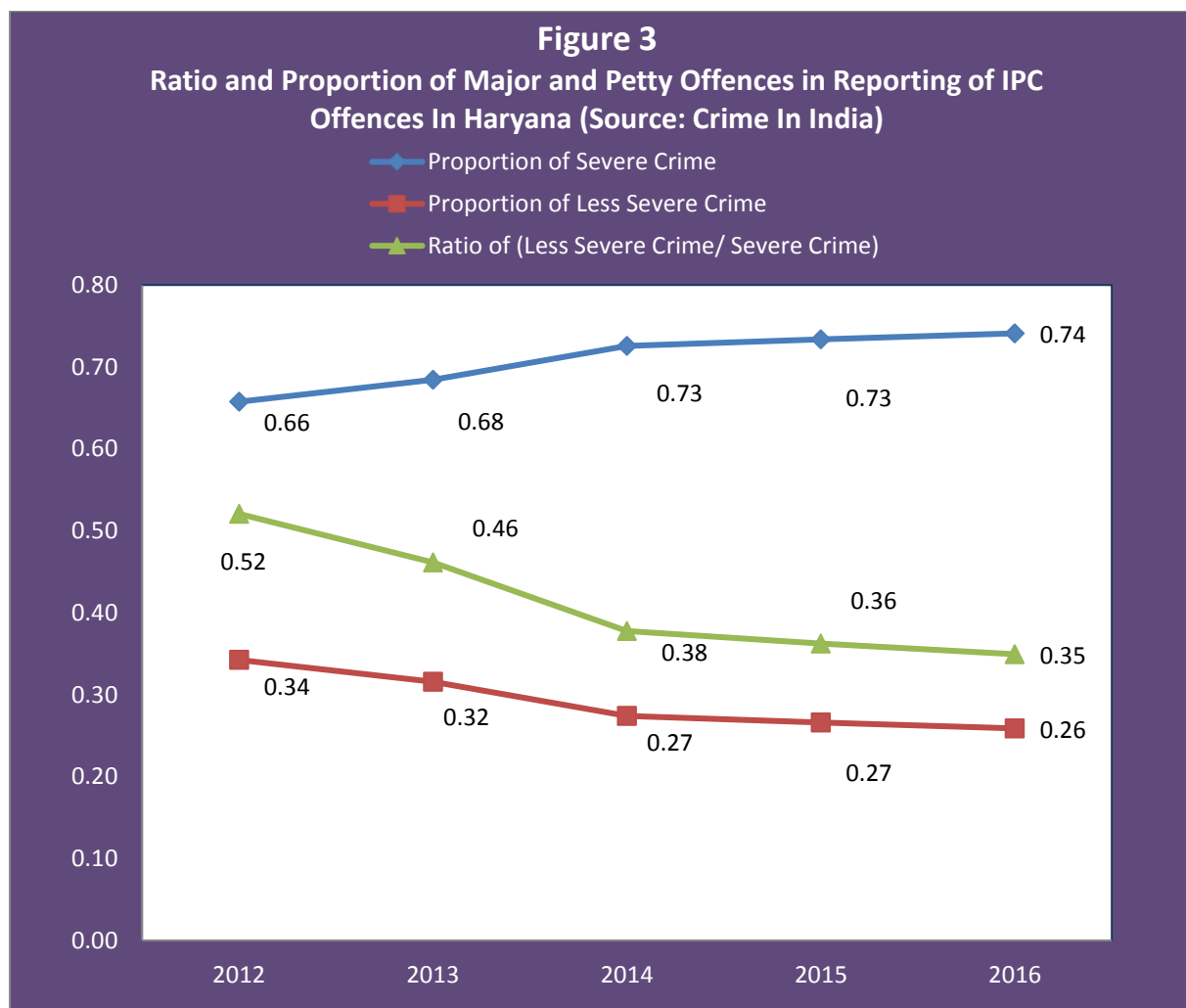
- Malkhanas in police stations is a major source of pilferage, misappropriation and theft of not only costly items deposited as case property but also for promoting drug abuse through the sale of narcotics confiscated by the police authorities. MHC is over-burdened with paper work. A regular custodian of the case properties has to be appointed for each Thana who should be an NGO. This will also improve the conviction rate since the production of case property is very crucial for the success of the related case.

## 2. POLICE ACCOUNTABILITY TO CITIZENS

**The Proxy variable of direct accountability is that how much confidence citizens repose in police to get justice?**

The assumption that higher the reported crime rate, more inefficient the policing requires to be re-examined. Rather, it is worthwhile to measure the performance in terms of the ratio between petty crimes and heinous crimes. If this ratio shows an increasing trend, it means that the people are reposing greater confidence in the police for the redressal of their grievances.

According to an IDC study, the ratio between petty crimes and the heinous ones is on the decline. For instance, in Haryana, the decline shows that for people, the cost (both material and harassment) of reporting a petty crime is higher than the outcomes.



It is interesting that in terms of favourability, districts Fatehabad, Yamunanagar, Hisar, Jhajjar, and Hansi are among the good category in performance quartile. Districts Charkhi Dadri, Ambala, Bhiwani, Narnaul, Sonipat and Sirsa fall in the satisfactory category, while Faridabad, Jind, Kurukshetra, Rewari, Palwal and Panchkula districts fall in the moderate category. However, the unsatisfactory category districts happen to be Karnal, Mewat, Panipat, Kaithal, Rohtak and Gurugram.

**Table 9. District Wise Ratio of Petty Crime/Heinous Crime ( IPC) for Three Years in Haryana**

Districts	2018	2017	2016	AVERAGE RATIO OF LAST THREE YEARS	PERFORMANCE QUARTILES
Fatehabad	0.71	0.86	0.84	0.80	Excellent
Yamunanagar	0.85	0.75	0.38	0.66	
Hisar	0.70	0.69	0.54	0.65	
Jhajjar	0.72	0.71	0.45	0.63	
Hansi	0.55	0.65	0.59	0.60	
Charkhi Dadri	0.66	0.54	0.57	0.59	Good
Ambala	0.57	0.58	0.62	0.59	
Bhiwani	0.55	0.59	0.60	0.58	
Narnaul (Mahendragarh)	0.61	0.58	0.52	0.57	
Sonipat	0.56	0.50	0.54	0.53	
Sirsa	0.50	0.50	0.56	0.52	Satisfactory
Faridabad	0.63	0.55	0.35	0.51	
Jind	0.54	0.49	0.48	0.50	
Kurukshetra	0.47	0.54	0.49	0.50	
Rewari	0.55	0.51	0.41	0.49	
Palwal	0.56	0.52	0.37	0.48	Unsatisfactory
Panchkula	0.44	0.48	0.52	0.48	
Karnal	0.52	0.47	0.37	0.46	
Mewat (Nuh)	0.43	0.46	0.45	0.45	
Panipat	0.57	0.32	0.33	0.40	
Kaithal	0.34	0.45	0.41	0.40	Unsatisfactory
Rohtak	0.43	0.33	0.24	0.33	
Gurugram	0.39	0.32	0.26	0.33	
<b>Note: Processed from Data Procured form Haryana Police</b>					
		Q1	0.47		
		Q2	0.51		
		Q3	0.59		

In order to evaluate the performance of policing through Police stations, it is necessary to focus on the efficient and capable aspects of measurements. As to analyse the performance of Police stations, it should be measured not in terms of the number of crimes registered,

but the ratio between the severe and petty crimes overtime in general. This will not only help to get a clear understanding of efficient policing for further reforms, but it will also help to strengthen citizen’s confidence in the police.

**A. Reporting Of FIRs/DDRs**

<p>Inconsistency in the recording of FIRs in the case of cognizable offences apart from the substantive problem of recording of reports/complaints especially against the mighty and the powerful remains a major problem. Perception surveys provide some explanations for people not reporting the crime.<b>Problems in reporting to Police</b></p>	
Fear of harassment	Citizens resist visiting the police due to fear of harassment, victimization by the police and perception of being unjustly treated.
Complicated procedures	Lack of awareness and poor service delivery make public hesitant to visit police stations.
Corruption	Fear of having to pay bribes to the police.
Lack of faith in police	Inattention, lack of responsiveness.
Social stigma	Concern that the image will be effected if they visit the police station and publicly acknowledge being victimized.
Less serious offences	A petty crime which is not felt worth the trouble of visiting the police station.
Registration of cases related to the performance of police	Low registration of cases is taken as less crime.
Source: IDC Survey, 2017	

The public generally is inclined to believe that the recording of

ng of FIRs is not done properly and promptly even though the law requires the authorized officials to take note of the information/report in this regard, irrespective of the mode of communication. The first priority, therefore, is to ensure that all the police stations and the officials deployed there follow uniform standards and comply with the law in recording FIRs. The incidences of petty crimes are on the increase, whereas it is not finding reflection in the registration of crimes.

## B. Investigation, Disposal Rate: Need to Streamline and Monitor

In 2016 disposal rate of crime by police in Haryana was 84.70 percent and 70.10 percent in IPC and SLL cases respectively. Whereas Rajasthan and Madhya Pradesh topped in the disposal of IPC and SLL crime respectively at a disposal rate of 93.50 percent and 99.40 percent (Crime in India 2016). Efforts should be made to improve the disposal rate in IPC and SLL cases.

**An analysis of the total complaints received, investigated and charge-sheeted shows the following trends:**

In Haryana, the total complaints received in the year 2018 were 367805. And out of these, 135407 cases (36.82 percent) were registered.

- a. Out of these registered cases, only 87.30 percent of cases were investigated. In other words, only 32.14 percent of the total complaints received finally reached the investigation stage
- b. Further, out of eighty seven percent investigated cases, 53.96 percent could be charge-sheeted. In other words, merely 17.35 percent of the total complaints could reach the courts.

**Table 10. Registration and charge-sheeting in Haryana**

Complaints received 2018			
Total Complaints received	367805		
Number of cases registered			
Total cases registered	135407		
Percentage of cases registered	36.82		
Disposal and Pendency of cases 2018			
	IPC	SLL	Total
Total number of cases for investigation 2018	108522	26885	135407
Cases investigated	93357	24866	118223
Percentage of cases investigated	86.02	92.48	87.30
Charge sheets were submitted	42004	21794	63798
Percentage of cases in which charge-sheet given out of total cases investigated	44.99	87.65	53.96
Note: Processed from Data Procured form Haryana Police			

Note: Pending cases of previous year proportionately deducted from cases investigated and chargesheeted in 2018

This clearly shows that there is a need to have a re-look at the whole system as it raises a number of issues listed hereunder:

There are studies which show that a large number of cases which are either not reported to the police or not registered by the police. There are large numbers of complaints which are reported, but not registered. Is there a way to check this discretion and make it more transparent? Or, is it because these complaints are resolved through non-formal justice mechanisms? Are these mechanisms judicious and follow the rule of law? Is there a scientific and uniform criterion in place to drop cases at the investigation stage? Or, there are other factors like inefficiency, external stimulus, a political compulsion which cause stunting of the justice delivery mechanism?

Further, in a large number of registered and investigated cases, chargesheets are not filed. Is it because the investigation process is tardy, inefficient and compromised? Or, is it because of systemic checks to avoid harassment? The process certainly questions the legitimacy of the delivery of justice, which is often termed as tardy, inefficiency, partisan, hence unjust. Not only this, the disposal rate, particularly in the case of vulnerable sections of society, is low. Efficiency in the disposal of cases relating to these special crimes may be measured in relation to the disposal of cases of general crime.

### **C. Overall Investigation, Disposal and Chargesheeting in Crime**

Haryana annual disposal rate in overall crime for the year 2016 as per Crime in India Report 2016 was quite impressive as it held the sixth position with 84.70 percent disposal rate for IPC cases and with 70.10 percent disposal rate for SLL cases Haryana held the 20th place among all UTs and states.

The number of cases in which police successfully submitted chargesheet out of cases disposed off in a year is known as chargesheeting rate. Kerala with a highest charge-sheeting rate for IPC cases (96.1 percent) occupied the first position, and with 51.2 percent chargesheeting Haryana positioned at 32<sup>nd</sup>. For SLL cases union territories of Daman and Diu and Lakshadweep, both shared the first position with 100 percent chargesheeting among all states and UTs whereas Haryana positioned 34<sup>th</sup> with 60.1 percent charge-sheeting.

#### **D. Investigation, Disposal and Chargesheeting in crime against vulnerable sections of society**

On analyzing section specific clearance rate of 2016, it was observed that Haryana disposed off 88.0 percent cases of crime against Scheduled Castes and held the 5th position among UTs and states whereas Jammu & Kashmir with 100 percent disposal of cases of crime against Scheduled Castes stood first. Haryana's disposal rate 2016 of cases of crime against senior citizens, children and women were 88.8 percent, 88.6 percent and 84.9 percent respectively and was on 5th, 2nd and 2nd position in the respective category among the states and UTs.

Chargesheeting in cases of crime against vulnerable sections of society was also low especially in case of crime against children it was only 51.2 percent in Haryana whereas Lakshadweep submitted 100 percent chargesheets out of cases disposed off relating to crime against children and crime against women in the year 2016. In cases of crime against Scheduled Castes and crime against women in Haryana, chargesheeting was 73.2 percent and 56.2 percent only.

#### **E. POLICE PROSECUTION RELATIONSHIP**

During Demarcation of authority in 1973-74, police divested of prosecution functions which were taken over by Director, Prosecution and Litigation. Administrative setup of court office delinked from police system: Alternative system and support remain feeble.

##### **i. Competitive and not co-operative interaction between police and prosecution**

The investigation is the exclusive domain of police and prosecution is the exclusive domain of Director Prosecution and Litigation. So there is a linear transformation from investigation to prosecution and process is delinked with no ultimate accountability for end result as there is systematic coordination, but no administrative cooperation. There is the only a case to case basis interaction between police and district attorney, and it lacks regular monitoring and coordination.

## **ii. Implications for justice**

Demarcation of prosecution branch from police has conceptually enhanced the scope for a fair trial, but lack of logistic support has undermined trial quality and justice dispensed – Courts have to take a proactive role since this lacuna is glaring e.g. *Paras Yadav and others versus State of Bihar in (1999) 2 SSC, lapse on part of investigating officer but court upheld conviction of murder. The court held that on occasions, negligence or omission on the part of the police may give rise to reasonable doubt which would go in favour of the accused. The Court also held that where the other evidence was available, the lapse on the part of the investigating officer could not be taken in favour of the accused.*

*“any aspect or omission on the part of the prosecution giving rise to any reasonable doubt would go in favour of the accused, yet in a case where the record shows that the investigating officer have exhibited remiss and/or deliberately omitted to do what they ought to have done to bail out the accused, the interest of justice demands that such acts or omissions of the officers of the prosecution should not be taken in favour of the accused, for that would amount to giving premium for the wrongs of the prosecution designedly committed to favour the accused.”*

## **iii. Investigation – Prosecution: Process:**

Once an FIR is lodged, police conduct an investigation and prepare a chargesheet and present to sub divisional junior magistrate. Magistrate frame charges and prepare a brief which includes search slips, police registered system and history sheeters record, and then trial initiates.

## **iv. Procedure and Relation**

Police register FIR and investigate the cognizable crime. Police call upon witness and if the witness is below 15 years or a woman, then they are questioned at their residence only. Police visit crime spot, conducts a forensic examination and makes search, seizure and arrests. Police prepare case diary of proceeding of investigation and may release accused in case of insufficient evidence, facts or mistake of law.

## v. Judicial Magistrate's Authority in Investigating Process

The Police forward information to the judicial magistrate of any cognizable crime. The Magistrate records confessions and statements, may grant bail, and in cases of non-bailable offence, authorize to detain the accused in jail if need proved by the police. The public prosecutor presents the case before a Magistrate for initiating the trial proceedings.

In 2001, courts in India completed trial only in 15 percent cases of IPC crime out of total cases for trial, and conviction rate out of cases tried was only 40.8 percent. In 2016, the trial completion rate took the further plunge to 11.5 percent and conviction rate did not improve much.

**Table 11. Disposal of IPC Crime Cases by Courts**

### A Decadal picture: India

Sl. No.	Year	Total No. of cases for Trial (including Pending Cases)	No. of Cases		Percentage of	
			Tried*	Convicted	Trial Completed (Col.4 / Col.3)	Conviction (Col.5 / Col.4)
1	2001	6221034	931892	380504	15.0	40.8
2	2011	8939161	1211225	497996	13.5	41.1
3	2016	11107472	1274348	596078	11.5	46.8

\* Excluding Withdrawn / compounded cases

Source: Crime in India, 2016.

In Haryana, the trial completion percentage was, however, better than the national, but its conviction rate was very poor – It was 31.9 in 2001, 9 and further declined to 26.9 in 2016.

**Table 12. Disposal of IPC Crime Cases by Courts**

### A Decadal picture: Haryana

Sl. No.	Year	Total No. of cases for Trial (including Pending Cases)	No. of Cases		Percentage of	
			Tried*	Convicted	Trial Completed (Col.4 / Col.3)	Conviction (Col.5 / Col.4)
1	2001	137140	25761	8229	18.8	31.9
2	2011	176430	41888	10685	23.7	25.5
3	2016	184781	40787	10971	22.1	26.9

Source: Crime in India, 2016

## vi. Problematics

The victim is not part of the criminal justice system and targeted accused. Due to multifarious tasks of police, investigation gets relegated. Social norms override dispensation of justice, e.g. women “convicts” for dowry related cases when twenty percent did not commit the crime but gave statement and evidence to the contrary. “It is better I am in jail, and my son earns to keep a roof over the family.”

Malimath Committee Recommendations were for rights of victim and compensation to be recognized; Legal services to victims; separate wing for investigation and to make the link up with experts (auditing, banking, revenue, enquiring etc.) and upgrade technology sociologists (forensic, hot spot mapping).

Strengthening prosecution through the existence of ombudsman programmes, civilian oversights and media by registering a claim for justice, provision of evidence, mobilization of public support and lobbying and increased transparency and subsequent efficiency.

## RECOMMENDATIONS

In order to strengthen the internal accountability by making police directly accountable to the citizens they serve, policing has to be made integral at the police stations. It will also help to meet spatial disconnect for a community. For this, the concept of ‘Mitra Kaksh’ has been introduced in Section 4. ‘Mitra Kaksh’ is an instrument to enhance the efficiency of policing, to make the police service delivery, more effective, responsive, prompt, convenient, and humane.

### **i. Crime Control**

Crime mapping as a tool is useful, and its use largely depends upon the theoretical framework, purpose and motives of police, managers and other users.

Crime mapping can be delineated at the following three levels;

- (a) Mapping crime activity
  - (b) Mapping for crime management
  - (c) Mapping for crime prevention
- Identification of the nature and rate of crime places vulnerable to crime and susceptible to criminals;

- Identification of crime convergence and dispersal spaces and the offender - There can be places with many types of crimes or a specific crime. The linkages between crime-prone areas and places that have the potential to be crime-prone have to be noted. There may be a shift from areas that have been subjected to crime prevention, to new areas;
- Based on hot spot mapping, the identification of vulnerable targets such as women and old couples; potential perpetrators such as ex-criminals, drug addicts, fake travel agents; and places prone to criminal activities like melas, alcohol dens, drug peddling spots, “eyeing” routes, procession routes etc., can be collated on maps for subsequent management;
- Mapping of resource management has to be in consonance with hot spots, crime dispersal, attributes of the targets, the perpetrators, places and crime displacement. This includes deployment and redeployment, training and retraining of functionaries, technology upgradation, networking with other support systems and community mobilisation. For involving the community in crime prevention, information may have to be imparted to the community to the extent it is necessary.

**ii. Liberal DDR entries and registration of crimes:**

DDR entry points may not be confined to the police station alone. ‘Mitra Kaksh’ be upgraded for this purpose so that the complainants are not subjected to any extra burden/ inconvenience. There should be proper monitoring of the entries made in the DDR and the SHOs be made accountable for each and every entry.

**iii. Investigation:**

- **Constitution of Dedicated Cadre for Investigation:**

The disposal rate is a measure to know the percentage of cases investigated to the total cases meant for investigation (including pendency) in a year. As the investigation is a specialised activity, a dedicated cadre may be constituted.

Constitute an Investigation Unit as per Section 12 [3] of Police Act of 2008. A dedicated team of 1 SI/ASI, 1 H.C. and 2 constables be deputed for conducting the investigation work in the police station.

Along with that, a separate district level specialised crime investigation unit should be set up as per the Police Act 2008 Section 43.

- **Efficiency Management:**

A comparative statement of the average time taken by the investigator to complete the investigation (crime category wise) to be prepared for every police station. Further, there is a need to monitor the chargesheeting rate by calculating the percentage of cases chargesheeted to the cases in which the investigation was completed.

- **Monitoring Mechanism:**

An Inspecting Officer to prepare for the police station a monthly report on the number of challans submitted in the court and the number out of these that were submitted within the prescribed time.

- **Networking with Professional Support:** An institutional system in the Mitra Kaksh to be set up to provide link up with experts in auditing, banking, criminology, revenue, forensic science etc.

**iv. Police Prosecution Relationship:**

- Supreme court of India in Kishanbhai vs State of Gujarat (Cr. Appeal 1485 of 2008)- Behind every acquittal, there is either a poor investigation / poor prosecution. Therefore states were directed to devise a mechanism to examine every acquittal and report. The court has cast a duty on the state to evolve a mechanism for holding either investigation or prosecution for every acquittal
- Haryana in compliance has set up a committee under DC, SP and DA to report on the same. This arrangement can embarrass Government before courts any day as SP and DA both are interested parties in the examination of acquittals. It may be noted that SP, as well as the DA, are interested parties so they can neither head the committee nor be a part of it.
- The DC should allot a Thana each to every EAC/UT, and above rank Executive Magistrate, who shall examine all the acquittals pertaining to their Thana. They should then submit their observations for consideration of DC who should head the committee.

- This task should be delegated to Ilaqa Executive Magistrates who will be HCS officers, will examine acquittals of their respective Thana and submit a report to the DC.
- The department must ensure a monthly report from all SPs/ SSPs and a monthly meeting must be held under the chairmanship of W/ACS(H) in this regard, failing which the state will be guilty of dereliction, if not contempt.

### **3. PREVENTING VIOLENCE AGAINST WOMEN AND GIRLS - AN ACTION PLAN HARYANA**

#### **APPROACH**

The concern of gender-based violence, especially violence against women and girls, is at the forefront of research, social interventions, and on the agenda of government policies. Efforts can be traced from very structural situations (women deprived of life chances) to ameliorating the condition of physical abuse and discrimination. The U.N. declaration of 1993, on violence against women, recognized all gender-based violence as an abuse of human rights whereas Beijing World Conference of 1994 prioritized combating violence against women as a basic necessity in improving women's condition in society. In terms of reality, most violent acts directly target women, but it's difficult to capture its impact and level of causality in term of sex-differentials. This domain of gender-based violence focuses on violations of the dominant gender differentiating norms, roles, values, practices or aberrations of conduct.

Women represent half of the human race, i.e. 49.6 per cent. In most of the cases, females form the majority of the victims of gender violence, but the fact cannot be ignored that males are also victims of this violence. Males, lacking the capacity of upholding the values, norms or unable to fulfil the assigned roles of patriarchal society are often seen as unmanly or non-masculine. The task of arbitration and setting-up rules is not of an individual but of enrooted ideology, controlled and operated through institutions, gender roles, norms, practices and beliefs. In other words, the cause behind individual and institutional violence against women is gender ideology not universal male subjugation of the female. Thus gender violence is not restricted to violence against women but violence based on gender subjectivities which manifest not only on women but men also.

#### **GENDER**

Judith Lorber defines gender, a process of social construction. A system of social stratification and an institution that structures every aspect of our lives because of its embeddedness in the family, workplace, state as well as in sexuality, language and culture. In other words, social attributes and opportunities associated with being male and female and the relationships between women and men and girls and boys, as well as the relations

between women and those between men. The attributes, opportunities and associations mentioned in the definition above are constructed socially and taught through the process of socialization. These are contextual, time-bound, and fluid/non-static or subjected to change. It is the gender that determines what is valued, expected, and allowed as per roles assigned on the basis of biological sex. The differentiation is practised in most of the societies between men and women, in the form of role-based assigned responsibility, activity, opportunity, and resource-based accessibility, as well as the right to control/power. On the broader aspect, gender is a part of the socio-cultural context, and determinants like class, race, poverty level, ethnic group and age are ways of socio-cultural analysis.

### **GENDER AND POLICING**

It is need of the hour to bring gender and policing along in order to maintain the regularity of checks and barriers curbing gender-based violence. For effective service-delivery to the population on the margins of society, the mainstreaming of the gender issues into policing services reflects police commitment to the vulnerable sections and equips police personnel. Lately, it has been highly recognized that to capture citizen trust, to check crime and maintain law and order, and to institutionalize international human rights standards within policing, it is necessary to bring police service-delivery into the public domain.

### **WOMEN, PROTECTION AND POLICING**

For the protection of women, the police need to recognize that women face different forms of violence and need different strategies and domain for their protection. For example, crimes against men are largely in the domain of public sphere, whereas crimes against women, to a large extent, occur within the domestic context or in the sexual domain, both of which are private spaces that the state institutions consider outside their realm of protection. It is the duty of the police to protect citizens, maintain law and public order, and reduce the violence against women. To protect women from any form of violence is a difficult task due to the socio-cultural context of gender with reference to the state of Haryana. A gender-responsive service-delivery is much needed, and police capacities need to be built for the same. Policing in the context of protecting women includes provisions for checking domestic violence, gender-sensitive response and increasing women staff, etc. To ensure the effective policing to prevent gender-based violence especially violence against women and girls, there is a need for strategic plans and goals such as:

- Implementing special programmes to tackle crimes against vulnerable with special reference to women, children and weaker sections.
- Programs for upgradation of the skills of police personnel to optimize efficiency and effectiveness in service delivery.
- Ensuring representation of diversity in the police force with special reference to gender
- Enhancing community participation or community policing
- Transparency and accountability of police service delivery

### **GENDER ISSUES AND POLICING IN HARYANA**

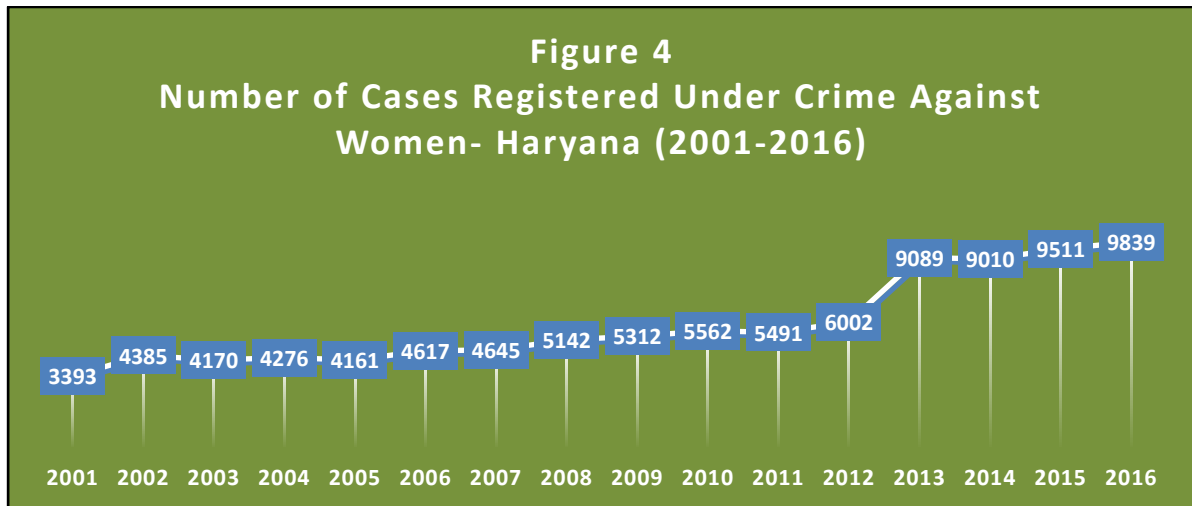
The urgency of protecting women from various forms of violence is the result of the increasing incidence of crimes against women and a large extent of violence that women face in their everyday routine life.

- Haryana: Reported Crime against Women - a statistical glance

Crime in India records annual statistics under two major categories, i.e. IPC and SLL. With special reference to crime against women, the annual publication defines crime against women as, 'only the crime which is directed specifically against women' but women may also become the victim of any of the general crimes such as murder, robbery cheating etc. IPC includes crimes like rape, kidnapping and abduction for specified purposes, homicide for dowry, dowry deaths or their attempts, torture - both mental and physical, molestation, sexual harassment (eve teasing), importation of girls (up to 21 years of age) whereas crimes that fall under the SLL are Immoral Traffic (Prevention) Act, 1956, Dowry Prohibition Act, 196, Indecent Representation of Women (Prohibition) Act, 1986, and Sati Prevention Act, 1987.

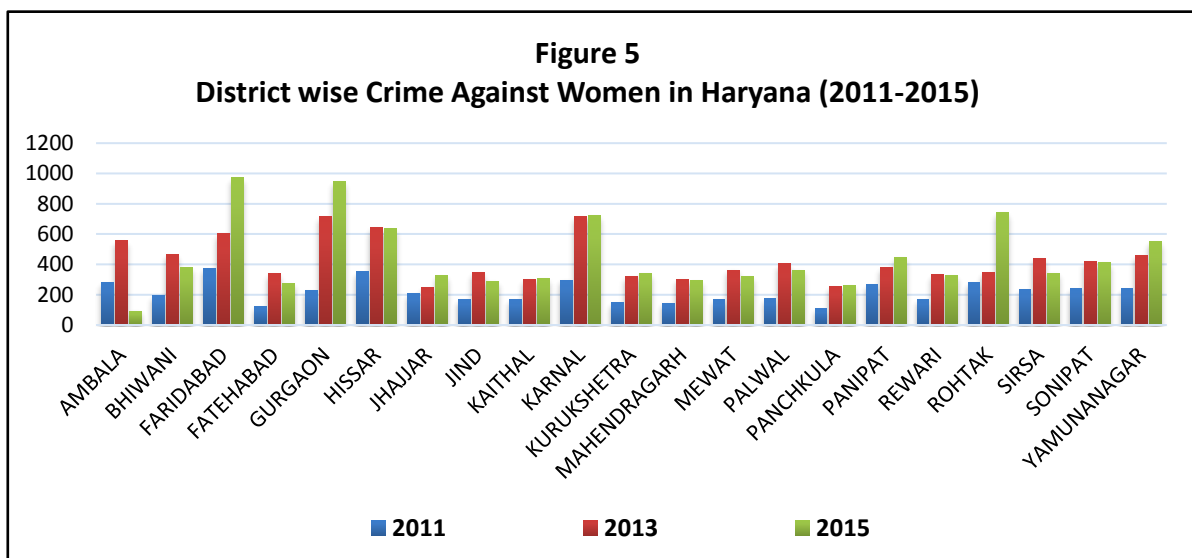
As per statistical view, in Haryana, registered cases of crime against women were 9839, and total cases under investigation was 11751 in 2016. Its contribution to the national figure was 2.36 per cent, and the crime rate after one lakh population was 77.78. It was positioned at number 31 for its crime rate (including UTs) and 23rd for its percentage contribution to total crime against women in India. And that is a red-light zone for a small state like Haryana where the management should have been adequate. The increasing or high reporting of

crime is considered a good landmark in case of people’s faith in justice system, but at the same time it also represents the vulnerability of the society and people suffering from the same.



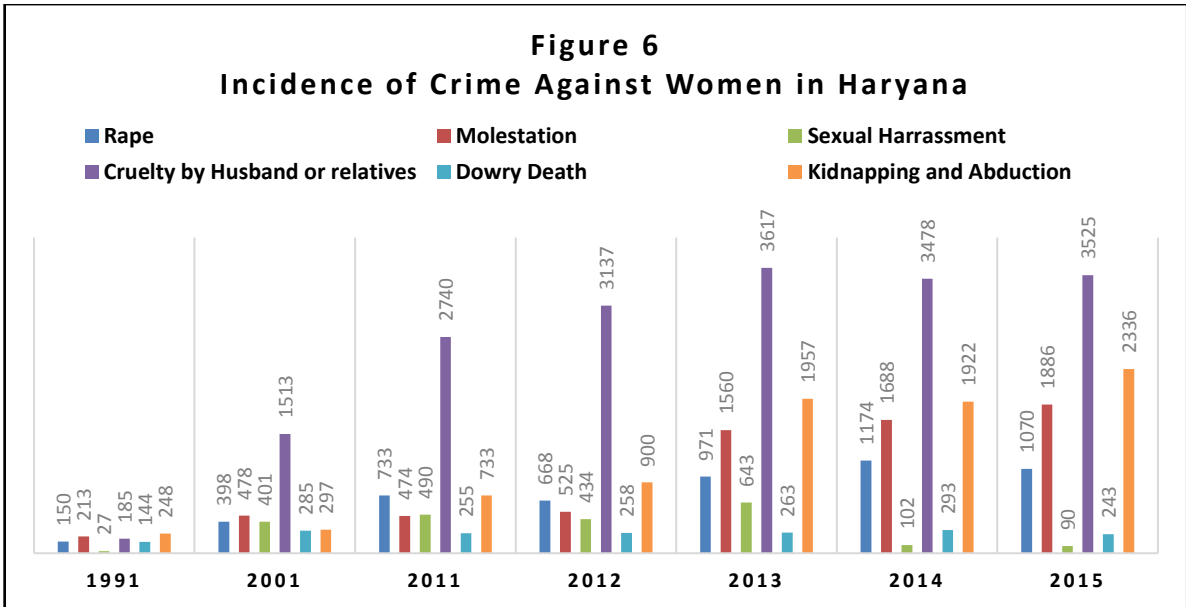
Source: Crime in India, NCRB.

The bar graph below shows the district-wise pattern of reported crime against women in Haryana in 2011, 2013, and 2015. In a span of four years from 2011 to 2015, only one district, i.e. Ambala shows a significant decrease in reported crimes, whereas in rest of the districts it has increased at a very alarming speed.



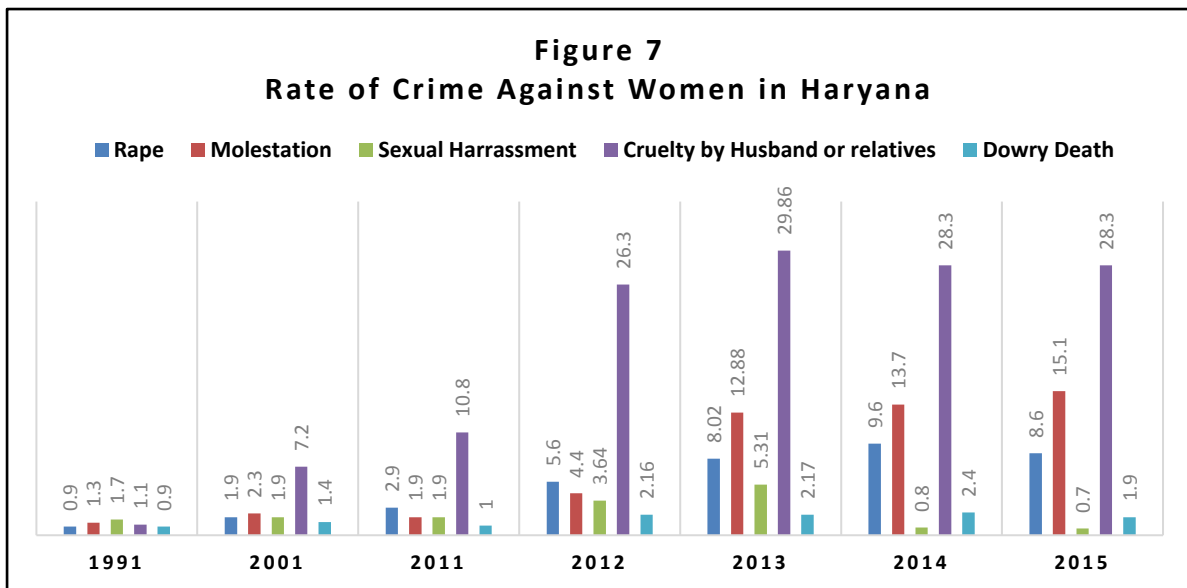
Source: Crime in India, NCRB.

Graphical presentation of incidence and rates of different types of crimes against women in seven years from 1991 to 2015.



Source: Crime in India, NCRB.

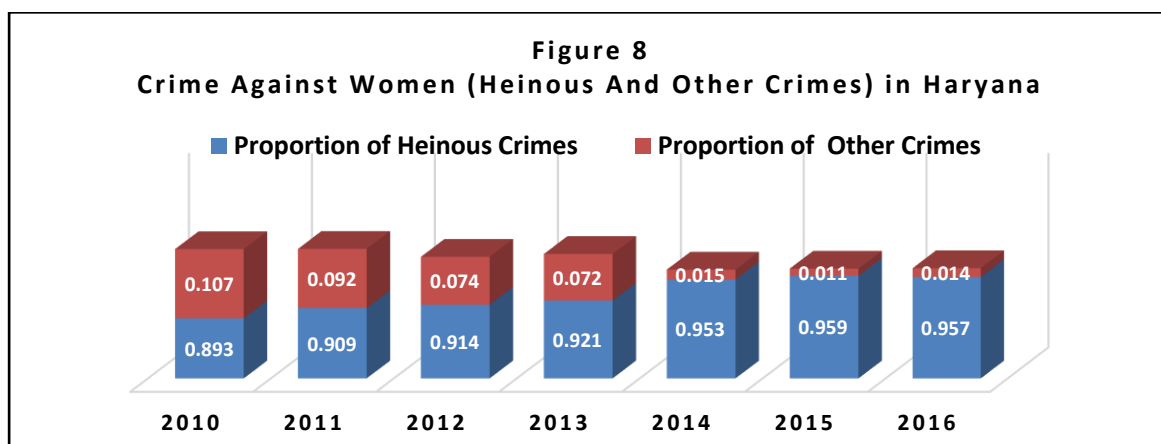
In spite of so many campaigns and work done to make people aware by responsible authorities the crime rate has increased rather reducing. The rate of rape and dowry death has been on a continuous rise whereas domestic abuse (cruelty by husband) is increasing at a very alarming state followed by molestation.



Source: Crime in India, NCRB.

Crime statistics of the last seven years from 2010 to 2017 shown below depict the gravity of the situation of how much women in our society are unsafe. Though this is still an incomplete picture as many research findings suggest that the number of unreported cases

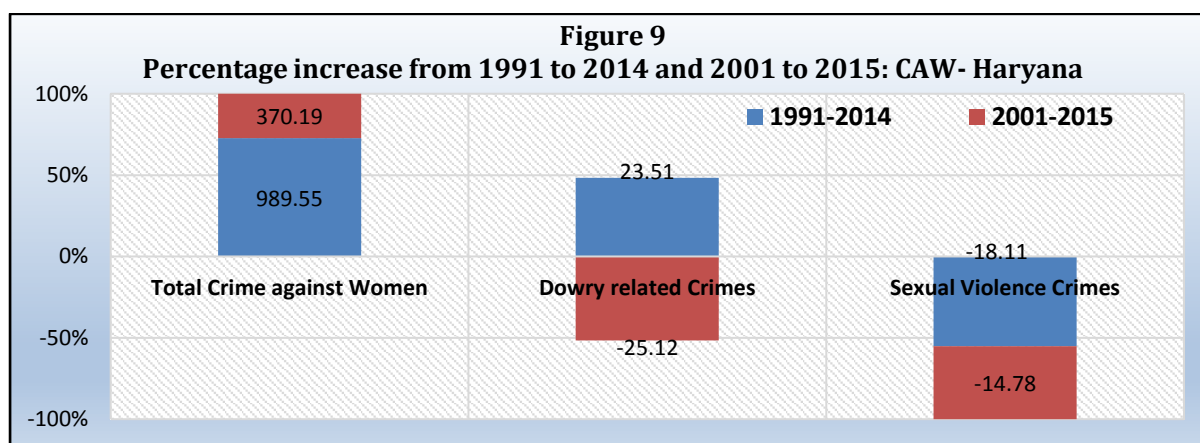
of crime against women is much more than the reported number. From 2010 to 2016, the share of heinous crimes has been increasing while other crimes (petty) decreasing.



Crime Head	
Heinous	Other
Rape	Eve-teasing or Sexual Harassment
Molestation	Dowry Prohibition Act
Cruelty by Husband	Indecent Representation Of Women (Prohibition) Act
Dowry Death	Commission Of Sati Prevention Act
Kidnapping and Abduction	Pre-Natal Diagnostic Techniques (Regulation And Prevention Of Misuse) Act

Source: Crime in India, NCRB.

It has been observed that on a daily average, around six to seven women fall victim to crimes such as sexual harassment, molestation, rape, dowry harassment/death. In the past two decades, a phenomenal rate of increase has been noticed in the total crime against women as shown below in the graph.



Source: Crime in India, NCRB.

#### a. Inadequacy of Policing regarding Redressal of Crime

Most of the times, cases of violence go unreported. For instance, any form of domestic abuse, dowry-related crimes, or determination of sex etc. The actual extent of gender

violence against women cannot be captured by cases reported (which has registered a phenomenal increase).

The range of violence against women widely spread to a great extent across the world. Social invisibility attached to crimes against women and the fear of social stigma leads to fewer reporting of such crimes. Crimes like rape and other related sexual violence carry the fear of stigma, caste-rapes remain unperceived as violation in a caste hierarchical society.

Most of the time, an atrocity is not accepted as violence due to lack of support, and that's where enforcement agencies face difficulty while dealing with atrocities against women. Initiatives such as providing access to police service (not accessing earlier due to social hesitation to approach police services directly in familial matters) and providing access through dowry prohibition and domestic violence protection officers are few steps taken into consideration under The Dowry Act and Domestic Violence Act, 2005. The situation becomes difficult for a woman while fighting a legal battle due to certain obstacles created by subjugative patriarchal structures, fear of stigma, lack of knowledge regarding legal literacy, or absence of mental and financial support. To eradicate the same, free legal services, counselling, and shelters are some of the supportive services that can help or assist the women caught in situations of violence.

#### **b. Extremities and Policing**

It is very important to understand that most of the crimes committed against women or violations of their rights occur as a process than an act. It has been observed that only in extreme conditions, cases are reported to the police whereas most of the cases as mentioned before go unreported which becomes a barrier in the task of dispensing justice to women victim of violence. Most of the activities under the shadow of socialization of the norms and values of patriarchy are not even perceived as gender abuse. An abuse becomes an issue or crime when it gets ignored or perceived as so-called normal. Unfortunately, it becomes difficult for the police to prevent or protect women from such abuse, which is not perceived as such. Even when certain cases are brought to the notice of the police, there is hesitation to intervene in the issues that are perceived to be outside the domain of police and are considered to be involving a lesser degree of violence.

#### **c. Gender Biased Policing**

In most of the North-west Indian families like in Haryana, subjugative and oppressive situations for women are normal and commonly accepted, even by the women themselves. And in most of the cases, a woman is perceived to be the wrongdoer, if she reports abuse to her friends, the community, the Panchayat or the police. Cases like eve-teasing or rape, it is always women that are blamed for her inappropriate or provocative manner such as walking alone in a lonely place, not wearing so-called normal clothes etc. It is even expected from women to accept domestic abuse normal. It has also been observed that sometimes police themselves mention that a woman provokes her husband which leads to incidents of wife-bashing or beating. The reporting of crimes can be also affected by gender biases and insensitivity of the police and their ways of tackling investigations.

#### **d. Policing and Victimology Perspective**

In the context of women, a lack of victimology has been noticed in the system of policing. The absence of basic necessities in the police station such as medical aid/medical ward, doctor on call, psychiatrist, social worker, or any counsellor shows the inadequacy of the system to tackle the situation efficiently. Police as an instrument of the law itself become the barrier to service delivery. It has been also observed that there is no provision in the system of policing to address human suffering. Police, focusing on the needs of the victim is seen to be outside the scope. As per basic rules and regulations of policing and justice delivery system, it is mandatory that a rape victim be medically examined by a government doctor in order to substantiate the crime and the contact remains an important part of the investigation process rather only for physical and mental treatment. The administration of relief in terms of psychosomatic and physical injury remains unattended, let alone counselling of the family members, which also remains a far cry. The incorporation of a rights approach requires a two-fold measure- addressing the needs of the victim and of being grounded in the realm of reality of gender. Therefore, the entire family may feel violated when the crimes of rape or any form of sexual violence are committed with an individual female of the family.

#### **e. Re-victimization**

Re-victimization of the victim or especially of the violated female is the result of victim-blaming by the institutions. Institutions, such as the police, sometimes (being insensitive and bias) dispense customary justice with the help of victim-blaming. As a result, not only

the female sufferers become the target of victim-blaming, male members of the family too are at the receiving end. In a few instances, when the victim faces sexual abuse from the so-called protectors themselves, re-victimization may also occur as a disgraced woman is considered 'available' for male advances. The male aggression is naturalized, and perpetrator-victim dichotomy gets absolved in cases of domestic abuse like wife-bashing, beating, or rape, as it is perceived that female must have provoked the abuse against her own self. The bias nature and lack of gender sensitization in police personnel allow roots of patriarchy to enter the system of justice, redefining issues of women victimization supporting the practice of victim-blaming. Instead of following legal aspects of policing and focusing on the victim's condition, police officials respond to gender norms that further lead to abetment to crime. Such ambience in the police stations and cases of re-victimization not only reflects the attitude of policing system and inadequacy of responsible staff towards their duty, but also that of all other institutions (like medical agencies, state etc) despite legal recognition of a woman's need for protection.

#### **MULTI-PRONGED STRATEGY: CHECKING CRIME AGAINST WOMEN**

For a heinous crime like rape, there should be the severest punishment along with assured justice delivery in order to restore people's confidence in the system of justice delivery. The attention needs to be transferred from focusing on the quantum of punishment to the speedy manner of justice delivery by making the criminal justice system more effective. Any other crimes against women like molestation, eve-teasing etc should be clubbed under the term sexual harassment.

- **The Pronged Strategy**

To curb crime against women, a three-pronged strategy will be effective. It follows as, reporting of crime, transparent and speedy registration process, and services for the victim.

In case of reporting of crime against women, it is noticed that most of these crimes go unreported due to various reasons. One of primary reasons is that women do not prefer to go to police stations. Secondly, there is a need for the transparent and speedy registration process to encourage marginalized section, i.e. women to access justice. A number of complaints lodged become slander with every step it follows in the criminal justice system. The number of complaints registered is much lower than the number of complaints received. Further, only a small number of complaints are investigated, which are reduced at

the time of submission of chargesheet in the courts. Consequently, all this is reflected in the nominal conviction rate. Globally, the process of criminal justice system ranging from registration of crime to investigation to chargesheeting to conviction has been labelled as a champagne glass. The online registration of complaints as well as in respective institution will help in curbing crime against women effectively. By introducing such changes, it will facilitate registration of complaints without going to police stations, particularly for crimes against women.

In Haryana, 11751 cases reported, 3776 were proved false, chargesheet was submitted for 5603 cases with a chargesheeting rate of 56 per cent and pendency of 15 per cent.

**Table 13.**

Crime Against Women- Cases Registered and Disposed and Under Investigation, 2016, Haryana															
Cases Pending Investigation from Previous year	Cases reported during the Year	Total cases for Investigation	Cases Withdrawn by Govt.	Cases Transferred to Other PS/Magistrate	Cases Not Investigated U/S 157(1) (b) of Cr.PC	Final Report					Cases in which chargesheets were submitted	Total Cases Disposed off by Police	Cases Pending Investigation at the End of the Year#	Charge-Sheeting Rate	Pendency %
						True but Insufficient evidence	FALSE	Mistake of fact	Non-Cognizable	Total					
1912	9839	11751	0	4	0	523	3776	0	68	4367	5603	9974	1777	56	15

Source: Crime in India, NCRB.

The third aspect, services for victims covers both pre-justice and post-justice scenario. Services for victims needs to be delivered in pre-justice phase such as a victim needs to be helped throughout the justice-seeking process and in post-justice phase too like providing victim relief etc.

a. In pre-justice phase:

A woman police officer needs to be appointed to record the gender-based violence victim's statement, and the victim's medical examination should be also conducted by a woman medical officer. Providing immediate medical aid (for both physical and psychological trauma) needs to be assured, if necessary. Under Section 357A CrPC, a victim should be immediately given compensation through the District Legal Service Authority (DLSA), only if the victim supports the prosecution case. And with regard to the prosecution case, it is DLSA's responsibility to provide a legal aid counsel, preferably, a woman lawyer. In case of utmost need, the victim should be safe-housed as a witness protection measure and provided a pseudo identity during the course of the trial. The speedy delivery of justice is an

institutional task, as sluggish and slow investigation process delays the justice delivery. A time-bound approach should be introduced in order to initiate action against indiscretion of the concerned officials for delaying the investigation process. As it has been noticed that the chargesheet rate is very low, to check and prevent the same, there is a need of a monitoring system ensuring time-bound filling of chargesheet.

b. Post-justice phase:

The post-justice phase includes institutional support (socially and economically) provided to the victim in order to seek normalization. In case of victims of gender-based violence, particular efforts have to be made such as activation of Victim Relief Centre (catering to the needs of the victims, their rights, needs, and expectations), Immediate police response service in case of sexual and violent crime, special trained women police officers (to avoid insensitive and unwanted questioning), including voluntary agencies, community, and NGOs working in the field of social work to fulfil the purpose, and appointing retired officers from government departments like judiciary, police, revenue etc to be used as reservoir of knowledge and experience for awareness purposes about the same.

A team of specially trained volunteers should handle all the matters related to counselling programs and other miscellaneous victim support schemes (inclusive of the right to be heard, providing information, to be kept informed about the status of the case, to receive respect and recognition, and ensuring protection through law enforcement agencies). These units should include these functions:

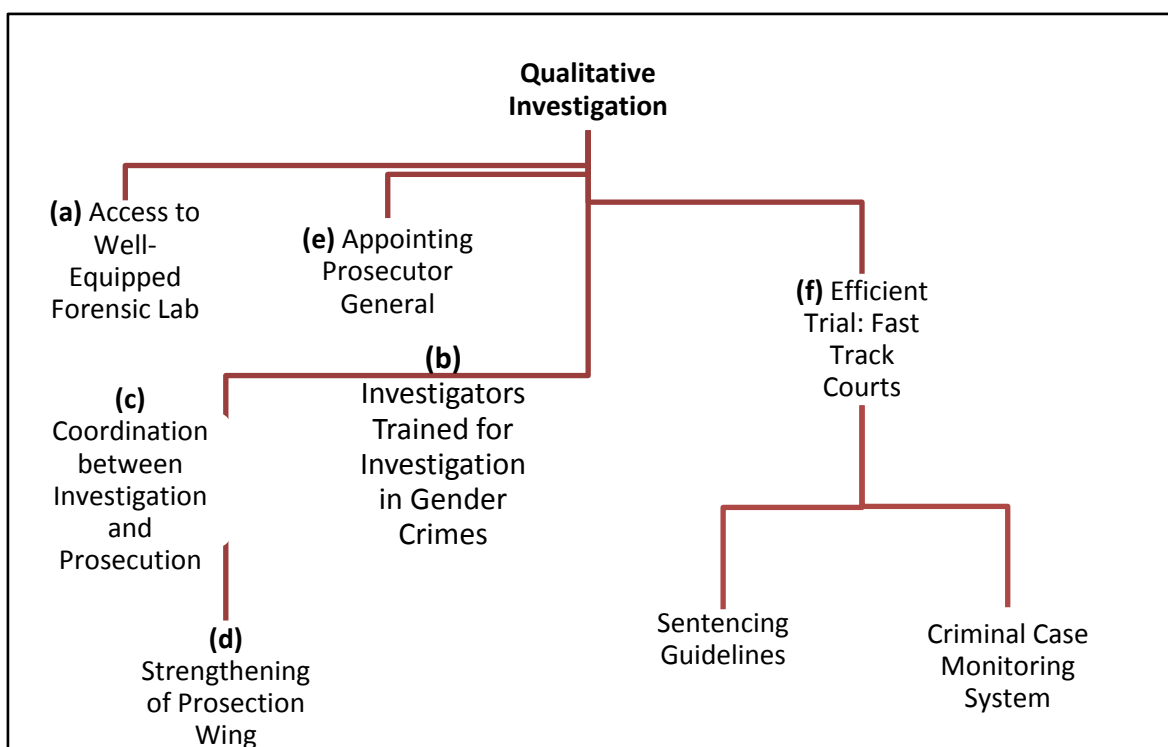
Administration	Functions
<ul style="list-style-type: none"> <li>- Reconciliation between the disputing parties.</li> <li>- If conciliation fails then either registration of cases or refers to court as per the merit.</li> <li>- Ensuring the rehabilitation of women.</li> <li>- Monitoring the conciliated cases to avoid any recidivism.</li> </ul>	<ul style="list-style-type: none"> <li>- For a change, women shall also be the Protection Officer under the Domestic Violence Act.</li> <li>- Arbitration in cases which are referred from police stations or cases in which women complainant directly approached.</li> <li>- To provide relief to women and rehabilitation through a network of government and non-government organizations.</li> <li>- Counselling and arbitration committee of five members.</li> <li>- Referring and suggesting further course of action in unresolved cases for registration of FIR or to court.</li> </ul>

## EFFICIENT AND QUALITATIVE INVESTIGATION

An investigation needs to be qualitative and efficient, and to improve both, every unit (police station) should have a separate Investigation Wing and an Advanced Investigation Wing in every district to investigate heinous crimes in a scientific and professional manner (equipped with the latest technology). These measures will not only decrease the crime rate but will also enhance the quality of justice delivery, further leading to a high conviction rate.

To improve the quality in the investigation, it is necessary to adopt some functions mentioned in the flow chart and explained below:

Figure 10.



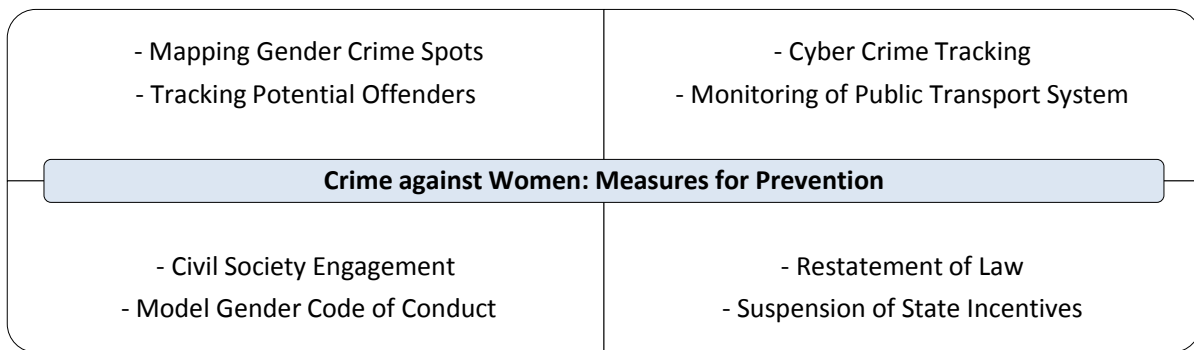
- (a) As to conducting a scientific and professional investigation (where evidence can be analyzed quickly, and results can be conveyed to investigators without delay), all police districts should have access to well-equipped and well-staffed forensic laboratories.
- (b) To investigate gender-based crime, it is necessary to appoint more women at the Assistant Sub-Inspector level as a symbol to balance gender disparity and should be sensitized to women issues.

- (c) Investigation and Prosecution wings must work as a team in coordination during the process of investigation.
- (d) It is noticed that in our criminal justice system, prosecution remains the weakest link. To handle the crimes against women more efficiently, it is most important to strengthen the prosecution in cases of heinous crimes like rape etc by improving the service conditions of the prosecutors, that is by rationalizing their over-all workload and enhancing their skills through continued legal education and induction training. Services like computers, decent law library and achieving pay parity with the Trial Judges before whom they appear should be provided. It is the task of the Judicial Academy and State Judicial Academies to develop training programs for the prosecutors. At the time of preparation of ACRs, Trial Judges be required to appraise the prosecutor's performance by providing their comments to the reporting officers.
- (e) At the current stage, if the prosecution does not end in conviction, no authority takes the blame. Therefore, as the head of the prosecution department, a Prosecutor-General should be appointed of the same rank as the Director-General of Police. The Prosecutor-General should be a well-trained criminal lawyer, independent and impartial, and should have the power to withdraw prosecution in appropriate cases, and also be held accountable for the failure of prosecution.
- (f) To avoid the delay in justice delivery in the state, to speedily dispose-off crime related cases against women, fast track courts need to be set up. To operate the same efficiently, it is necessary to develop sentencing guidelines enabling trial courts to uniformly award appropriate sentences in cases of heinous gender-crimes like rape and molestation etc. For example, in case of rape, an accused charged with committing a series of offences should be sentenced to consecutive terms rather than concurrent. And to keep track of ongoing cases in the criminal justice system from the time of registration of FIR till the final judgment/trial/appeal and release of the convict, a criminal case monitoring system or tracking system should be developed, one that is easily accessible by victims, investigators, prosecutors, judges, and defence counsel.

#### **CRIME AGAINST WOMEN: MEASURES FOR PREVENTION**

To curb the crime against women, following steps needs to be taken into consideration.

**Figure 11.**



- It is the state’s responsibility to take necessary steps for the protection of people, and women in particular. In areas where the possibility of crimes against women is high, the state should map black spots in each city. Regular monitoring by installing CCTV cameras, the spread of the beat system and regular police patrolling will help to improve the conditions in those marked areas. Apart from monitoring black spot areas, it is also necessary to keep track of persons convicted or charged with such offences. To avoid any future mishappening, their neighbours should be also informed.
- Along with spotting areas and tracking offenders, the state should also take steps to put checks and barriers in places that are mobile. For instance, monitoring public transport system and tracking cyber-crimes. Installing GPS on private and public buses to monitor their movement, replacing normal taxis with radio taxis, strict implementation of traffic rules to check intimidation of women on the road, formation of cyber-crime units to track obscene messages and calls leading to mental harassment of women, and if convicted, strict action should be taken and violator should be deprived of such facilities (use of phone, internet etc) for a year at least.
- To carry out an initiative for the benefit of society or community, it is necessary to involve people of the community. In civil society engagement, launching awareness programs with the help of community-policing and building public pressure on anti-social elements not to indulge in activities leading to CAW are initiatives that need to be activated and attached with each police station such as Deputy Superintendent of Police Office at the sub-division level and SSP level at the district. Apart from the community’s engagement, there is a need to revise the old model of gender code of conduct. Preparing a revised model of gender code of conduct by consulting various stakeholders and implementing the same in social institutions like school, colleges,

government departments, private enterprise, public and private transport will also contribute to reducing the intensity of crimes against women.

- To maintain the uniformity in law and its application, the law in cases regarding crime against women needs to be re-stated with the help of jurists under the supervision of National Judicial Academy or Indian Law Institute in order to make the current criminal jurisprudence easily understood by trial judges, police investigators, public prosecutors etc. It is also necessary to disadvantage the accused (where charges have been framed in the courts in matter of rape and sexual harassment) of any state's incentives such as various verifications by police like character, no objection to travel abroad, income, caste certificates leading to renewal or issuance of driving, passport and other licenses till the person is acquitted by the court.

## RECOMMENDATION

Women safety is one among the most debated issues worldwide and intrinsically linked to the crime against women. In India, police records show incidences of crime against women is increasing. Earlier crime like rape, molestation, eve-teasing, sexual harassment, etc was not reported due to the social stigma attached to them. But, now the situation is changing, though gradually. Women do get harassed, stalked, molested, etc at workplaces, on roads and even in educational institutions. The problem of eve-teasing on roads especially around crowded markets, malls, multiplexes and educational institutions leads to a lot of agony in the minds of women including girl students. There are instances when women feel 'unsafe' even at these places. Except for a handful of women, the majority of them used to remain silent on harassments they face at different places. But after the Nirbhaya incident, a large number of girls and women are coming forward for getting cases registered regarding such incidents.

The issue of safety of women and girls needs to be addressed effectively. A multi-pronged strategy and tactics are required to tackle this problem. Skewed sex ratio, stereotype direction of women in media, patriarchal mindset, etc also lead to an increase in incidents of assault on girls and women.

The State agencies, especially the police, has an important role in creating an environment where common citizens especially women feel safe. Haryana Police has paid special attention to these issues and created the following facilities for women where they can get their grievances redressed. This is in addition to the routine duties of police for maintenance of law and order.

A three-pronged strategy to provide safety to the women is being proposed:

- I. Prevention of Crime Against Women
- II. Easy Access to Reporting of Crime
- III. Quick Delivery of Justice: Quality Investigation and Fast Track Courts

## **I. PREVENTION OF CRIME AGAINST WOMEN**

### **1. Women Police Station**

Women Police Stations have been notified and are functional where issues pertaining to women are handled which includes registration of the case and subsequent investigation of the same. Majority of these women police stations are staffed with the women police force.

### **2. Women Safety Apps**

For the safety and security of women, a women safety mobile App to be launched. The main feature of this App would be as follows:

- By pressing the 'HELP' button on her mobile phone, she can send alerts to her relatives, 181 police helpline, District Control Room concerned SHO, DSP of Subdivision and other police officers.
- The user can take pictures of the unsafe places and can send these pictures to the Police control room. These geo tagged pictures along with metadata will be received in Police Control Room and Police can further analyse this information and take necessary remedial steps like enhanced patrolling, getting street lights installed in the area, etc. This will help in the prevention of crime in the area.

### **3. Helpline**

A centralised helpline with a special focus on women's issues and overall safety of women to be set up. The basic aim of this helpline is to provide succor and relief to women in distress situation without any delay. The facility of recording of each and every call through voice logger will be built in this helpline. The complaints received at this helpline will be classified as per its urgency and sensitivity. These complaints are immediately sent to Districts and Commissionerates, who in turn take immediate action on such complaints. A feedback mechanism to be introduced at this helpline where the satisfaction level of the complainant is compiled.

### **4. Suspension of State Incentives**

As a deterrence, it is proposed that where charges have been framed in the courts against the accused relating to rape and sexual harassment, the accused should not be entitled to state's incentives till he is acquitted by the court. These entitlements include various

verifications by police like character, no objection to travel abroad, income, caste certificates leading to renewal or issuance of driving, passport and other licenses.

#### **5. Model Gender Code for Educational Institutions**

Each institution like schools, colleges, government departments, private enterprises, public and private transport have to implement revised **Model Gender Code of Conduct** to check sexual harassment.

The model gender code of conduct to be prepared in consultation with the various stakeholders.

#### **6. Identification of Black Spots**

Identification of black spots where crime against women like eve-teasing, molestation, rapes and other crimes are more prevalent in the cities and villages.

#### **7. Installation of CCTV Cameras and Street Lights**

CCTV cameras to be installed and frequent police patrol to be undertaken on these black spots.

#### **8. Women Patrolling Squads**

Special women patrolling teams are being constituted for carrying out patrolling around schools, colleges, market places, malls, multiplexes and major crime spots where the majority of victims are women.

#### **9. Safe Public Transport**

Public and private bus transport to be equipped with the GPRS system to monitor their movement. Efforts to be made to replace normal taxies with Radio-Taxis in the cities for stricter regulation.

#### **10. Road Code and Conduct**

Traffic rules like violation of traffic lights, triple riding, over speeding, drunk driving, etc to be strictly imposed to check intimidation of women on the road.

#### **11. Community Police Oversight**

State-wide community-police oversight proposed to be activated to build public pressure on anti-social elements not to indulge in such activities, and launch awareness campaigns. These community-police oversights (CLGs) are in existence and attached with each police station, Deputy Superintendent of Police Offices at the sub-division level and SSP level at the district.

## 12. Complaint Tracking in Cyber Crime Unit

The cyber crime unit shall have an online complaint system to track the obscene messages and calls leading to mental harassment of women. Strict action shall be taken, and the violator shall be deprived of any telephone connection for a year. For the necessary procedural amendments may be introduced at earliest.

## II. EASY ACCESS TO REPORTING OF CRIME

1. For women to seek police assistance without any fear, an online complaint system and Mitra Kaksh (pilot project launched in Panchkula, Karnal and Rohtak) are being opened at the police station and district level and will be jointly run by the civil society and the police. These centres are authorised to register complaints and receipts are given to the complainant. These complaints have to be dealt with in a time-bound manner. To make the SHO accountable, it is being included in the time-bound disposal in the Right to Service Act.
2. **Services for victims:** Basic services like medical aid in the presence of a lady medical doctor to be made available to the victims. They are cared for at the Mitra Kaksh at the Thana, sub-division and district levels.

### Recording of the statement of the victim

- Gender violence victim's statement to be recorded by a woman police officer.
- Victim's medical examination to be conducted by a woman medical officer.
- Victim to be provided immediate medical aid for any physical injuries suffered.
- Victim to be provided immediate counselling for the psychological trauma suffered by her.

## III. QUICK DELIVERY OF JUSTICE: QUALITY INVESTIGATION AND FAST TRACK COURTS

1. Each police station to have a separate Investigation Wing

2. Each district to have an **Advanced Investigation Wing** with the latest technology to investigate heinous crimes in a professional and scientific manner.
3. **Criminal Case Monitoring System** to be developed to enable victims, investigators, prosecutors, judges and even the defence counsel to keep track of the movement of cases through the criminal justice system from the time of FIR till the conclusion of trial/appeal and release of the convict after completing the sentence.

#### 4. POLICE SERVICE DELIVERY FRAMEWORK

Police are facing a major challenge to institutionalise community involvement in the delivery of services, containment of crimes and for ensuring police accountability. The emphasis has to shift from an enforcement perspective targeting the community as potential criminals to crime prevention with community participation. There is a caution. Built-in prejudices against the women, the migrant, the scheduled castes may keep them on the margins and exclude them as partners in this venture. Community policing is to be seen as integral to policing per se. In other words, there will not be separate community policing officers or functionaries; every policeman shall be sensitized to the community policing perspective, equipped with community policing skills and assigned community policing tasks as per his placement

- Community policing is to be a collaborative effort channelised through procedures and protocols.
- Community policing is to be a professional rather than a voluntary effort.
- Community policing is to re-establish a link between the police and the community to deliver service in an efficient, equitable and effective manner.

The existing community policing efforts were either reductionist or an attempt to abdicate. These efforts were directed to provide single window service and to use community representatives as facilitators for traffic management and security through neighbourhood watch groups. In other words, it is policing for the community and through the community and not policing along with the community.

There is a need for evolving a collaborative interactional relationship between the police and the community. The perspective needs to be interactive with the multi-cultural reality and sufficiently empower the community and the police to identify and resolve conflicts by themselves and in response to the specificities of social institutions and norms like casteism, racism, religiosity and gender relations.

##### **Need For Institutionalisation**

- Easy and dignified access of the public to police service
- 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

### **MITRA KAKSH : THE CONCEPT**

To make the police service delivery more responsive, prompt, convenient and humane, it is proposed to establish “**Mitra Kaksh**” at the police stations. **Mitra Kaksh** will be autonomous registered societies collectively managed by representatives of the community and police functionaries. It will provide citizens with dignified access to police related services and a forum to implement community oriented programmes. These centres will provide 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. These centres will have a built-in mechanism of coordination with civil, judicial and non-government organizations. It will be a system of policing in partnership with the community, managed through public committees having representatives of the civil society, specialists, NGOs, police functionaries and the civil administration.

### **COVERAGE**

The scheme will be implemented in all the 22 districts and 289 police stations of Haryana.

### **OBJECTIVES TO SET UP MITRA KAKSH**

To provide easy and dignified access to the citizens to **police services** such as – service verification, tenant verification, passport verification, permissions for the procession, use of loud-speaker, congregation, services for NRIs and foreigners, services to the victims of crime, legal assistance to vulnerable section etc.;

- To provide amicable resolution to various **disputes pertaining to – gender, political, and socio-economic**;
- To disseminate information and generate awareness amongst citizens about police and their legal rights;

- To engage community in police and to provide a platform to address the concerns of all citizens and different sections of the community to improve police-community relationship;
- To institutionalize Community Policing with Core Police Administration;
- To overcome spatial disconnect faced by citizens in police stations and other police offices, an alternate space will be provided at each level for dignified access.

#### **UNIQUENESS OF MITRA KAKSHAS**

#### **CONVERGENCE OF COMMUNITY POLICING WITH REGULAR POLICING**

- It will be an institutionalized effort to integrate community policing with the existing policing system.

#### **CONVERGENCE OF COMMUNITY POLICING WITH CIVIL ADMINISTRATION**

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

#### **CONVERGENCE OF COMMUNITY POLICING WITH INFORMATION AND TECHNOLOGY (IT)**

- Citizen-centric police governance model through information and technology.
- Online single window delivery of various services through Mitra Kaksh
- App based delivery of various services.

#### **CONVERGENCE OF COMMUNITY POLICING WITH COMMUNITY**

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

- It will provide space for police-community partnership from decision-making to implementation through formation of public committees.

- 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.
- These will be autonomous registered societies collectively managed by representatives of the community and the police functionaries.
- It will provide citizens a dignified access to police related services and a forum to implement community-oriented programmes.

#### **SALIENT FEATURES OF MITRA KAKSH**

- Being meticulously designed, these centres will not be “individually” reshaped or restructured.
- It will have ‘backbone activities’ leading to standardisation, but has a provision to initiate activities in response to the local requirements.
- Majority of the members of community policing would be ex-officio, reducing 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 and neat setup
  - Air-conditioned environment
  - Facility of toilet/recreation
  - Well trained policemen/women in civvies
- Collectively managed by the community and the police;
- Community-police collaboration from decision-making to implementation; and,
- A pool of police and community resources.

#### **RELEVANCE OF MITRA KAKSH**

- Easy and dignified access of the public to police services;

- Improves community-police relations;
- Transparency in service and dealings;
- Forum to address the rights of all citizens and sections of the community; and,
- Builds confidence of the people in crime management and grievance redressal.

## **FUNCTIONS OF MITRA KAKSH**

The Mitra Kaksh will be a distinct space to equitable and efficient access to police services and interactive forum for dispute resolution and crime detection.

### **1. Single Window Delivery of Citizen Services**

Citizens resist visiting the police due to fear of harassment and victimization by the police. There is always a fear of having to pay bribe to the police or face a lack of responsiveness from the police. The major problems in reporting to police as identified during the IDC survey are as follows:

<b>Problems in reporting to Police</b>	
Fear of harassment	Citizens resist visiting the police due to fear of harassment, victimization by the police and perception of being unjustly treated.
Complicated procedures	Lack of awareness and poor service delivery make public hesitant to visit police stations.
Corruption	Fear of having to pay bribes to the police.
Lack of faith in police	Inattention, lack of responsiveness.
Social stigma	Concern that image will be effected if they visit the police station and publicly acknowledge being victimized.
Less serious offences	Petty crime which is not felt worth the trouble of visiting the police station.
Registration of cases related to performance of police	Low registration of cases is taken as less crime.

These centres will provide services to the citizens 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 in a transparent, simplified and a dignified manner.

## Simplification of Passport Verification Process

### Speedy Disposal of Passport Verifications

For expediting verification of passports, the process for verification is to be re-engineered on following lines:-

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

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

#### Salient features:

- System generated automatic SMS alerts to the applicant at various stages.
- The police official informs the applicant about date and time of his visit to his place for verification purpose.
- The verifier clicks the geo tagged photographs of applicant, place of residence and his witnesses.
- This will almost eliminate scope of issuances of passport to anti national /anti social elements on fake addresses.

## 2. Grievances and Complaints Registration

To report grievance against any authority in general, police in particular, is a cumbersome task for the citizens. Unlike other departments, citizens normally fear making complaint against police as at present people have to visit the district or state police offices to register a complaint which is otherwise a difficult place to approach due to restricted accessibility to these offices and non-availability or other occupancies' of the senior officers. Mitra Kakshas have provisions for grievance and complaint registration which is more transparent, easily accessible and accountable.

### Complaint Registration Mechanism

- All Mitra Kakshas are to be authorised to register complaints.
- The complaint is to be registered in any Mitra Kaksh irrespective of the jurisdiction.
- The complainant will be given a unique ID number as an acknowledgement receipt to ensure delivery of justice.
- For ensuring action on complaint registered in a time bound manner, it should be included in the Right to Service Act. If designated officer is unable to take action within stipulated time, he/she may be held accountable and penalised.
- The final out come of enquiry report may be in the shape of:
  - Registration of First Information Record (FIR)
  - Complaint is found false, hence filed.
  - Matter is of civil nature
  - Complaint relates to other authority, etc.
- Action taken on complaint shall be immediately reported to the complainant by the Designated Officer.
- If the complainant is not satisfied with the final report of his complaint, then he may give fresh complaint to the higher authority.

### 3. Conflicts and Disputes Resolution

These centres will be equipped with specialised counsellors, experts from diverse spheres of human activities for amicable resolution of economic, gender, political, and social disputes.

Dispute resolution or Alternative dispute resolution is processes and techniques that act as a means for disagreeing parties to come to an agreement short of litigation. Following are some of the techniques to resolve the disputes.

**Counseling** is a professional guidance given by a counselor to the parties in dispute by using psychological methods through various techniques.

**Mediation** is a technique in which a third neutral party listens to both the parties in disputes and tries to find out how the two parties can be brought on an agreement and to find out a mutually acceptable resolution of the conflict.

**Conciliation** is like mediation. The main difference being that, at some point during the conciliation, the conciliator will be asked by the parties to provide them with a non-binding settlement proposal. A mediator, by contrast, will in most cases and as a matter of principal, refrains from making such a proposal.

**Fact Finding** is a process where an impartial expert, selected by the parties in dispute with consensus, in order to determine the root cause of the dispute, does fact-finding or evaluation and tries to resolve the dispute.

**Settlement** is a process where the official brings the dispute to a resolution by assisting the parties through negotiation. They do so by informing parties with specific substantive and legal information about what the disposition of the case might be if the two parties go to court or hearing. They also explain the parties about the legal bases and merits of the case.

Source: <https://www.eeoc.gov/federal/adr/typesofadr.cfm>

#### **4. Information and Awareness – For crime prevention**

The primary function of the Mitra Kaksh is to generate awareness among the community regarding the rights and responsibilities of the common citizen. Mitra Kaksh dispenses information regarding specific services that the police initiates and provides basic information relating to the citizens regarding police functioning.

Safety, security and equitable access to justice are the pre requisites for a functional democracy, for reduction of poverty and protection of livelihood, provision of entitlements to the people on the margins, to promote the rule of law and safeguard human rights and elimination of social exclusion. It is, therefore, essential to address the fear and risk of crime, improve provisions for the security of individuals and their living environment by creating effective justice institutions and mechanisms that aim at the creation of a secure and crime-free society.

The prime function of policing is to create a sustainable, secure and safe environment. For development of the plan for safety and security, the community has to be engaged. Mitra Kaksha encourages public for neighbourhood policing, for crime prevention through participation in preparing locality safety and security plan. Mitra Kakshas engage citizens in formulation of policies, their implementation and feedback in building a safe environment.

However, before formulating a security plan, a few questions need to be answered. For instance, what are the necessary and additional measures to improve the security and safety of general population and vulnerable groups like women, Dalits, migrants, children, etc? When does commitment to justice gain relevance without sufficient investment in infrastructure, human and systemic support? How far can the faith or lack of faith in police provide meaning to safety? What kind of linkages need to be built between the police functionaries, citizens and community resources (social capital) for crime reduction, building safe environment and confidence in police?

It is, therefore, important that the justice delivery system focuses on citizen security and prevention of crime through a multi-pronged approach that includes improving performance, efficiency, integration of efforts across agencies and the involvement of diverse stakeholders ranging from public service providers to civil society activists.

##### **Steps for Formulation of Plan**

1. To do crime mapping in the locality and identify issues of concern existing within the community;
2. Identify nature of criminal activities (offence profile) and factors influencing these;
3. Factors responsible for negative perceptions about safety and security; and
4. Listing of initiatives to be taken for crime prevention and safety.

**Template**  
**Locality Safety and Security Plan of a Police Station**

Date: \_\_\_\_\_

Name of the District/ Commissionerate:	
Name of the Sub-Division:	
Name of the Police Station:	
Manpower with the police station:	
Resources with the police station:	
Major type of and number of crime in the police station jurisdiction in the last 5 years:	

If rural Police Station	Total number of villages in the police station jurisdiction:
If urban Police Station	Total number of wards:

Area under jurisdiction (in square kilometers):	
Approximate population in the Police Station jurisdiction:	
Number of Schools:	
Number of Colleges:	
Number of Universities:	
Number of Banks:	
Crime sensitive areas in the police station jurisdiction:	

Enlist the major crimes in the jurisdiction	Name the location in the jurisdiction prone to such crimes and mark them on map	Reasons	Solution
Crime against women (eve teasing)			
Economic offences (gambling, satta)			
Crime against children (child labour, violence against children)			
Drugs, Substance abuse			
Public drinking			
Murder			
Theft, snatching, pick pocketing			
Vehicle theft, damage			
Shooting, Gang culture			
Habitual conflict/ Quarrelsome localities			

Name the unsafe locations in the jurisdiction of the police station	Reasons	Solution
1		
2		
3		
4		

## 5. Legal Aid and Victim Relief

The victim remains a 'forgotten actor' in the criminal justice process in India. Mitra Kaksh will switch attention from the offender to the victim and recognise that the victim is a key player in the criminal justice process.

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

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

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

Specially trained volunteers should handle counselling and other victim support schemes - right to be heard, right to be kept informed about the progress of 'their case', to provide information, to be protected by the law enforcement agencies, and to receive respect, recognition and support.

### Services and Function

- 24 x 365 days women and child helpline;
- Quick on the spot and trauma response;
- Emotional support (services of professional Counselor/ Psychiatric);
- Help of specialist in need-based human-sensitive interviewing of victim (gender and age specific) to avoid recall of victimization and to lessen trauma;
- Ensuring non-repetition of circumstances which induced earlier victimization of the victim;
- Referrals and linkages with other resources and agencies to provide help to the victim in medication, restitution and rehabilitation;
- Free legal aid;
- Help in understanding legal remedies available;
- Pre-court preparation;
- Recuperation facilities for victims of crime and accidents;
- Comfortable sitting arrangement;
- First-aid kit;
- Availability of doctor and psychiatrist on phone. (Specialist to handle sexual abuse victims, mainly women and children); and,
- Counselling facility.

### Standard Operating Procedure for Victim Relief Unit

General	Women	Children
First aid facility	Immediately deputing staff from Mitra Kaksh or area police station or PCR to reach at the spot of crime	
First aid, Hospitalisation, medical of the victim	Salvage victim from the spot	
Compensation to the victim of hit and run cases under Solarium scheme from DC office	Immediate assistance like:	
	First aid, Hospitalisation, medical of the victim (specially in case of victim of sexual crime)	First aid, Hospitalisation, medical of the victim (specially in case of victim of sexual crime)
	Help of psychologist or counsellor for trauma control	Help of psychologist or counsellor for trauma control
	Assistance in medication, restitution and rehabilitation	Assistance in medication, restitution and rehabilitation
	In case of domestic dispute, referring case to Women Cell for further arbitration	
	Suggestion of legal remedies	Suggestion of legal remedies
	Free legal aid	Free legal aid

#### Essentials

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

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

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

**Victim Relief**– Mitra Kaksh shall also function as Victim Relief Centres. Mitra Kaksh staff shall assist victims of crime in completion of paper work and other procedural formalities for getting the statutory compensations sanctioned from competent authorities in following cases:

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

Mitra Kaksh committees shall ensure proper handling of victims of crime like rape, crime against women, etc. This involves recording of statements of victims of crime in Mitra Kaksh, counselling by qualified psychiatric, etc. This will led to a paradigm shift as far as rendering help to victims of crime is concerned.

#### **PROCESS TO ESTABLISH MITRA KAKSHAS**

- Breaking spatial disconnect by integration of community policing with regular policing by establishing a Community Program Division at State Police Headquarter, Community Policing Monitoring and Evaluation Units at Range level, Zila Mitra Kaksh at District level, and Thana Mitra Kaksh at police station level.
- Formation of committees.
- Registration of Mitra Kaksh as societies.
- Convergence of information and technology (IT) with citizen-centric police governance model. A state level single server will be created which would interconnect all the police stations and their data. All the computers placed in Mitra Kakshas will be connected to this server.
- People friendly mobile apps and online delivery of services such as

- Downloading of FIR
- Downloading of untraced report in accident and theft cases
- Downloading of verification certificates , NOC and Police Clearance Certificates
- A state level Mitra Kaksh website with online information about services and downloadable forms for the services required
  - **Features**
    - Online Complaint Box
    - Online Complaint Status
    - Special emphasis on women, children and Scheduled Castes
    - NRI helpline
    - Security guidelines
    - Information about general offences
    - Cyber crime
    - Traffic awareness
    - Online road safety test
    - Community Policing
    - Activities undertaken by the district police
    - General information about the district
    - Link for district level Mitra Kaksh websites
- Standardize protocol for dispute resolution.
- Standardize protocol for victim relief.
- To give Mitra Kaksh statutory mandate and amendment in police act.
- To bring police services under the Right to Service (RTS) Act.

**Administrative codes for running Mitra Kaksh**

- Dedicated staff appointed after competence test
- Placement for other jobs with prior permission of the Community Program Division
- Transparent financial management with annual audit under the Societies Act
- To identify locally relevant issues and solutions for: Drug addiction and its impact on quality of life, crime and connected issues.
- Awareness generation for empowerment of women for prevention of crime against women.

- Specialised unit for psychological, social, economic support to victims of sexual crime.
- Identify local traffic problems and chalk out plan for easing traffic congestion and illegal encroachment by participatory inclusive mechanism.
- Socio-economic issues such as counselling of juvenile criminals, domestic violence, and incidence of eve teasing in particular pockets. Incidents of anti-social behaviour, use of loudspeakers in the middle of night, illegal traffic blockage for religious/marriage congregations.
- Community oriented schemes.
- Resource base for general information, rules, procedures.
- De-addiction camps.
- Awareness and medical camps.

#### **OUTCOME OF MITRA KAKSH**

- Improved community-police relations.
- Transparent service delivery and public dealings.
- Forum to address the rights of citizens and sections of the community.
- Confidence building of the people in crime management and grievance redressal.
- Delivery of services in a time bound manner: adherence to provisions of RTS Act.

#### **STEPS TOWARD FORMATION OF MITRA KAKSH**

- **Step 1: Constitution of Community Program Division**
- **Step 2: Constitution of Mitra Kaksh Committees**
- **Step 3: Registering Mitra Kaksh as NGOs**
- **Step 4: Establishing Different Units in Mitra Kaksh**

##### **Step1: Constitution of Community Program Division**

The Community Program Division will be located at the Haryana Police Headquarters to design, develop, implement and monitor programs in the area of Community Policing.

The division 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 division in the rank of ADGP will be responsible for policy formulation, implementation, review and evaluation of the scheme. The Nodal Officer is to be assisted by IGP/Headquarters who is redesignated as IGP/Headquarters-cum-Community Affairs. An officer in the rank of AIG and DIG will be posted in Community Program Division and would be designated as AIG/DIG Community Affairs.

### **Role and Functions of Community Program Division**

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

- would lay down policy for execution of police strategies in dealing with community-policing issues;
- service delivery procedural amendment for corruption free service delivery and may take suo-moto notice of failure to deliver service in accordance with RTS Act and refer such cases for decision to the First Appellate Authority or the Second Appellate Authority or pass such order itself as may be appropriate;
- will issue instructions/frame guidelines for dispute resolution by constituting a Counselling and Arbitration Committee;
- will act as a body for monitoring and evaluation of community-policing work undertaken by the Mitra Kaksh. It would strive to raise the bar for service delivery by suggesting measures for upgradation and refinement of procedures and processes. Community Program 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 community division may consult the Director General of Police, which is to deliver the service.

Administration of Community Program Division	Role and functions of Community Program Division
<ul style="list-style-type: none"> <li>Nodal Officer: ADGP Community Policing</li> <li>Assisted by: IG, AIG and DIG Community Policing</li> </ul>	<ul style="list-style-type: none"> <li>(i) To lay down policy for conceptualising and institutionalizing Community Policing initiatives in the state.</li> <li>(ii) To issue broad guidelines for the successful running of the Zila Mitra Kaksh, and Thana Mitra Kaksh.</li> <li>(iii) To coordinate and conduct a periodical review of the working of these centres.</li> <li>(iv) To provide budgetary and financial support.</li> </ul>

## Step 2: Constitution of Mitra Kaksh Committee

In-charge Mitra Kaksh (Police Officer) – **Convener**

Community Representative – **Co-convener**

Mitra Kaksh committee members should not exceed 25.

Members of Committee	
<p><b>Official Members (8)</b></p> <ul style="list-style-type: none"> <li>DSP (Division)</li> <li>In-charge Mitra Kaksh</li> <li>District Health Officer/ Civil Surgeon</li> <li>District Education Officer</li> <li>District Program Officer (Department of Social Security and Development of Women and Child)</li> <li>District Welfare Officer (Department of Welfare of BC and SC)</li> <li>District Red Cross Officer</li> <li>Executive Officer of City Council</li> </ul>	<p><b>Non-Official Members</b></p> <ul style="list-style-type: none"> <li>3 Representatives of District level NGOs</li> <li>3 Academicians from each of following stream <ul style="list-style-type: none"> <li>Law</li> <li>Human rights (women and children rights)</li> <li>Sociology</li> </ul> </li> <li>2 Principal of Colleges</li> <li>2 Representative of any active trade union</li> </ul> <p>At least 4 members shall be women These members shall be for 2 years membership extendable up to three years.</p> <p><b>Criteria for the selection of Non-Official Members</b></p> <ul style="list-style-type: none"> <li>Representatives of those NGOs shall be selected as members, which have their presence at the district level and working last more than 15 years in the Haryana State. These NGOs officially shall not have any Political affiliation.</li> <li>Academicians with more than 10 years experience in their respective field shall be selected as members.</li> </ul>
Essentials for the functioning	
<ol style="list-style-type: none"> <li>In-charge Mitra Kaksh shall be responsible to call meetings of the committee.</li> <li>Fixed quarterly meeting of committee members shall be arranged at the Mitra Kaksh.</li> <li>Any emergency meeting shall be called with well in advance notice along with the agenda.</li> </ol>	
Roles and Functions	
<ul style="list-style-type: none"> <li>Prepare the memoranda of Society.</li> <li>To ensure its registration under the Societies Act.</li> <li>To review the law and order situation and to play consultative role.</li> <li>To analyze any emerging problem in the area and ponder to combat.</li> <li>Evaluate the working of Mitra Kaksh.</li> <li>The Mitra Kaksh committees shall issue guidelines for running the Mitra Kaksh.</li> <li>The committee shall meet at least four times in a year.</li> </ul>	

### **Step 3: Registering Mitra Kaksh**

“Mitra Kaksh” shall be registered as a society under the Registration of Society Act 1860 (Under relevant state amendments) with officials in their ex-officio capacity as Official Members and community members as Non-Official Members. This Non-Government Organization feature will strengthen community orientation of this programme and enhance the ownership of Mitra Kaksh among the community and feeling of belongingness.

#### **Nomenclature : Mitra Kaksh shall be registered with following names**

“Zila Mitra Kaksh <name of the District>” : for District Level Mitra Kaksh and;

“Thana Mitra Kaksh <Name of the Police Station> <name of the District>”: for Police Station Level Mitra Kaksh

### **Step 4: Establishing Mitra Kaksh**

**Each Mitra Kaksh shall provide following services to the community.**

- 1) Grievance Redressal (Shikayat Niwaran)**
- 2) Community Services (Samudayik Sewaain)**
- 3) Legal Aid and Victim Relief (Kanuni Sahayata Evam Piddit Rahat)**
- 4) Dispute Resolution (Vivaad Niptara)**
  - a. Gender Dispute Resolution (Lengik Vivaad Niptara)
  - b. Economic Dispute Resolution (Aarthik Vivaad Niptara)
  - c. Social and Political Conflict Resolution (Samajik Evam Rajneetik Vivaad Niptara)

#### **Infrastructure and Spatial Design**

The Mitra Kaksh 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.

##### **Recommended Resources**

- Reception desk equipped with telephone, computer server
- Space for people to sit
- TV installed to impart information on various subjects
- Availability of application forms
- Displayed information on facilities and service provided by Mitra Kaksh
- Reading resource room

## **Administration**

### **Role of In-charge Mitra Kaksh**

- Review daily performance.
- Liaison with various service provider departments.
- To record and maintain the proceedings of committee meetings.
- Coordinate with the convenor and co-convenor.
- Organise awareness campaigns regarding Mitra Kaksh and Services provided by them.

### **Professional Capacities**

Mitra Kaksh shall provide specified services and for that purpose professionals like counsellors in marital discord cases, computer or financial experts to deal economic offences shall be taken in panel of experts.

It is also important to have a dedicated phone lines for Mitra Kaksh for Women and child help. Referral system must exist for those services which are not available in the Mitra Kaksh such as professional legal aid, psychiatric counselling, medical aid etc, hence networking and coordination with different agencies is also important.

### **Essentials to Make Mitra Kaksh Effective**

- Provide a receipt of complaint to ensure efficient compliance and retrieval.
- Service provided through appointments and time bound.
- To ensure that people express their considered opinion at Mitra Kaksh 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 Mitra Kaksh and the services available
- People's participation in Mitra Kaksh activities
- Contribute human and material resources by community

## Web Interface

Mitra Kaksh shall have its State-level website with online information about services and downloadable forms for the services required with the following features:

- **Features**
  - Online complaint Box
  - Online Complaint Status
  - Special emphasis on women, children and Scheduled Castes
  - NRI helpline
  - Security guidelines
  - Information about general offences
  - Cyber crime
  - Traffic awareness
  - Online road safety test
  - Community Policing
  - Activities undertaken by the district police
  - General information about the district
- **Advantages**
  - Tremendous response can be received from people specially NRIs
  - Online complaints
  - Queries can be obtained
  - Scheduled castes can be made aware about legal provisions for them
  - Women can be made aware about legal provisions against atrocities

## Administration and execution of different services

**1. Grievance Redressal:** General complaints and complaints against the police shall be taken and disposed off after the necessary and time bound action is taken.

### **Administration**

- In-charge Mitra Kaksh shall always be available at the centre to improve the accessibility of the police to the people.
- System for registration of grievances including proformas and receipts
- Scrutinsation 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 senior police officer
- To maintain a database on 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 shall be forwarded to district SSP or Commissioner of police for perusal and record.

### **Services and Function**

- To receive complaints against police from the entire district and dispose off after the necessary and time bound action is taken.
- Complaints can be personally submitted by the complainant.
- 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.

### **Essentials for Grievance Redressal**

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

<b>FACILITIES</b>	<b>DISPLAY MATERIALS</b>
<ul style="list-style-type: none"> <li>▪ Data recording system</li> <li>▪ Furniture, display boards</li> </ul>	<ul style="list-style-type: none"> <li>▪ Duties of police officials</li> <li>▪ Information on police rules, procedures</li> <li>▪ Police contact numbers</li> </ul>

**2. Community Services:** Different services shall be provided to the community, and it is recommended that these services shall be notified under The Haryana Right To Service Act, 2014. Following is the list of proposed services to be delivered and mentioned along with their recommended time limit, designated officers and appellate authorities.

Sr. No	Name of the Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
1	Renewal of Arms License.	22 Days (i). 2 days Time for referring case to the Police by the DC office. (ii)15 days Time for verification by the Police. (iii) 5 days Time for delivery of services by the Designated Officer after Verification	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police in case of police Commissionerate	Commissioner of the Concerned Division ~ Commissioner of Police in case of Commissionerate
2	Renewal in case of licensee has shifted his residence from the license issuing district to another district	30 Days (i).5 days for the forwarding district to the original license issuing district. (ii) 20 days for sending verification report by the original license issuing district to the forwarding district. (iii). 5 days for delivery of service by the forwarding district	Licensing Authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police in case of police Commissionerate	Commissioner of the Concerned Division ~ Commissioner of Police in case of Commissionerate
3	Renewal of Arms License in the case where an adverse report is received from the Police and an opportunity of being heard has to be given to the Licensee before taking any action as provided under the Arms Act.	Additional 60 days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police in case of police Commissionerate	Commissioner of the Concerned Division ~ Commissioner of Police in case of Commissionerate
4	Renewal of Arms License (In the case where the applicant applies for renewal after the due date)	40 days (i) 3 days Time for referring case to the Police by Licensing Authority Office. (ii) 15 days Time for verification by the Police. (iii) Additional 15 days for providing an opportunity of personal hearing by the Licensing Authority. (iv) 7 days Time for delivery of service by Designated Officer.	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police in case of police Commissionerate	Commissioner of the Concerned Division ~ Commissioner of Police in case of Commissionerate
5	Addition of weapon (if the license issuing district is the same where service has been sought)	15 days from expiry of the mandatory notice period of 45 days as provided under Arms Act.	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police in case of police Commissionerate	Commissioner of the Concerned Division ~ Commissioner of Police in case of Commissionerate
6	Deletion of weapon (if the license issuing district is the same where service has been sought)	7 days from expiry of the mandatory notice period of 45 days as provided under Arms Act.	Licensing authority (Addl. DM of the District / Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police in case of police Commissionerate	Commissioner of the Concerned Division ~ Commissioner of Police in case of Commissionerate
7	Entry of weapon on arms license	7 days	Licensing authority (Addl. DM of the District	District Magistrate of the Concerned district	Commissioner of the Concerned Division

Sr. No	Name of the Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	~ Deputy Commissioner of Police in case of police Commissionerate	~ Commissioner of Police in case of Commissionerate
8	Extension of purchase period of weapon (within permissible time period and if the license issuing district is the same where service has been sought)	15 days	Licensing authority (Addl. DM of the District) ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police in case of police Commissionerate	Commissioner of the Concerned Division ~ Commissioner of Police in case of Commissionerate
9	Registration of foreigners (Arrival ~ departure)	Immediate	Additional Deputy Commissioner of police (Hq.) of the Police Commissionerate ~ Superintendent of Police (Hq) of the Concerned Police District	Deputy Commissioner of Police in case of police Commissionerate ~ Senior Superintendent of Police District	Commissioner of Police ~ Deputy Inspector General of Police of the Range
10	Extension of Residential Permit of Foreigners	5 days	Additional Deputy Commissioner of police (Hq.) of the Police Commissionerate ~ Superintendent of Police (Hq) of the Concerned Police District	Deputy Commissioner of Police in case of police Commissionerate ~ Senior Superintendent of Police District	Commissioner of Police ~ Deputy Inspector General of Police of the Range
11	Copy of FIR or DDR	Immediate ~ Online	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
12	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)	10 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
13	NOC for Fairs ~ Melas ~ Exhibitions ~ Sports Events etc.	10 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
14	Stranger Verification (after receiving the verification from other District ~ State of which the stranger is resident)	05 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
15	Tenant ~ Servant Verification (if resident of local area)	10 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
16	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 ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
17	Other Verification related services	30 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police

Sr. No	Name of the Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
18	Copy of untraced report in road accident cases (from Registration of FIR)	45 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
19	Copy of untraced report in cases pertaining to stolen vehicles (from Registration of FIR)	45 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
20	Copy of untraced report in theft cases (from Registration of FIR)	60 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
21	NOC for pre-owned vehicles	5 days	Station House Officer of the Concerned Police Station ~ In-charge of Mitra Kaksh	DSP In-charge of Sub division	Commissioner of Police ~ Senior Superintendent of Police
22	Police Record checking (For newly appointed persons in government and semi government departments)	10 days	Assistant Commissioner of Police Sub-Division ~ Deputy Superintendent of Police Sub-Division	Deputy Commissioner of Police ~ Senior Superintendent of Police	Commissioner of Police ~ Deputy Inspector General of Police of the Range
23	Police Clearance Certificate (For private employment etc.)	10 days	Assistant Commissioner of Police Sub-Division ~ Deputy Superintendent of Police Sub-Division	Deputy Commissioner of Police ~ Senior Superintendent of Police	Commissioner of Police ~ Deputy Inspector General of Police of the Range
24	NOC for issuance ~ renewal of License of Arms Dealers	30 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate ~ Superintendent of Police (Hq.) of the Concerned Police District	Deputy Commissioner of Police ~ Senior Superintendent of Police	Commissioner of Police ~ Deputy Inspector General of Police of the Range
25	Issuance of NOC for setting up of Cinema Hall	30 days i) 15 Days Time for obtaining NOC from various department by the office of Deputy Commissioner or Police Commissionerate . ii) 15 Days Time for action by Deputy Commissioner office to deliver the Service	Addl. District Magistrate ~ Additional Deputy Commissioner (HQ) in case of Police Commissionerate	District Magistrate ~ Deputy Commissioner of Police in case of Police Commissionerate	Commissioner of Division ~ Commissioner of Police
26	Police Record Checking of Passport Applicants	21 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate ~ Superintendent of Police (Hq.) of the Concerned Police District	Deputy Commissioner of Police ~ Senior Superintendent of Police	Commissioner of Police ~ Deputy Inspector General of Police of the Range
27	Verification for fresh Arms License	45 days	Additional Deputy Commissioner of Police (Hq.) of the Police Commissionerate ~ Superintendent of Police (Hq.) of the Concerned Police District	Deputy Commissioner of Police ~ Senior Superintendent of Police	Commissioner of Police ~ Deputy Inspector General of Police of the Range
28	Acknowledgement of Complaint	same day when the complaint is received by the Designated officer	Station House officer	DSP In-charge of the sub division	Commissioner of Police ~

Sr. No	Name of the Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
		through any source			Senior Superintendent of Police.
29	Status report of complaints	30 days	Station House officer	DSP In-charge of the sub division	Commissioner of Police ~ Senior Superintendent of Police.
30	MRG Enquiry in case of loss of passport abroad	21 Days	Additional Deputy Commissioner of Police (H.Q.) in Commissionerate ~ Superintendent of Police (H.Q.) in other districts	Deputy Commissioner of Police in Commissionerate ~ Senior Superintendent of Police, in other districts	Commissioner of Police in Commissionerate ~ Inspector General of Police Range in other districts
31	Other services related with passport. (Report for loss of passport, Nativity Certificate )	21 days	Additional Deputy Commissioner of Police (H.Q.) in Commissionerate ~ Superintendent of Police (H.Q.) in other districts	Deputy Commissioner of Police in Commissionerate ~ Senior Superintendent of Police, in other districts	Commissioner of Police in Commissionerate ~ Inspector General of Police Range in other districts
32	Countersigning of Document	7 Days	Additional Deputy Commissioner of Police (H.Q.) in Commissionerate ~ Superintendent of Police (H.Q.) in other districts	Deputy Commissioner of Police in Commissionerate ~ Senior Superintendent of Police, in other districts	Commissioner of Police in Commissionerate ~ Inspector General of Police Range in other districts
33	Issuance of New Arms License	45 days 5 Working days for referring case to the Police by the Licensing Authority. 30 Working days for verification by the Police. 5 Working days for delivery of the service by the Designated Officer after verification.	Licensing authority (Addl. DM of the District) ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
34	Issuance of Duplicate Arms License	10 Days	Licensing authority (Addl. DM of the District) ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
35	NOC for Sale of Weapon	10 Days	Licensing authority (Addl. DM of the District) ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
36	Application for Extension of Jurisdiction (Haryana)	20 Days	Licensing authority (Addl. DM of the District) ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
37	Cancellation of Arms License on the request of the licensee	15 Days	Licensing authority (Addl. DM of the District) ~ Addl. Deputy Commissioner of Police (HQ) in case of police	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate

Sr. No	Name of the Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
			Commissionerate		
38	Change of Address in Arms License	30 Days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
39	Appointment of Retainer of Weapon	15 days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
40	Addition of Retainer in Arms License	30 Days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
41	Deletion of Retainer in Arms License	5 Days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
42	Change of Bore	10 Days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
43	Permission for Deposit of weapon in death Case	7 Day	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
44	Permission for sale ~ transfer of Weapon in Death Case	20 Days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate
45	Permission of addition of Cartridge	20 Days	Licensing authority (Addl. DM of the District ~ Addl. Deputy Commissioner of Police (HQ) in case of police Commissionerate	District Magistrate of the Concerned district ~ Deputy Commissioner of Police	Commissioner of the concerned Division ~ Commissioner of Police in case of Commissionerate

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

### **Administration**

This unit shall work 24 × 365 days with a 24 hour dedicated helpline to support victims of crime in general, and women and children in particular. Staff shall be posted here on 8 hour rotational shifts. Each call shall be well recorded, digitally as well as manually.

- 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

### **Services and Function**

- 24 hrs × 365 days women and child help line
- Quick on the spot and trauma response
- emotional support (services of professional counsellor)
- help of specialist in need-based human-sensitive interviewing of victim (gender and age specific) to avoid recall of victimization and to lessen trauma
- Ensuring non-repetition of circumstances which induced earlier victimization of the victim.
- Referrals and linkages with other resources and agencies to provide help to the victim in medication, restitution and rehabilitation
- Free legal aid

- Help in understanding legal remedies available
- Pre court preparation
- Recuperation facilities for victims of crime and accidents
- Comfortable sitting arrangement
- First aid kit
- Availability of doctor and psychiatrist on a phone call. (Specialist to handle sexual abuse victims, mainly women and children).
- Counselling facility.

### **Essentials for Legal Aid and Victim Relief**

#### **Mitra Kaksh shall be equipped with and have linkages as per following**

- There shall be standard helpline number throughout the state.
- Ambulance services with dispatch staff to reach the spot.
- Networking with all district police stations to dispatch police within no time to save/help victims
- First aid facilities and panel of specialist to de-traumatize 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 organizations, working for the welfare of women and child.
- 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"> <li>▪ Furniture: Patient beds</li> <li>▪ First aid kit</li> <li>▪ Ambulance on call</li> <li>▪ Soft board</li> <li>▪ Table Curtains</li> </ul>	<ul style="list-style-type: none"> <li>▪ List of hospitals and dispensaries</li> <li>▪ List of shelter homes</li> <li>▪ List of legal aid providers</li> <li>▪ List of professional counsellors and psychiatrists</li> <li>▪ Cognizable crime against women and punishment (poster)</li> <li>▪ Violence against women (poster)</li> <li>▪ Drug abuse: Causes and remedies</li> <li>▪ Contact numbers of drug de-addiction centres</li> <li>▪ List of NGO organizations</li> <li>▪ List of women related organizations</li> <li>▪ Women rights in custody (display information)</li> <li>▪ Female foeticide (pamphlet)</li> <li>▪ Rights of the unborn (folder)</li> </ul>

#### 4. Dispute Resolution:

##### a. Gender Dispute Resolution

##### b. Economic Dispute Resolution

##### c. Social and Political Conflict Resolution

**a) Gender Dispute Resolution :** Mitra Kaksh shall specifically deal with the cases of women who are the victims of domestic violence.

#### Administration

- Conciliation between the disputing party
- If conciliation fails then either registration of case or refer to court as per the merit.
- Ensuring the rehabilitation of the women
- Monitoring the conciliated cases to avoid any recidivism

#### Services and Function

- In-charge women shall also be the Protection Officer under domestic violence act
- Arbitration in cases which are referred from police stations or cases in which women complainant directly approached
- To provide relief to women in disputes in her relief and rehabilitation through network of government and non-government organizations
- Counselling and arbitration committee of 5 members

- Referring and suggesting further course of action in un-resolved cases for registration or to court

**Constitute a Counselling and Arbitration Committee:** Constitute a Counselling and arbitration committee of 5 members (comprising experts from law, gender studies, psychology, non government organization) (Members of this committee shall be exclusive from the Mitra Kaksh Committee)

**Essentials for Gender Dispute Resolution**

- Members should be gender sensitized
- Making invisible crime visible
- Displaying the list of doctors, counsellor and NGO
- List of rehabilitation centres
- Attending the cases promptly
- Separate toilets for male and females

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

**b) Economic Dispute Resolution:**

Mitra Kaksh shall deal with all the economic offences like fraud and embezzlement cases.

**Constitute a Committee of Experts:** Economic offences Wing shall have committee of following experts

- Experts from LIC
- Experts from Bank
- Chartered accountant

### Administration

- Conciliation between the disputing party
- If conciliation fails then either registration of case or refer to court as per the merit.

### Services and Function

- Conciliation in property disputes like tenant landlord
- Registering all the money exchangers in the area
- Scrutiny of lottery vendor and Satta mafia
- Ensuring safety of ATMs and Investigate all types of economic frauds and embezzlement

FACILITIES	DISPLAY MATERIALS
▪ Furniture: Table and Chairs	▪ List of members of Committee of experts ▪ Cognizable Economic Offences ▪ Difference between civil and criminal offences

**c) Social and Political Conflict Resolution:** Conflict resolution cells shall function to resolve caste or communal conflicts potential or emerged with the help of arbitration between the conflicting parties.

### Administration

In-charge shall constitute the issue specific **Peace Committees** to resolve the matters. The members of these committees shall be following

- Respectable members of all the community or parties to disputes
- Representative of the non government organization working in the area or with those communities.

## Services and Function

- Conflict resolution cells shall function to resolve caste or communal conflicts, potential or emerged, with the help of arbitration between the conflicting parties.
- In-charge of this cell shall call the parties to conflict at the centre and then try to understand the bone of contention between them.
- He shall report the matter to higher authorities within no time if issue is very sensitive and situation can worsen

FACILITIES	DISPLAY MATERIALS
<ul style="list-style-type: none"><li>▪ Furniture: Table and Chairs</li></ul>	<ul style="list-style-type: none"><li>▪ List of communal sensitive areas</li><li>▪ List of respectable members of communities and their contact numbers</li><li>▪ List of public peace committee members with contact numbers</li></ul>

**“Know Your Police APP”**

- **Geo-fencing of all police stations with details of :**
    - SHOs of Police Station
    - DSPs/ACPs
    - SSPs/DCPs
    - DIGs/IGs/CPs
  - (Location, Contact details etc.)
  - Can be used in distress situations
  - Display Google Map of area with distance from nearest police station
  - Contact number of all police officers from SHO, DSP, SSP, DIG & IGP will be displayed)
- 
- **Officers List :** Details of all police officers posted in Haryana State from AIG rank up to DGP, Haryana.
  - **Officers Posted:** Details of all officers posted from DSP rank up to IGP (District Wise)
  - **Mitra Kaksh:** Details of all Mitra Kaksh
    - Location, email id, Name of incharge, landline number, jurisdictional map etc.
  - **Notifications:** Whosoever downloads this APP–Messages/Advisories can be sent to such persons.
  - **District specific (crime, criminal information, educational etc.)**
  - **Police Stations:** Names, addresses, telephones, e-mail id’s, jurisdiction maps, name of SHO, I/C PP
  - **Find your PS:** with feeding of details of Village/ Mohalla, jurisdictional police station can be found.
  - **Control Room:** Contact numbers of district control rooms & PCR numbers can be found.
  - **Search Officer:** Officer can be located (District + Name of Officer)  
Total details of officer will be displayed i.e. place of posting and contact number

**Women Safety ‘APP’ - SHAKTI**

- **Report Unsafe:** Mapping of unsafe area by user – can be used for reorganizing patrolling, installation of lights etc.
- **Notifications:** Information can be disseminated persons to persons who have downloaded this app
- **Where AM I:** Click –Location wise Police station contact details will be displayed
- **Click & Mail:** Photo clicked with hash value can be mailed (unique number)
- **Follow Me:** Timelines defined to keep a watch by user
- **Police stations:** Details of PS & contact details of SHOs
- **Future:** If PCRs & Rapid Rural Response team are provided with tabs, then direct alert can go to them.

### **Naka Bandi - App**

#### **Features:-**

- Police officials upto the rank of Head Constable can download this 'App'
- Can be downloaded with the help of Mitra Kaksh staff.
- Registration of police personnel with server.
- SSP/CP can assign Nakas through this 'App'.
- Alerts to concerned incharges of nakas.
- I/C will lay naka.
- Selfie of naka party, Photograph of barricades is necessary for further opening of the APP.
- Naka app will further be operational only when these two photos are sent to server.
- Vahan+ Stolen Vehicle details can be accessed.
- Live report - naka
  - Vehicles checked (Officer who assigned naka)
- Report generation – for perusal of senior officers for checking details.
- Graphical description
- Can track vehicles/route of vehicles

### **Untraced Report 'App'**

Victim can peruse and download the desired untraced report through this 'app' after 45 days in case of vehicles and after 60 days in other cases, for further use such as for getting insurance claims processed and settled.

### **Verification 'App'**

The applicant can apply and download through this 'App' three services i.e. Civil Verification, Military Verification and Character Verification.

### **No Objection Certificate 'App'**

Public / organizations require NOCs for holding various functions/ fairs/ exhibitions etc. Now public can apply and download these NOCs through this 'App' without visiting Police Station / Mitra Kaksh after the stipulated timeline of 5 days.

### **Police Clearance Certificate 'App'**

People need Police Clearance Certificates for procuring visas and also for other purposes related to the immigration. Presently, they have to procure it manually after visiting the 'Mitra Kaksh'. But now after applying for this service at a 'Mitra Kaksh' they can download it through this 'App'.

### **Passport Verification Status 'App'**

An applicant applies the passport at the Passport Seva Kender, which is sent to police for verification. If an applicant wants to know the status of his passport verification they can click the passport status link of the 'App'.

**Lost articles /equipments/documents registration - DDR - 'APP'.**

Through this 'App' public can immediately report regarding aforementioned things and get the same registered online. The applicant will get a *digitally signed receipt* by AIG/ Mitra Kaksh and he can use this receipt for various purposes like getting new mobile connection, passport etc.

**Know My complaints 'App'**

All the complaints which have been registered at Mitra Kaksh and Police Stations or any other police station is fed in the Mitra Kaksh system and a Unique ID is allotted to each complaint. Complainant can get the status update of the complaint using this UID and their mobile number.

## Simplified Proformas for Services

### Home Department Government of Haryana

Sr. No	Sr. No. as per RTS Notification	Name of the Services
1	154	Registration of Marriage under Hindu Marriage Act.
2	160	Copy of FIR or DDR
3	164	Tenant/Servant Verification (if resident of local area)
4	168	Copy of untraced report in cases pertaining to stolen vehicles
5	170	NOC for pre-owned vehicles.
6	171	Service Verification (in cases of Resident of Haryana)
7	172	Character Verification
8	176	Passport Verification
9	158(A) 158(B) 158(C)	i) Registration of Foreigners (Arrival and Departure) ii) Arrival (Disembarkation) Card for Foreign Nationals iii) Departure (Embarkation) Card for Indian Nationals

**1. Simplified Proforma: Service Registration for Hindu Marriage Act.(FORM-A) [See Rules (1)]****Part-1**

1.	Name of Service	Registration of Hindu Marriage Act
2.	Name of Department/Service Provider (Pre- filled into the system)	Home Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3****Information/documents required specific to the service****Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	
2.	Relationship with applicant	
<b>Full Name of Parties</b>		<b>Husband</b>
3.	Full Name of parties	
4.	Religion and Caste of the parties	
5.	Age at solemnisation of the marriage	
6.	Rank of Profession	
7.	Permanent place of residence before solemnisation of marriage	
8.	Date of Birth	
9.	Place with name of Taluk and District at which marriage was solemnised.	
10.	Date of solemnisation of the marriage (Name in full)	
11.	Name of Father	
12.	Name of Mother	
13.	Guardian, if any the, wife with relationship (See Section 6)?	
14.	Address of the Guardian (information to be furnished in case of divorced persons who may marry again (See Section 15)	
15.	Date of the decree in the Court of the first instance.	
16.	Whether the period of one year has elapsed from the date noted in the Col (12) to the date of the application See Section 151.	
17.	Remarks	

**Documents Required****Submitted Tick (✓)/ YES**

1.		
2.		
3.		
4.		

**(Signature of the applicant)**

We hereby declare that the particulars mentioned above are correct to the best of our knowledge and belief that our marriage is one to which the Hindu Marriage Act, 1955 (Central Act xxv of 1995) applies and that we have fulfilled the conditions, laid in Section 5, 6 or 15 wherever necessary.

(If the wife is a minor, signature of the guardian in marriage at the time of marriage)

Station:

Signature with Date

Date:

Husband:

Wife:

**Witnesses:**

Name:

Name:

Address:

Address:

Signature:

Signature:

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**2. Simplified Proforma: Service Registration for Reporting the First Information (FIR) of a Cognizable Offence (under Section 154 of the Criminal Procedure Code).**

**Part-1**

1.	Name of Service	Reporting the First Information (FIR) of a Cognizable Offence
2.	Name of Department/Service Provider (Pre- filled into the system)	Home Department

**Part-2**

**Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3**

**Information/documents required specific to the service**

**Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	
2.	Relationship with applicant	
3.	<b>Place of Occurrence</b>	
	a. Distance from the Police Station	
	b. Direction from the Police Station	
4.	Date and Hour of Occurrence	
5.	<b>Offence</b>	
	a. <u>Nature of the Offence</u> (e.g. murder, theft, rape, etc.)	
	b. Section (To be decided/written by Office only)	
	c. Particulars of the property (in case one has got stolen):	
6.	Description of the accused:	
7.	Details of witnesses (If any)	
8.	Complaint: Briefly lay down the facts regarding the incident reported in an accurate way.	

**Documents Required****Submitted Tick (√)/ YES**

1.	Copy of [Complainant/Informant] I.D. proof	
2.		

**(Signature of the applicant)****(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Application for FIR**

From

(Applicant's Name), Father's/Husband's Name

(Applicant's contact address)

(Applicant's contact mobile number/phone number)

Applicant's e-mail id. (If any)

Date \_\_\_\_\_

To,

The Police Officer In charge

Address (Name of Local Police Station)

Subject:

Through, Proctor, AMU, Aligarh

Application

Respected Sir,

I would like to bring the following facts to your kind notice:

*(Include details/contents Part-2 and Part-3 as given in Proforma)*

I seek your help and request you to kindly register my FIR in the subject matter.

Hope you will do the needful favourable at the earliest.

Thanks and regards

Yours sincerely

\_\_\_\_\_(Complainant/Informant Signature)

\_\_\_\_\_(Complainant/Informant Name)

**Note:** You should make 2 copies of the Application. (1 copy for Police Station record, 1 copy for your own record)

### 3. Simplified Proforma: Service Registration for Tenant/Servant Verification (if resident of local area)

#### Part-1

1.	Name of Service	Tenant/Servant Verification (if resident of local area)
2.	Name of Department/Service Provider (Pre- filled into the system)	Home Department

#### Part-2

##### Personal Details

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

#### Part-3

##### Information/documents required specific to the service

##### Information

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	
2.	Relationship with applicant	
3.	<b>Local (Current) Address</b>	
	House No.	
	Sector/Village/Locality	
	Name of Landlord	
	Address (If residing elsewhere)	
	Nature of Employment (Domestic Servant/Shop Employee/Industrial/Worker/Chowkidaar/Dhobi/Tradesman/Craftsman etc.)	
	Place of work	
4.	Residing at current address since	
5.	Police Station	
6.	Police Post	
7.	<b>Particulars of Previous Employment (in case of employee)</b>	
	Nature of Employment	
	Address	
	Particulars of Previous Employer	
8.	<b>Particulars of family members residing with the Tenant/Employee</b>	
	Sr. No.	Name
		Age
		Sex
		Relation
		Occupation
	1	
	2	
9.	<b>Particulars of relatives locally</b>	
	Sr. No.	Name and Father's Name
		Occupation and Local Address
	1	
	2	

**Documents Required****Submitted Tick (✓)/ YES**

1.	Proof of Identity (Voter Card/Driving Licence/Ration Card etc.)	
2.	<b>Application Fee</b> An all-Inclusive fee of Rs.500/- has to be deposited with application from against proper receipt. A copy of this receipt must be attached with the application form.	

(Signature of the applicant)

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	



To

Deputy Commissioner of Police,  
Hqrs,

Subject: Application for Police Verification Report (PVR)

Name of Applicant (Block Letters) \_\_\_\_\_

Father/Husband Name \_\_\_\_\_

Address to verified (with period) \_\_\_\_\_

\_\_\_\_\_

Police Station \_\_\_\_\_

Permanent Address \_\_\_\_\_

\_\_\_\_\_

Purpose for

PVR \_\_\_\_\_

Signature of Applicant

Application No.

**4. Simplified Proforma: Service Registration for Copy of untraced report in cases  
pertaining to stolen vehicles.**

**Part-1**

1.	Name of Service	Untraced report in cases pertaining to stolen vehicles
2.	Name of Department/Service Provider (Pre- filled into the system)	Home Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3****Information/documents required specific to the service****Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	
2.	Registration No of the Vehicle:	
3.	Relationship with applicant	
4.	<b>FIR Details</b>	
5.	FIR No. _____ FIR Date _____ Police Station _____ District _____ State _____	
6.	<b>Vehicle details: (Please fill up in capital letters only &amp; in neat and clean handwriting)</b>	
	Type _____ Make _____ (e.g. Bus, Truck, Car, Scooter. M/C etc.) (e.g. Fiat, Tata, Bajaj, LML, Maruti)	
	Vehicle Registration No. _____ Model _____	
	Chassis No. (write Alpha Numeric Number) _____	
	Engine No. (write Alpha Numeric Number) _____	

Signature of Applicant

**Documents Required**

Submitted Tick (v)/ YES

1.		
2.		

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**5. Simplified Proforma: Service Registration for No Objection Certificate Pre-owned vehicles RTS Act, Form 28 [See Rules 54, 58 (1), (3) and (4)]**

**Part-1**

1.	Name of Service	<b>No Objection Certificate Pre-owned vehicles</b>
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Home Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3****Information/documents required specific to the service****Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	
2.	Registration No of the Vehicle:	
3.	Relationship with applicant	
4.	Class of vehicle:	
5.	Son/Wife/daughter of :	
6.	Registering Authority which originally registered the Vehicle.	
7.	Engine No.:	
8.	Chassis No.-Affix pencil print:	
9.	Period of stay in the state:	
10.	Period up to which motor vehicle tax has been paid	
11.	Whether any demand for tax is pending, if so, give details.	
12.	Whether the vehicle is invalid in theft case, if so give details	
13.	Whether any action under Section 53, 54 or 55 of the motor Vehicles Act 1988 is pending authority, if so give details	
14.	Whether the vehicle is involved in any case of transport of Prohibited goods, if so give details.	
15.	We solemnly declare that the above statements are true	

Signature of Applicant

**Documents Required**

Submitted Tick (v)/ YES

	(POI)Proof of Identity/(POR)Proof of residence	
1.	Pan Card, Aadhaar Card, Driving Licence, Govt. ID, Ration Card, Voter Card, Electric Bill DHBVN, Water Bill MCG, Telephone Bill.	
2.	Photograph Passbook of Running accounts SBI/PNB, Residence Certificate by SDM/Tehsildar	

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**6. Simplified Proforma: Service Verification (in cases of Resident of Haryana).****Part-1**

1.	Name of Service	<b>Service Verification (in cases of Resident of Haryana)</b>
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Home Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3****Information/documents required specific to the service****Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	2. Relationship with applicant :
3.	Name of Post : _____	4. Place of birth, Distt. And State in which it is situated
5.	District and State of which you belong:	6. District and State in which property is held:
7.	Particular of place where you have resided for more than one year, during proceeding five years. From _____ To _____ Residential address in full i.e. Village, Tehsil Thana and District/H.No./Street and Road.	8. Father's Details: a) Present postal address (if dead, give last address). b) Permanent Home Address c) Profession d) If any service, give designation and official address.
9.	Exact date of birth as given in the Matriculation Certificate: _____	10. Present Age: _____
11.	Height : _____	12. Age at the time of passing Matric: _____
13.	Marks of Identification : _____	14. a) Are you a member of SC or ST/BC of Haryana If so, State the name there of : _____ b) If member of SC, State your religion/Caste. If a member of Backward, State your State : _____
15.	Educational qualification showing place of education with years in school and college since 15 <sup>th</sup> years of age:	
	<b>Name of the School/College with full address</b>	<b>Date of entering</b>
		<b>Date of examination on leaving passed</b>

16.	Details of previous employment:-			
	<b>Designation of Post Held or description.</b>	<b>Period</b>	<b>Full address of office/firm and Institution.</b>	<b>Detailed reasons for prev service</b>
17.	Are you an Ex-Eco, ESSC or Ex-Serviceman or likely to be released? If so, state the (i) rank (ii) officer (iii) Jr. Commissioner/officer and; _____		18. Have you ever been convicted by court of any offence? If so, full particulars of the convictions and the sentences should be given :-	
19.	Name of the two responsible persons of your locality or two references to whom you are known with their full address. i)  ii)		20. Are you married? If yes, name and address of spouse.	

I certify that the foregoing information is correct and complete to the best of my knowledge and belief. I am not aware of any circumstances which might impair my fitness for employment under the Government.

Date \_\_\_\_\_

Place \_\_\_\_\_

Signature of Applicant

**Documents Required**

**Submitted Tick (✓)/ YES**

1.		
2.		

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

Certificates to be signed by a Gazette officer or a member of Legislature or other authority prescribed by the appointing authority.

**Countersign by Institute Incharge**

Certified that I have known Sh. /Smt./Km. \_\_\_\_\_ Son/daughter/wife of Sh. \_\_\_\_\_ for the 1st \_\_\_\_\_ years \_\_\_\_\_ months and that to the best of my knowledge and belief the particulars furnished by him/ her are correct.

Signature, Name and designation of status and address

Remarks of the verifying officer \_\_\_\_\_

Signature  
Name and Designation of verifying officer

**7. Simplified Proforma: Service Registration for Character Verification****Part-1**

1.	Name of Service	<b>Character Verification</b>
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Home Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3****Information/documents required specific to the service****Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	
2.	Relationship with applicant	
3.		

**Documents Required****Submitted Tick (v)/ YES**

	(POI)Proof of Identity/(POR)Proof of residence	
1.	Pan Card, Aadhaar Card, Driving Licence, Govt. ID, Ration Card, Voter Card, Electric Bill DHBVN, Water Bill MCG, Telephone Bill.	
2.	Photograph Passbook of Running accounts SBI/PNB, Residence Certificate by SDM/Tehsildar	

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**8. Simplified Proforma: Service Registration for Passport Verification RTS Act.****Part-1**

1.	Name of Service	Passport Verification
2.	Name of Department/Service Provider (Pre- filled into the system)	Home Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3****Information/documents required specific to the service****Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	
2.	Relationship with applicant	
3.	Police Station	
4.	Passport No.	
5.	Date of issue of Passport	
6.	Place of Issue of Passport	
7.	Purpose for the PCC	

**Documents Required****Submitted Tick (v)/ YES**

(POI)Proof of Identity/(POR)Proof of residence		
1.	A valid passport	
2.	Residential Proof (In addition to passport).	
3.	Letter/Instructions of the Embassy demanding the PCC	
4.	Passport size photograph	

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**9. Simplified Proforma: Service Registration of Foreigners Rules, 1992 Form A (Rule-6)****Part-1**

1.	Name of Service	a) Registration of Foreigners Rules, 1992 Form A (Rule-6) b) Arrival (Disembarkation) Card for Foreign Nationals c) Departure (Embarkation) Card for Indian Nationals
2.	Name of Department/Service Provider (Pre- filled into the system)	Home Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	

**A)158 Part -A Registration of Foreigners Rules, 1992 Form A (Rule-6)****Part-3****Information/documents required specific to the service****Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy)	2. Relationship with applicant :
3.	Serial Number _____	4. Sex _____ Height _____ Colour of eyes _____
5.	Place of Birth _____	6. Present Nationality _____ Previous Nationality _____
7.	Manner and date of acquiring present nationality:	8. Occupation or profession, and purpose of visiting India: _____ _____
9.	If a member of any country's naval, military or air-force, or its reserves, state which country's and rank held : _____	7. Number, date and office of issue of passport or particulars of other proof of identity. _____ _____
11.	Address or intended address in India _____ _____	12 Post or place of embarkation or departure for India. _____ _____
13.	Date and place of arrival in India _____	14 Name of vessel on which or how arrived for India. _____
15	Address of last residence outside India _____ _____	16 Name of Husband/wife and children and their nationalities (If accompanying the visitor) _____
17	Signature of registree:	18 Date of expiry of registration (only for tourists)

(Signed)-----  
(Seal)  
Signed  
(Registration Officer)

**Documents Required****Submitted Tick (v)/ YES**

1.		
2.		

Registration transferred to:

Sr.No.	District	Date	Signature and seal of Registration Officer of district in column I
1.			
2.			
3.			

**NOTICE****1. Every registered foreigner is required:**

- I. On the demand of any Registration Officer or Magistrate or any police officer not below the rank of head constable to produce this Certificate and his passport or such other proof of identity as may be required of him by such Magistrate or officer.
  - II. To surrender his certificate of registration, if he is about to depart finally from India either to the Registration Officer of the place where he is registered or of the place from where he intends to depart or to the Immigration Officer at the post/check post of exit from India.
  - III. To intimate in person or through an authorized representative or by post under certificate of posting the Registration Officer of the district in which his registered address is situated----
    - a. Before he leaves his registered address, if he proposes to be absent from his registered address for a continuous period of eight weeks or more, the address or addresses at which he proposes to stay and the date on which he expects to return to his registered address.
    - b. If he proposes to change his registered address or to leave India, the particulars of his new address and the date of the proposed change or departure; and
    - c. Any circumstances which in any way affect the accuracy of any of the particulars set out in his Certificate of Registration.
  - IV. If he stays for more than eight weeks at any place (other than a hotel or other premises where travelers are accommodated) in any district other than district in which his registered address is situated to report his presence in that other district to the Registration officer thereof within seven days of his arrival.
- 2. Failure to comply with the foregoing provisions will render the holder of this certificate liable to be punished with imprisonment or fine or both, under section 5 of the Registration of Foreigners Act, 1939 (XVI of 1939)**

**Form B**  
**Temporary Certificate of Registration**  
**(Rule 7)**

Serial Number-----

Mr.-----a foreigner of -----nationality who arrived in India on the -----  
20-----is directed to report to the ----- at within seven days for the purpose of  
registration.

1. For a period of one week or until the report prescribed above has been made, whichever, is less, this form will be deemed to be a Certificate of Registration in Part III of Form A and must be provided on the demand of nay Registration Officer, Magistrate, or police officer not below the rank of head constable.
2. If for any reason that report prescribed in paragraph I cannot be made within one week the holder of this Form is directed to report in person at the office of the undersigned or of the nearest Registration Officer and to comply with such directions as to registration as may then be given.
3. The contents of this Form have been explained to the holder thereof.

**(Signed)**  
**Registration Officer**

**Form C**  
**(Rule 14)**  
**Hotel Arrival Report**

(To be completed in duplicate)

1.	Name of hotel	
2.	Name of foreign visitor. (in full in block capitals, surname first)	
3.	Nationality	
4.	Number, date and place of issue of passport	
5.	Address in India	
6.	Date of arrival in India	
7.	Arrived from	
8.	Whether employed in India ----Yes or No	
9.	Proposed duration of stay in India	
10.	Number, date and office of issue of certificate of registration, if any	

**Manager's signature**

**158 Part -B: Service Arrival (Disembarkation) Card for Foreign Nationals Form D (Rule-5 and 15)**

**Information/documents required specific to the service Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy):	2 Relationship with applicant :
3.	Name (as in passport) Leave one box blank after every part of the name/initial  □□□□□□□□□□□□□□	4 Sex: (put ,v,in box)  Male <input type="checkbox"/> Female <input type="checkbox"/>
5.	Nationality:	6 Country of birth  □□□□□□□□□□□□
7.	Passport No. _____ Date of Issue(DD/MM/YY) □□□□□□ Place of issue (city and country) _____	
8.	Date of Arrival (DD/MM/YY) □□□□□□ Flight No. □□□□□□ Port of Boarding _____	
9.	Visa Number □□□□□□□□□□ Date of Issue (DD/MM/YY) □□□□□□ City of Issue _____ Date of expiry (DD/MM/YY) □□□□□□	
10.	Occupation (put ,v,in appropriate box)  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Doctor Business Employed Media Lawyer Government Sports Person Other	
11.	Purpose of visit (put ,v,in appropriate box)  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> tourism Business Transit Official Employment Education Conference Social Med Treatment Other	
12.	Countries visited in last 6 days	13. Address in India & Tel contact No. _____ _____ _____ Pin Code:- Tel No.:
15	IMMIGRATION STAMP(ARRIVAL)	16. FO3

Signature of the passenger

**Documents Required**

**Submitted Tick (v)/ YES**

1.		
2.		
3.		
4.		
5.		

**GOVERNMENT OF INDIA  
DEPARTURE (EMBARKATION) CARD**

**(FOR FOREIGN NATIONALS)**

1.	Name (as in passport) Leave one box blank after every part of the name/initial) □□□□□□□□□□□□□□	
2.	Sex: (put ,V,in box) Male <input type="checkbox"/> Female <input type="checkbox"/>	
3.	Nationality: □□□□□□□□□□□□□□	
4.	Passport No. □□□□□□□□□□	5. Date of birth(DD/MM/YY) □□□□□□

**ON ARRIVAL HAND OVER THIS PART OF THE CARD TO THE CUSTOM OFFICER IN INDIA WHILE  
LEAVING THE AIRPORT/CHECKPOST  
CUSTOMS**

1.	Name (as in passport) Leave one box blank after every part of the name/initial) □□□□□□□□□□□□□□	
2.	Sex: (put ,V,in box) Male <input type="checkbox"/> Female <input type="checkbox"/>	
3.	Nationality: □□□□□□□□□□□□□□	
4.	Passport No. □□□□□□□□□□	5. Date of birth(DD/MM/YY) □□□□□□
6.	Date of departure (DD/MM/YY) □□□□□□	Flight No. □□□□□□ Port of Boarding -----
Signature of passenger		
IMMIGRATION STAMP(ARRIVAL)		IMMIGRATION STAMP(DEPARTURE)

1.	Name in Full □□□□□□□□□□□□□□
2.	Flight No. □□□□□□□□□□□□□□
3.	No. of checked in baggage(s) _____
4.	No. of hand baggage(s) _____
5.	Total value of dutiable goods being imported _____
Signature of the passenger	

**158 Part C:- Simplified Proforma: Service Departure (Embarkation) Card for Indian Nationals.**

**Part-1**

1.	Name of Service	<b>Departure (Embarkation) Card for Indian Nationals</b>
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Home Department</b>

**Part-2**

**Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Date of Birth / Age	
4.	Permanent Address	
5.	Correspondence Address (Pin Code)	
6.	Correspondence Phone No.	
7.	Correspondence e-mail	
8.	Aadhaar Card No. (Required)	

**Part-3**

**Information/documents required specific to the service**

**Information**

1.	Name of beneficiary, if not applicant. (Aadhaar No. of beneficiary attach copy):	2	Relationship with applicant :
3.	Name (as in passport) Leave one box blank after every part of the name/initial  □□□□□□□□□□□□□□□□	4	Sex: (put ,v,in box)  Male <input type="checkbox"/> Female <input type="checkbox"/>
5.	5a. Place of birth (city/district)  □□□□□□□□	5b.	Date of birth (DD/MM/YY)  □□□□□□□□
6.	6a. Passport No.      6b. Date of Issue(DD/MM/YY) -----      □□□□□□□□	6c.	Place of issue (city and country) -----
7.	7a. Date of Boarding (DD/MM/YY)  □□□□□□□□	7b.	Flight No.  □□□□□□□□□□
8.	Port of final destination  □□□□□□□□□□□□□□□□□□□□□□□□		
9.	Occupation (put ,v,in appropriate box)  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Doctor    Business    Employed    Media    Lawyer    Government    Sports Person    Other		
10.	Purpose of visit (put ,v,in appropriate box)  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tourism    Business    Transit    Official    Employment    Education    Conference    Social    Med Treatment    Other		

11.	Address in India & Tel contact No. _____ _____  Pin Code:- <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>  Tel No.: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	12. IMMIGRATION STAMP(DEPARTURE)  13. I03
-----	---	--

**Signature of the passenger**

**Documents Required**

**Submitted Tick (√)/ YES**

1.		
2.		

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**GOVERNMENT OF INDIA  
ARRIVAL (DISEMBARKATION) CARD  
(FOR INDIAN NATIONALS)**

**ON RETURN TO INDIA, HAND OVER THIS PART OF THE CARD TO THE CUSTOM OFFICER WHILE  
LEAVING THE AIRPORT/CHECKPOST**

1.	Name (as in passport) Leave one box blank after every part of the name/initial)  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
2.	Sex: (put ,v, in box)  Male <input type="checkbox"/> Female <input type="checkbox"/>	
3.	Date of birth(DD/MM/YY) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
4.	Passport No. <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	4b. Date of issue (DD/MM/YY)  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5.	5a. Date of arrival (DD/MM/YY) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	5b. Flight No. <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		5c. Port of Boarding .....
	Signature of passenger	
	IMMIGRATION STAMP(DEPARTURE)	IMMIGRATION STAMP(ARRIVAL)

**CUSTOMS**

1.	Name in Full <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2.	Flight No. <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3.	No. of checked in baggage(s) _____
4.	No. of hand baggage(s) _____
5.	Total value of dutiable goods being imported _____
	Signature of the passenger

**Form E  
(Rule 17)  
(Passenger manifest)**

<b>Name of shipping company:</b>				
<b>Name of vessel:</b>				
<b>Port and date of embarkation/diseembarkation in India:</b>				
<b>Sl. No.</b>	<b>Name of passenger</b>	<b>Nationality</b>	<b>Port of embarkation (abroad)</b>	<b>Port of diseembarkation (abroad)</b>
<b>1.</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**Form F  
(Rule 14)  
(Hotel Register)**

1.	Serial No.	
2.	Name of visitor in full (in block capitals, surname first)	
3.	Nationality	
4.	Number, date and place of issue of passport	
5.	Address in India	
6.	Date of arrival in India	
7.	Whether employed in India Yes or No.	
8.	Proposed duration of stay in India.	
9.	Arrived from	
10.	Number, date and place of issue of certificate of Registration, if any	
11.	Purpose of visit	
12.	Date and time of departure from hotel	
13.	Address to which processing	
14.	Signature of visitor	

## Police Department

<b>Sr.no.</b>	<b>Name of the services</b>
1.	Service for registration with an outside licensing authority (see rule 17)
2.	Arms licensing branch for extension of purchase period
3.	Service for allied services related to license issued in Form II, III, IV
4.	Application for an arms license in form II,III, IV, S-III, Form A-1, (see rule 11)
5.	Form of application for renewal of arms license(s) granted in Form II, III, IV (see rule 24)
6.	Antecedent Verification Report
7.	Application form for Bank Guard (Retainer)
8.	Application for extension of area validity of the Arms License

**Simplified Profroma Form B-1- Service for registration with an outside licensing authority (see rule 17) RTS Act**

**Part-1**

1.	Name of Service	<b>Service for registration with an outside licensing authority</b> (see rule 17)
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Police Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service****Information.**

<b>Part (A)</b>		<b>Identity of the Applicant</b>		
1.	UIN			
2.	Name	3. Parent/Spouse Name		
4.	Place of birth (Nativity)	5. Date of birth in Christian era		
	In figures DD/MM/YYYY	In words		
6.	<b>Present Address</b>			
	Telephones (Office/Residence)	Mobile No.		
	Email	Nearest Police Station		
7.	Address as appearing on the license	Nearest Police Station		
8.	Occupation	9. Period of stay in the local jurisdiction		
<b>Part (B)</b>		<b>Existing licence particular and weapon endorsement</b>		
10.	License Number			
11.	Issuing Authority	12. Last Renewing Authority		
13.	Date of expiry	14. Area Validity		
15.	Weapons Endorsed	Weapon 1	Weapon 2	Weapon 3
	Type [ Rifle/Shot Gun/Hand Gun/(Rev/Pistol)]			
	Bore			
	Weapon Number			
16.	Ammunition Allowed	Cartridges Gun Powder/Percussion Caps		
17.	Mention restriction on sale of weapon rule 20, if any			
18.	Details of additional licenses under rule 20, if any			

	<b>Additional License No.1</b>	
	Name	Father's/ Spouse Name          Licence No.
	<b>Additional License No.1</b>	
	Name	Father's/ Spouse Name          Licence No.
	<b>Part C</b>	<b>Other Particulars of the License</b>
19.	Whether the license, since the last renewal/issuance of licence has been-	
(a)	Convicted- if so, the offence(s), the sentence and date of sentence	
(b)	Ordered to execute a bond under Chapter VIII of code of Criminal Procedure, 1973 (2 of 1974) for keeping the peace or for good behaviour- if so, - when and for what period	
(c)	Prohibited under the Arms Act, 1959 or any other law from having the arms/ ammunition	
20.	Whether- (a) the applicant's licence since last renewal/ issuance was ever suspended or cancelled/revoked- if so, when and by whom and on what account	
(b)	Any other member of the applicant's family is in possession of any arms licence, if so, particulars thereof (other than additional license vide para 18)	
(c)	the applicant has a safe place to keep the arms	

**Documents Required**

**Submitted Tick (v)/ YES**

1.		
2.		
3.		

**Declaration:**

I hereby declare that the above particulars given in the applicant are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false or incorrect at any stage, I am liable to be proceed against and action taken under the relevant provisions of the Arms Act, 1959, the Arms Rules, 2016 and laws for the time being in force.

Signature/Thumb- impression of applicant

Place.....

Date.....

**Warning:**

Suppression of any factual information or furnishing of any false or wrong information in the Application Form in violation of arms rules will render the applicant liable for punishment under Section 30 of the Arms Act, 1959.

**Signature of Applicant**

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Simplified Proforma- Service for Arms licensing branch for extension of purchase period RTS Act**

**Part-1**

1.	Name of Service	Arms licensing branch for extension of purchase period
2.	Name of Department/Service Provider (Pre- filled into the system)	Police Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service****Information.**

1.	License No.	2. Date of Issue
3.	License valid upto	4. Purchase period due since
5.	Details of the weapon for which extension of purchase period required	6. Reason for not purchasing the weapon
7.	Reason for applying late for extension of purchase period	8. How many weapons allowed
9.	When weapon allowed to be purchased and initial purchase period given	10. Whether applied earlier for extension of purchase period, if so, no of times it has been extended
11.	Extension of purchase period against deleting of weapon or otherwise	

**Documents Required****Submitted Tick (v)/ YES****Self attested photocopies of two residential proofs:**

1.	Electricity	2. Tax return & Pan Card
3..	Telephone Bill	4. Driving License
5.	Property/ house Tax	6. Election voter ID-card
7.	Ration Card	8. Passport
9.	Water Bill	

**Signature of Applicant****(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Simplified Proforma - Service for allied services related to  
license issued in Form II, III, IV RTS Act**

**Part-1**

1.	Name of Service	Service for allied services related to license issued in Form II, III, IV
2.	Name of Department/Service Provider (Pre- filled into the system)	Police Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service****Information.**

<b>Part (A)</b>		<b>Identity of the license</b>		
1.	Name of the license	2. Parent/Spouse Name		
3.	Parent Address	District	State	
3.	Telephone No.	Office	Residence	
	Mobile No.	Nearest Police Station		
4.	UIN			
5.	License No.	Date of Expiry		
6.	Area validity of the license			
7.	Firearms endorsed on the license	Weapon 1	Weapon 2	Weapon 3
	Type (rifle/Shot Gun/Hand Gun)			
	Bore /Caliber			
	Weapon No.			
<b>Part (B)</b>		<b>Acquisition of a Firearm</b>		
1.	Type of firearm to be acquired (Rifle/Shot Gun/Hand Gun/Other			
2.	Reason for acquisition of Firearm			
3.	Claims for special consideration for acquisition of additional firearm			
<b>Part (C)</b>		<b>Endorsement of firearms on the license</b>		
A	Acquisition of firearm			
(a)	Validity of permission to acquire	DD/MM/YY		
(b)	Date of acquisition of firearm	DD/MM/YY		
B	Acquisition from manufacturer or arms dealer			
(a)	Name of the vendor	(b) UIN of the vendor		
(c)	Invoice Number	(d) Invoice date		
C	Acquisition from another license			
(a)	Name of the transferor license			
(b)	Parent/Spouse Name	9. UIN		
		10. License No.		
11	Validity period of license	DD/MM/YYYY		

12	Details of permission to sell obtained by transferor	DD/MM/YYYY
	Name of the licensing authority	
	Reference No.	
	Date	DD/MM/YYYY
	Expiry Date (if any)	DD/MM/YYYY
D	<b>Details to be furnished</b> in case acquisition of firearm is made from any place not covered under the area validity of the license of the applicant	
13	Reference No. of NOC issued by the licensing authority under rule 98	
	Date of NOC	DD/MM/YYYY
	Validity of NOC	DD/MM/YYYY
14	Transport License No. issued in Form XII	
	Name of the issuing authority of transport license	
	Date of Transport license	DD/MM/YYYY
	Validity period of transport license	DD/MM/YYYY
E	Details of firearms to be endorsed	
	Type of firearm (Hand Gun/Shot Gun/Rifle)	
		Make of firearm
		Caliber/bore
		Serial Number of firearm
<b>Part D Permission to sell or transfer or ammunition under Section 5 of the Arms Act, 1959</b>		
1.	Details of firearm to be sold or transferred	Type of firearm (Rifle/Shot Gun/Hand Gun)
	Bore/Caliber	Weapon Number
2.	Details of ammunition to be sold or transferred	Bore/calibre of ammunition
	Quantity of ammunition	
3.	Reason for sale or transfer of firearm or ammunition (defection condition of the firearm/economic reason/any other reason)	
4.	Particulars of the purchaser or transferee to whom the firearm or ammunition is to be sold or transferred	
	If to be sold or transferred to another license	
(a)	Name of the prospective buyer or transferee	(b) Address of the prospective buyer or transfer
(c)	UIN	(d) License No.
(e)	Validity license DD/MM/YYYY	(f) Validity of purchase DD/MM/YYYY
	If to be sold to an authorised arms and ammunition dealer	
(a)	Name of the dealer	(b) Address for the dealer
(c)	UIN	
This may be treated as the mandatory notice under clause (b) of sub section (2) of Section 5 of the Arm Act, 1959		

**Documents Required**
**Submitted Tick (✓)/ YES**

1.	Original invoice (refer Para B)	
2.	Sale confirmation from the transferor licensee (refer Para C)	
3.	No objection certificate and transport license (refer Para D)	
4.	Coloured photograph of the firearm acquired showing the serial number of the firearm (refer Para E)	
Note:- The licensing authority may require the license to get the inspection		

**Signature of Applicant**
**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Simplified Proforma- Service for Application for  
an arms license in form II,III,IV, S-III, Form A-1, (see rule 11)RTS Act**

**Part-1**

1.	Name of Service	Application for an arms license in form II,III,IV, S-III, Form A-1, (see rule 11)
2.	Name of Department/Service Provider (Pre- filled into the system)	Police Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service****Information.**

1.	Sex	Male <input type="checkbox"/>	Female <input type="checkbox"/>	2. Place of birth	Country	State	District
3.	Date of birth in Christian era			Must be 21 years of age on the date of application			
	In Figures DD/MM/YYYY			In words			
4.	Permanent Account No.(PAN)						
5.	Present address						
	District					State	
(a)	Since when residing at the present address			DD/MM/YYYY			
(b)	Telephone No.	Office	Residence	(c) Mobile No.			
(d)	Nearest Police State						
6.	Permanent Address						
	District					State	
(a)	Nearest Police Station						
7.	Occupation						
Note - Nearest Police Station means the police station under whose jurisdiction the place given in the address comes							
8.	Office/business address						
9.	Additional particulars if the license is required for crop protection under rule 35			Location (village )			
				Area of land under cultivation			
Other Particular of the Applicant							
10.	Whether the applicant has been presently /Previously involved in any criminal case (whether convicted/ acquitted, Pending/ Trail or cancellation/ Untraced of FIR). If yes, Give Details of the case.						
(a)	Give details of the case			Y	N	FIR No. Date U/S	
						Police Station	
(b)	Ordered to execute a bond under Chapter VIII of Code of Criminal Procedure, 1973 (2 of 1974) for keeping the peace or for good behaviour			Y	N	If yes details thereof –	
						Date DD/MM/YYYY	
						Period for which bound	

(C)	Prohibited under the Arms Act, 1959, or any other law from having the arms or ammunition	Y	N	If yes, details thereof- Date DD/MM/YYYY Period for which prohibited
11.	Whether-			
(a)	The applicant applied for a license before- if so, when, to whom and with what result	Y	N	If yes, details thereof- Date applied for DD/MM/YYYY\ Name of the licensing authority Result (Pl. specify) Approved/Rejected Pending
(b)	The applicant's license was ever suspended or cancelled/revoked	Y	N	If yes, details authority Name of the Licensing authority Reasons
(c)	Any other member if the applicant's family is in possession of any arms license, if so, particulars thereof	Y	N	If yes, details authority- Name of the Licensing authority Weapons endorsed 1. 2. 3.
(d)	The applicant has a safe place to keep the arms and ammunition	Y	N	If yes, details thereof-
(e)	The applicant has undergone training as  Specified under rule 10(whenever made applicable by the Central Government)	Y	N	If yes, details thereof-
12.	Need for license (see I below)			
13.	Description of arms for which license is being Category- (a) Sought  (Tick any one of the options)			Restricted/ permissible Rifle <input type="checkbox"/> Shot Gun (BL/ML) <input type="checkbox"/> Hand Gun (Revolver/ Pistol) <input type="checkbox"/> Other <input type="checkbox"/>
(b)	Description of ammunition or ingredients of ammunition for which			
14.	Area within which applicant wishes to carry arms  (Tick any one of the options)			District <input type="checkbox"/>  State <input type="checkbox"/>  Throughout India <input type="checkbox"/>
15.	Claims for special consideration for obtaining the license	If any (attach documetary evidence )		

Documents Required

Submitted Tick (v)/ YES

1.	Against column 15, the applicant should clearly mention the purpose(s) for which the license is required- such as use, acquisition, possession, carrying, sport, display, destruction of wild animals which do injury to human being or cattle and damage to crops etc. as per the category of license applied (From II,III,IV)	2. The following documents under the rule 11 are to be submitted along with the application- (a) Four passport size copies of the latest photograph of the applicant (in white background)
(b)	Proof of date of birth	(c) Identification proof- Aadhaar Card or in case the applicant does not have Aadhaar Card, a written declaration to be submitted in the form of an Affidavit along with an alternative identification proof which may include- Passport; Voter Identification Card, PAN Card or Identity card issued to the employees.
(d)	Residence proof in case the applicant does not possess Aadhaar Card or Passport= (Election Card or Electricity Bill or Landline Telephone Bill or Rent Deed or Property documents or any other documents to the satisfaction of the licensing authority.	(e) firearm training certificate in Form S-1 (whenever made applicable by the Central Government by passing a general or special order)
(f)	Safe use and storage of firearms undertaking in Form S-2;	(g) self-attested copies of the educational and professional qualification certificates from professional category applicants as specified in clause (a) of sub-rule (3) of rule 12;
(h)	Medical certificate about mental health and physical fitness in Form S-3	(i) In case of protection for destruction of wild animals which do injury to human beings or cattle and damage to crops, permit from the authority empowered under the Wild Life (Protection) Act, 1972 (53 of 1972)
3.	Attach document regarding claims for special consideration for obtaining the license. The applicant should clearly mention the purpose(s) for which the license is required- such as use, acquisition, possession, carrying, sport, display, destruction of wild animals which do injury to human being or cattle and damage to crops etc. as per the category of license applied (From II,III,IV)	4. Strike off the entries not relevant
5.	Details for an application for license in Form IV	(a) Place or area for which the license is sought
(b)	Specification of the wild beasts which are permitted to be destroyed as per the permit granted under the Wild life (Protection) Act, 1972(53 of 1972) to the Applicant	

**Declaration:-**

I hereby declare that the above particulars given in the application are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false or incorrect at any stage. I am liable to be proceeded against and action taken under the relevant provisions of the Arms Act, 1959, the Arms Rules, 2016, and other central enactments or the law for the time being in force

Place \_\_\_\_\_

Date \_\_\_\_\_

**Notes:**

1. Against column 15, the applicant should clearly mention the purpose(s) for which the license is required- such as use, acquisition, possession, carrying, sport, display, destruction of wild animals which do injury to human being or cattle and damage to crops etc. as per the category of license applied (From II,III,IV)

**Warning:**

Suppression of any factual information or furnishing of any false or wrong information in the application from in violation of arms rules will render the applicant liable for punishment under Section 30 of the Arms Act, 1959.

**Signature of Applicant**

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Simplified Proforma - Service for Antecedent Verification Report****Part-1**

1.	Name of Service	Antecedent Verification Report
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Police Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service Information.**

1.	Nearest police station of the present address		
2.	Whether the applicant has ever been convicted?	Yes	No
a.	If so, the offence(s) the sentence and date of sentence		
b.	Ordered to execute a bond under chapter VII of code of criminal procedure, 1973 (2 to 1974) for keeping the peace or for good behaviour.	Yes	No
	If so, when and for what period?		
c.	Prohibited under the Arms Act, 1959, or any other law from acquiring, having in his possession or carrying any arms or ammunition		
	If yes, the details thereof		
3.	Has the applicant any serious enmity or quarrel which is likely to lead to a breach of peace? If yes, give details	Yes	No
4.	Has the address and date of birth of the applicant been verified? Give details	Yes	No
5.	Has the profession/business of the applicant been verified? Give details	Yes	No
6.	Is any complaint registered against applicant in the police station? If so, give details.	Yes	No
7.	Is the applicant involved in any criminal case? If so, give details.	Yes	No
8.	Has applicant been arrested in any criminal case? If so, give details.	Yes	No
9.	Is applicant's name enlisted in police station's bad character register? If so, give details according to the records of police station?	Yes	No
10.	Is applicant's name mentioned/recorded in any case registered by other department of government of India such as CBI, Narcotics Control Bureau, DRI, Enforcement Directorate etc. which finds mention in the Daily Diary Register of the police station (summons, warrants etc.). If so, give details	Yes	No
11.	Has the applicant registered a complaint in Police Station regarding threat to life? If so, give details.	Yes	No
12.	Details of any political or communal organization of which the applicant is a member.		

**Documents Required****Submitted Tick (v)/ YES**

1.		
2.		
3.		
4.		
5.		

**Signature of Applicant****(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Simplified Proforma- Service for Application form for Bank Guard (Retainer) RTS Act****Part-1**

1.	Name of Service	Application form for Bank Guard (Retainer)
2.	Name of Department/Service Provider (Pre- filled into the system)	Police Department

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service****Information.**

1.	(a) Place of birth (b) Nationality	2. Date of birth DD/MM/YYYY
3.	Nearest Police Station of Present Address	4. Occupation
5.	Office Address	
6.	Whether the Applicant has been (a) Convicted: Yes No (c) Prohibited under the Arms Act 1959. For any other law from possessing arms and ammunition: Yes No	(b) Order to executed a bond under Chapter VIII of Cr.P.C. for 1973 (2 of 1974) for keeping The peace or for good behaviour: Y N
7.	( if any of the condition is YES in col.No. 9 and 10 then give details here by writing particular <u>Column No.</u> <u>Detail</u>	
8.	Part- C Bank Details Name of Bank & Address:	Tele No. Fax: Email:
9.	License No.	Valid Upto
10.	Weapon Detail (a) NPB <input type="checkbox"/> PB <input type="checkbox"/>	(b) Description of Weapon

**Documents Required****Submitted Tick (v)/ YES**

1.	Three passport size photographs, duly attested on the reverse by a Gazetted Officer	
2.	Attested Photocopy of the ration card/voter card/passport	
3.	Fill up the application form in duplicate	
4.	Voter ID/Ration card/Pan Card/ Passport No.	

**Declaration:**

I hereby declare that the above particulars given in the application are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false or incorrect at any state, I am liable to be proceeded against and action, taken under the relevant provisions of Arms Act, 1959 the Arms Rule, 1962 and other central enactments or the law for the time being in force.

Place \_\_\_\_\_

Date \_\_\_\_\_

Warning: Suppression of any factual information or finishing of any false or wrong information in the application form in violation or Rule 51-A will render the applicant liable for punishment under Section 30 of the Arms Act, 1959.

Attested by concerned Bank Authority with seal

**Signature of Applicant****(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Simplified Proforma- Service for Extension of Area Validity of the  
Arms License RTS Act**

**Part-1**

1.	Name of Service	<b>For Extension of Area Validity of the Arms License</b>
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Police Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service Information.**

1.	License No.	2. Validity of license	3. Name of Capital letters
4.	Local Address		Occupation (A) If in service Designation & other address (b) If business/profession Name of business/profession
5.	Details(S) of the weapon(s)		6. Whether applied earlier for extending area Validity, if so particulars thereof
7.	Area/states/territory within which applicant wishes to carry Arms License		8. Reason/Need for the extension of the area validity, enclose documents

**Documents Required****Submitted Tick (v)/ YES**

1.	<b>For Farmer</b> 1. Attested copy of Land Revenue record/ Registry	II. Attested copy of khatoni/khasra
2.	<b>For Business</b> I. Area of operational of the business. Have to give details of the branches and their address	II. Attested photocopy of proof of financial transaction in the form of Bank Draft or Cheque/Receipt etc.
3.	<b>For Private Co. EMP.</b> I. The address of the branches with documentary proof.	II. A certificate of the MD/Owner/GM of the company certifying the above information given at Column 1 above
4.	<b>For Govt. Servant</b> I. Nature of the Service i.e whether All India etc. Copy of the Affidavit	II. Photocopy of the Identity Card and the Certificate of the Employee. III. Certificate of the Head of Office/C.O. (in case of the Armed Forces)
5.		

I declare that above particulars are true and correct to the best of my knowledge and belief a photocopy of arms license renewed upto date also enclosed.

Date \_\_\_\_\_

Signature of Applicant

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

**Eligibility for all India or Specified States**

- Group 'A' officers & commissioned officers of the Arms Forces may apply for all India
- Group 'B' officers & JCOs of the Armed Forces may apply for specific in relation to a particular state (s) or Territories only.
- In other cases, the area extension permission may apply only in respect of the native state of states or territories with connectivity.
- In the case of businessman, the standing the nature of business and the area of operation should be the guiding factor. Normally the area validity should be applied to specified state(s).

**Simplified Proforma- Service for Form of application for renewal of arms license(s) granted in Form II, III, IV (see rule 24 )RTS Act**

**Part-1**

1.	Name of Service	<b>Form of application for renewal of arms license(s) granted in Form II, III, IV (see rule 24)</b>
2.	Name of Department/Service Provider (Pre- filled into the system)	<b>Police Department</b>

**Part-2****Personal Details**

1.	Name of Applicant	
2.	Husband/Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach copy)	

**Part-3****Information/documents required specific to the service****Information.**

1.	UIN (16 digit)	2.	Date of birth in Christian era				
a	In figures	b)	In words				
3.	Occupation						
4.	Office/Business Address	5.	Licence Number				
6.	Date of expiry	7.	Area validity				
8.	Weapons Endorsed		Weapon1	Weapon2	Weapon3		
a	Type (Rifle/Shotgun/Handgun Rev/Pistol)						
b	Bore/Caliber						
c	Weapon Number						
9.	Ammunition allowed		Cartridges Gun Powder/ Percussion Caps				
10.	Whether the applicant since last renewal or issuance of licence has been:-						
a.	Whether the applicant has been presently/previously involved in any criminal case (Whether convicted/ acquitted, pending/trial or cancellation/Untraced of FIR)	Y	N	FIR No.	Date.	U/S	Police Station
							Date of sentence DD/MM/YYYY
b	Ordered to execute a bond under chapter VIII of code of criminal procedure, 1973 (2 of 1974) for keeping the peace or for good behaviour	Y	N	If yes, details thereof:- Date: DD/MM/YYYY Period for which bound			
c	Prohibited under the Arms Act, 1959, or any other law from having the arms or ammunition	Y	N	If yes, details thereof:- Date: DD/MM/YYYY Period for which bound			
11.	Whether -						
a	The applicant's licence since last renewal or issuance of licence was ever suspended or cancelled/revoked	Y	N	If yes, details thereof:- Name of the licensing authority			

				Reasons
b	Any other member of the applicant's family is in possession of any arms licence, if so, particulars thereof	Y	N	If yes, details thereof:- Name Licence No. Weapons endorsed 1. 2. 3.
c	The applicant has a safe place to keep the arms and ammunition	Y	N	If yes, details thereof -
d	The applicant has undergone prescribed training as specified under rule 10 (Whenever made applicable by the Central Government)	Y	N	If yes, details thereof -

**Documents Required**

**Submitted Tick (v)/ YES**

1.		
2.		
3.		
4.		
5.		

**Declaration:**

I hereby declare that the above particulars given in the application are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false or incorrect at any stage, I am liable to be proceeded against and action taken under the relevant provisions of the Arms Act, 1959, the Arms Rules, 2016, and other central enactments or the law for the time being in force.

**Signature of Applicant**

**(ACKNOWLEDGEMENT SLIP)**

1.	Application Receipt No.		4.	Date by which Service to be provided	
2.	Service asked for		5.	Fees/Facilitation Charges, if any	
3.	Date of Application		6.	Signature of authorised official	

## Specimen of display material

Handbill
<p><b>DUTIES OF SHO</b></p> <ul style="list-style-type: none"><li>• He is Chief Investigating Officer and all investigations are conducted under him.</li><li>• He is responsible for the effective working, management, good conduct and discipline of the local police to preserve duties, detect and prevent crimes.</li><li>• It is his duty to ensure correct registration of records.</li><li>• Give instruction to police subordinates.</li><li>• To network and liaison with ziledars, nambardars and sarpanches.</li><li>• Establish contact with chowkidars.</li></ul> <p><b>DUTIES OF MHC</b></p> <ul style="list-style-type: none"><li>• All clerical work such as accounts and record keeping and maintenance of the police station is undertaken by the MHC who is a Head Constable.</li><li>• He is assisted by other clerks.</li><li>• He writes reports.</li><li>• He writes daily diary and maintains other station house registers.</li></ul> <p><b>DUTY OFFICER</b></p> <ul style="list-style-type: none"><li>• Assistant Sub-Inspector is attached to the SHO to investigate registered crime.</li></ul>

## List of display material (suggested)

- About Mitra Kaksh
- Handbill regarding information of district police
- Citizen Charter
- What is FIR, DDR
- Rights after arrest
- Women's legal rights
- Children's legal rights
- Legal rights of SCs/STs

Specimen of display material

Handbill	Sample Handbill
 <p><b>VIOLENCE AGAINST WOMEN</b></p> <p><b>REPORTED CRIME (Punjab 1999)</b></p> <p>These are crimes reported to the police</p> <ul style="list-style-type: none"> <li>• Every day 2 women become dowry death victims</li> <li>• A woman is raped daily</li> <li>• Four crimes of violence against women are reported each day</li> <li>• Every 15 hours 1 woman faces acts of cruelty her married</li> </ul> <p>Source:- Crime in India 1999, New Delhi: National Crime Records Bureau, 2001</p> <p><b>EXTENT OF REPORTING (Punjab 1995)</b></p> <p>In a study in Punjab in 1995, it was found that only</p> <ul style="list-style-type: none"> <li>• One out of 69 cases of rape is reported</li> <li>• One out of 27 cases of dowry death is reported</li> <li>• One out of 374 cases of molestation is reported</li> <li>• One out of 299 cases of dowry harassment is reported</li> </ul> <p>Source:- Pramod kumar and Rainuka Dagar (1995) Atrocities Against women in Punjab, Chandigarh: Institute for Development and Communication</p> <p><b>EXTENT OF VIOLENCE AGAINST WOMEN (Punjab 2001)</b></p> <ul style="list-style-type: none"> <li>• One in every 66<sup>th</sup> household, has a rape victim</li> <li>• In every 3<sup>rd</sup> rural home and every 5<sup>th</sup> urban home, wife-beating was acknowledged</li> <li>• Dowry demand was made in every 4<sup>th</sup> home, while dowry harassment occurred in every 28<sup>th</sup> household</li> </ul> <p>Source:- Pramod Kumar and Rainuka Dagar (2000) Combating Violence Against Women in Punjab, Chandigarh: Institute for Development and Communication.</p> <p>IDC</p>	 <p><b>WHAT IS FEMALE FOETICIDE / INFANTICIDE?</b></p> <ul style="list-style-type: none"> <li>• Determination of sex of foetus leading to female foeticide.</li> <li>• Killing the girl child soon after birth using methods like poisoning or starving her to death. The custom of sacrificing a child soon after birth or within few days of its being born also amounts to infanticide.</li> </ul> <p><b>FEMALE INFANTICIDE</b> <b>FEMALE FOETICIDE :</b> <b>GENDER CRIMES</b></p> <p><b>WHO ALL ARE PUNISHABLE?</b></p> <p><b>Any registered medical practitioner / doctor who determines the sex of the fetus</b></p> <p><b>PUNISHMENT -</b></p> <ul style="list-style-type: none"> <li>• Three year prison and fine upto Rs 10,000/- (1st time) and removal of his / her name from register of medical council for 3 years</li> <li>• Five year prison and fine upto Rs 50,000/- (for 2nd time) and removal of his / her name from register of medical council forever</li> </ul> <p><b>Any person seeking this service including woman if she's not compelled by anyone</b></p> <p><b>PUNISHMENT -</b></p> <ul style="list-style-type: none"> <li>• Three year prison and fine upto Rs 10,000/- (1st time)</li> <li>• Fine only upto Rs 50,000/- (2nd time)</li> </ul> <p><b>Any person who has practiced infanticide</b></p> <p><b>PUNISHMENT -</b></p> <ul style="list-style-type: none"> <li>• Imprisonment upto 10 years and fine</li> </ul> <p>IDC</p>
 <p>विवाह के सम्बन्ध में दी जाने वाली कोई भी कीमती चीज (चाहे वह विवाह से पहले, विवाह के दौरान या बाद में) प्रत्यक्ष या परोक्ष रूप में दी जाए, दहेज होती है।</p> <p><b>दहेज क्या है?</b></p> <ul style="list-style-type: none"> <li>• दहेज लेना एक अपराध है।</li> <li>• दहेज की मांग करना अपराध है।</li> <li>• दहेज लेने या देने में किसी की मदद करना एक अपराध है।</li> </ul> <p><b>दहेज लेने या देने वाले की सजा</b></p> <ul style="list-style-type: none"> <li>• 5 साल की कैद</li> <li>• 15,000 रुपये तक का जुर्माना</li> </ul> <p>* यदि दहेज की कीमत 15,000 रुपये से ज्यादा हो तो जुर्माना उस कीमत के बराबर होगा।</p> <p><b>दहेज मांगने की सजा</b></p> <ul style="list-style-type: none"> <li>• कम से कम 6 महीने की कैद और जुर्माना</li> </ul> <p><b>दहेज के लिए तंग करने की सजा</b></p> <ul style="list-style-type: none"> <li>• 3 साल की कैद</li> <li>• दहेज से सम्बन्धित मौत की सजा</li> <li>• कम से कम 7 साल और ज्यादा से ज्यादा उस कैद।</li> </ul> <p>IDC</p>	 <p><b>RIGHTS OF THE UNBORN</b></p> <p><b>FEMALE FOETICIDE</b></p> <p>INSTITUTE FOR DEVELOPMENT AND COMMUNICATION SCO 1128-527, Sector 22-B, Chandigarh.</p> <p>Printed by: Anandani Printing Press</p> <p>IDC</p>

## II TRAFFIC MANAGEMENT: NEED FOR AN INSTITUTIONAL FRAMEWORK

A major challenge in urban settings is the management of traffic. The existing traffic infrastructure has become dysfunctional leading to widespread violation of traffic rules. As per the report of Ministry of Road Transport and Highways, Government of India, Road Accidents in India 2017, Haryana was among the top fifteen states which collectively shared 90.3 percent of all India accidents. Haryana contributed 2.4 percent of accident cases.

**Table 14. Number of road accidents in top 15 States and respective percentage shares in total accidents during 2016 and 2017**

Sl. No.	State	2017		2016	
		No. of accidents	% share	No. of accidents	% share
1	Tamil Nadu	65,562	14.1	71,431	14.9
2	Madhya Pradesh	53,399	11.5	53,972	11.2
3	Karnataka	42,542	9.2	44,403	9.2
4	Uttar Pradesh	38,783	8.3	35,612	7.4
5	Kerala	38,470	8.3	39,420	8.2
6	Maharashtra	35,853	7.7	39,878	8.3
7	Andhra Pradesh	25,727	5.5	24,888	5.2
8	Telangana	22,484	4.8	22,811	4.7
9	Rajasthan	22,112	4.8	23,066	4.8
10	Gujarat	19,081	4.1	21,859	4.5
11	Chhattisgarh	13,563	2.9	13,580	2.8
12	West Bengal	11,631	2.5	13,580	2.8
<b>13</b>	<b>Haryana</b>	<b>11,258</b>	<b>2.4</b>	<b>11,234</b>	<b>2.3</b>
14	Odisha	10,855	2.3	10,532	2.2
15	Bihar	8,855	1.9	8,222	1.7
	<b>Total 15 States</b>	<b>4,20,175</b>	<b>90.3</b>	<b>4,34,488</b>	<b>90.2</b>

Source: Road Accidents in India – 2017, Government of India Ministry of Road Transport & Highways Transport Research Wing New Delhi

In the year 2018, 11238 accidents occurred in the Haryana state. District Gurugram had the highest share in the total number of accidents. Sonapat, Karnal, Faridabad, Hisar, Panipat and Ambala were other districts with a high share in total road accidents that occurred in the state in 2018. Gurugram was also on the top for the number of accidents per lakh population. Gurugram along with Rewari, Kurukshetra, Sonapat and Jhajjar are top five districts in terms of rate road accidents per lakh population.

**Table 15. Number Of Road Accidents In Haryana, 2018**

Sr.No.	Name of District	Number of Road Accidents in 2018 (1)	% Share in Road Accidents	Population as per 2011 Census (2)	Number of Road Accidents per Lakh Population
1	Gurugram	1096	9.75	1514432	72.37
2	Sonepat	781	6.95	1450001	53.86
3	Karnal	692	6.16	1505324	45.97
4	Faridabad	679	6.04	1809733	37.52
5	Hisar	642	5.71	1743931	36.81
6	Panipat	583	5.19	1205437	48.36
7	Ambala	570	5.07	1128350	50.52
8	Kurukshetra	556	4.95	964655	57.64
9	Rewari	548	4.88	900332	60.87
10	Jhajjar	512	4.56	958405	53.42
11	Nuh	493	4.39	1089263	45.26
12	Yamunanagar	489	4.35	1214205	40.27
13	Palwal	486	4.32	1042708	46.61
14	Rohtak	473	4.21	1061204	44.57
15	Bhiwani	469	4.17	1132169	41.42
16	Mahendergarh	427	3.80	922088	46.31
17	Jind	399	3.55	1334152	29.91
18	Kaithal	330	2.94	1074304	30.72
19	Sirsa	297	2.64	1295189	22.93
20	Fatehabad	279	2.48	942011	29.62
21	Panchkula	229	2.04	561293	40.80
22	Charkhi Dadri	208	1.85	502276	41.41
<b>Total</b>		<b>11238</b>		<b>25351462</b>	<b>44.33</b>

(1) Source: Haryana Police Headquarter on February 7, 2019 Procured by HGRA

(2) Source: Statistical Abstract of Haryana 2016-17

Note: As Mid year population of the districts for 2018 not available therefore population is based on last census 2011 so analysis may vary.

**Table 16. Road Accidents, Person Killed in Road Accidents, Number of Fatal Road Accidents and Persons Injured and Person killed per 100 Accidents in Haryana**

	2014	2015	2016	2017
Number of Road Accidents	10676	11174	11234	11258
Number of Persons Killed	4483	4879	5024	5120
Number of Fatal Road Accidents	4214	4430	4636	4700
Number of Person Injured	8944	10794	10531	10339
Persons Killed per 100 Accidents	42.0	43.7	44.7	45.5

Source: Road Accidents in India – 2017, Government of India Ministry of Road Transport & Highways Transport Research Wing New Delhi

Consistent increase registered in the number of road accidents and the number of persons killed from 2014 to 2017. However, the percentage increase was comparatively slower from 2015 to 2016 and 2016 to 2017 in comparison to from 2014 to 2015. Fatality of accidents is increasing consistently as ratio of person killed per 100 accidents increase from 42 in 2014 to 45.5 in 2017.

**Table 17. Percentage Increase /Decrease in Road Accidents, Person Killed in Road Accidents, Number of Fatal Road Accidents and Persons Injured and Person killed per 100 Accidents in Haryana**

	2014 to 2015	2015 to 2016	2016 to 2017
Number of Road Accidents	4.66	0.54	0.21
Number of Persons Killed	8.83	2.97	1.91
Number of Fatal Road Accidents	5.13	4.65	1.38
Number of Persons Injured	20.68	-2.44	-1.82
Persons Killed per 100 Accidents	3.98	2.42	1.69

In case of road accident fatalities too Haryana was among the first fifteen states. In 2016 and 2017 respectively, 5024 and 5120 people died in road accidents in Haryana. The increase of 1.91 percent was registered in accidental fatalities whereas many other states in the same category of "top fifteen" registered a decrease in accidental fatalities from 2016 to 2017.

**Table 18. Number of road accident fatalities in top 15 States and respective percentage shares in total fatalities during 2016 and 2017**

Sl. No.	State	2017		2016	
		Persons killed	% share	Persons killed	% share
1	Uttar Pradesh	20,124	13.6	19,320	12.8
2	Tamil Nadu	16,157	10.9	17,218	11.4
3	Maharashtra	12,264	8.3	12,935	8.6
4	Karnataka	10,609	7.2	11,133	7.4
5	Rajasthan	10,444	7.1	10,465	6.9
6	Madhya Pradesh	10,177	6.9	9,646	6.4
7	Andhra Pradesh	8,060	5.4	8,541	5.7
8	Gujarat	7,289	4.9	8,136	5.4
9	Telangana	6,596	4.5	7,219	4.8
10	West Bengal	5,769	3.9	6,544	4.3
11	Bihar	5,554	3.8	4,901	3.3
12	<b>Haryana</b>	<b>5,120</b>	<b>3.5</b>	<b>5,024</b>	<b>3.3</b>
13	Odisha	4,790	3.2	4,463	3.0
14	Punjab	4,463	3.0	5,077	3.4
15	Chhattisgarh	4,136	2.8	3,908	2.6
<b>Total 15 States</b>		<b>1,31,552</b>	<b>89.0</b>	<b>1,34,530</b>	<b>89.3</b>

Source: Road Accidents in India – 2017, Government of India Ministry of Road Transport & Highways Transport Research Wing New Delhi

In 2018, 5118 People lost their lives in 11238 road accidents. Gurugram, Sonapat, Karnal, Yamunanagar and Rewari were the top five contributors in total accidental fatalities in the state in 2018. The number of deaths due to accidents per lakh population was highest in Rewari and other top second, third, fourth and fifth district in the state in terms of high ratio of death due to accident per lakh population were that of Sonapat, Gurugram, Jhajjar and Kurukshetra, respectively. Accidents were highly fatal in district Yamunanagar as the ratio of number of deaths per 100 accidents was highest in 2018 and Sonepar, Jhajjar, Karnal, and Jind were other districts where accidents high incidence of fatality.

**Table 19. NUMBER OF ACCIDENTS DEATH IN HARYANA, 2018**

Sr.No.	Name of District	Number of Road Accidents in 2018 (1)	Number of Persons Killed in Road Accidents in 2018 (1)	% Share in Persons Killed in Road Accidents	Population as per 2011 Census (2)	Number of Persons Killed in Road Accidents per Lakh Population	Ratio of Persons Died per 100 Accident
1	Gurugram	1096	446	8.71	1514432	29.45	40.69
2	Sonapat	781	432	8.44	1450001	29.79	55.31
3	Karnal	692	353	6.90	1505324	23.45	51.01
4	Yamunanagar	489	284	5.55	1214205	23.39	58.08
5	Rewari	548	277	5.41	900332	30.77	50.55
6	Jhajjar	512	267	5.22	958405	27.86	52.15
7	Ambala	570	262	5.12	1128350	23.22	45.96
8	Panipat	583	261	5.10	1205437	21.65	44.77
9	Kurukshetra	556	258	5.04	964655	26.75	46.40
10	Faridabad	679	235	4.59	1809733	12.99	34.61
11	Hisar	642	226	4.42	1743931	12.96	35.20
12	Nuh	493	214	4.18	1089263	19.65	43.41
13	Palwal	486	211	4.12	1042708	20.24	43.42
14	Rohtak	473	210	4.10	1061204	19.79	44.40
15	Jind	399	202	3.95	1334152	15.14	50.63
16	Mahendergarh	427	190	3.71	922088	20.61	44.50
17	Bhiwani	469	171	3.34	1132169	15.10	36.46
18	Kaithal	330	165	3.22	1074304	15.36	50.00
19	Fatehabad	279	131	2.56	942011	13.91	46.95
20	Sirsa	297	120	2.34	1295189	9.27	40.40
21	Panchkula	229	105	2.05	561293	18.71	45.85
22	Charkhi Dadri	208	98	1.91	502276	19.51	47.12
<b>Total</b>		<b>11238</b>	<b>5118</b>		25351462	<b>20.19</b>	0.46

(1) Sopurce: Source: Haryana Police Headquarter on February 7, 2019 Procured by HGRA

(2) Source: Statistical Abstract of Haryana 2016-17

Note: As Mid year population of the districts for 2018 was unavailable, population is based on last

census 2011, and hence analysis may vary.

Haryana was at the tenth and eleventh spot among states and union territories with the highest number of accidents per lakh population in 2017 and 2016, respectively. Concerning number of accidents per 10,000 km (of road), it had the fifth highest number in 2016.

**Table 20. Number of Road Accidents Per Lakh Population in top 15 States, Road Accidents per 10,000 Vehicles and Accidents Per 10,000 km roads during 2016 and 2017**

Sl. No.	State	Total Number of Accidents Per Lakh Population				Total Number of Road Accidents per 10,000 Vehicles		Total Number of Road Accidents per 10,000 Km of Roads	
		2017	Rank	2016	Rank	2016	Rank	2016	Rank
1	Goa	193.6	1	217.7	1	37.2	5	2679.4	4
2	Kerala	107.2	2	110.5	2	38.8	4	1963.1	6
3	Puducherry	97.7	3	105.8	3	20.5	15	5564.7	1
4	Tamil Nadu	94	4	102.9	4	29.5	6	2736.5	3
5	Madhya Pradesh	67.6	5	69.3	6	48.4	1	1861.5	7
6	Karnataka	67.6	5	71.2	5	27.3	9	1285.1	14
7	Chhattisgarh	51.8	7	52.5	7	28.2	8	1417.4	13
8	Jammu & Kashmir	44.8	8	44.3	9	40.3	3	1106.5	16
9	Himachal Pradesh	43.5	9	44.7	8	27	10	568.2	23
10	<b>Haryana</b>	<b>40.4</b>	<b>10</b>	<b>40.9</b>	<b>11</b>	<b>13</b>	<b>24</b>	<b>2317.1</b>	<b>5</b>
11	Andaman & Nicobar Islands	33.6	11	43.2	10	21.4	13	1594.3	9
12	Delhi	30.5	12	34.6	13	7.6	30	4184.4	2
13	Gujarat	30	13	34.8	12	10.7	26	1220.2	15
14	Sikkim	30	13	32.5	15	42.9	2	254.8	29
15	Rajasthan	29.9	15	31.6	16	16.9	20	907.1	17

Source: Road Accidents in India – 2017, Government of India Ministry of Road Transport & Highways Transport Research Wing New Delhi

### Reasons for Road Accidents

- (i). The main reason for the high rate of accidents are; increased reliance of the people on personalised transport modes such as cars, two-wheelers, non-motorised transport modes such as bicycles and pedestrians. Alongwith this, there has been a preponderance of the private transport modes such as tricycles, auto-rickshaws, tempos and negligible presence of public transport within the cities.
  - a. The mixed traffic composition and the road space for inter-city, more for the intra-city transport, besides being inadequate is heavily encroached.

- b. Large number of drivers of motorised vehicles are untrained, gets further compounded by a large number of illiterate drivers. All this produces anarchy on the roads.
- c. High accidental casualties are due to driving vehicles under the influence of alcohol and drugs, rash driving and the lack of medical facilities along the highways.
- d. Compromised enforcement of traffic rules and road-safety norms like wearing of seat belts, triple riding, violation of traffic signals etc.
- e. With increased mobility, road users like cyclists, motorcyclists, pedestrians are more prone to injuries as compared to four-wheelers owners.

### **Recommendations**

- It is recommended that along with Mega Cities Traffic Plans, a State-wide traffic management policy should be formulated.
- Special plan of action should be prepared to check accidents on the routes and locations in the districts that are prone to accidents.
- Public sector transport system to be strengthened.
- Non-motorised transport users should provide training in road safety and they should be challaned in case of violations.
- Procurement of permanent driving licence should be provided after adequate training and strictly on merit.
- Regular medical checkup and verification of documents of commercial vehicles should be periodically undertaken.
- Stray cattle or dogs on the roads should be tackled for preventing fatal accidents.
- Road encroachments should be removed and in case of non-compliance, accountability to be fixed for the officers who were assigned this task.
- Violations of the traffic laws should be strictly dealt with as an immediate priority. There is a need to ensure the compliance of traffic rules through awareness and strict regime of enforcement. A perusal of the pattern of traffic violations shows that the most

frequent reported contraventions which caused accidents are – over-speeding, drunk driving, driving on wrong side, jumping red light, and use of mobile phone.

**Table 21. Reason for Road accidents in Haryana 2017**

Accidents Classified according to Type of Traffic Violations during the calendar year 2017								
	Over-Speeding	Drunk Driving/ Consumption of alcohol & drug	Driving on Wrong side	Jumping Red Light	Use of Mobile Phone	No Violation	Not Known	Total Accidents
<b>Number</b>	4481	180	432	147	89	220	5709	11258
<b>%age</b>	39.80	1.60	3.84	1.31	0.79	1.95	50.71	100.00

- With a view to restoring order on the roads and build deterrence it is recommended that law should be strictly enforced without exception. Traffic violations can be fatal and, therefore, political interference and other influences should be purged. Two-pronged strategy be adopted;
- Heavy penalty should be imposed for serious violations like **jumping red light, use of mobile phones, non-wearing of helmets or turban, triple riding, driving without valid driving licence, non-observance of speed limits, not wearing seat belt while driving, consumption of liquor while driving.** Repeated violations of this nature should be dealt with more rigorously involving in confiscation of the driving licence or disqualification from driving.
- If a police officer is found to be lenient with the violators under the influence of bribe, political connections or social status, strict departmental action should be taken.
- A Traffic Advisory Committee be set up in the District Level Mitra Kaksh to function as an interface between the traffic police and the commuters. The Mitra Kaksh Committee can act as a Traffic Advisory Committee to avoid multiplicity of oversights. These Committees may perform the following functions:
  1. To redress the complaints relating to the functioning of the traffic police.
  2. Plan and advise on parking, regulation of traffic like speed limits etc.
  3. To resolve disputes between citizens and contractors/staff of parking lots.
  4. To grant permission for using traffic space for public functions.

5. To regulate delivery of driving documents
6. To plan education and awareness to the commuters regarding traffic rules and traffic congestion through FM radio and other available media.
7. To help appoint traffic marshals to assist the police to make their functioning as transparent as possible.
8. A citizen's traffic awareness and information unit may be set up in all Mitra Kaksh.

## Road Safety and Traffic Management – Haryana

Navdeep Asija  
For Haryana Governance Reform Commission  
19th September 2017

- About 70 Lakh registered vehicles, everyday 150 new motor vehicles are added with average annual growth rate of 8%.
- In 2015, a total , 4879 people lost their lives in road accidents, whereas in the year 2016, a total 5024 people died; with an increase @3%.
- Death rate per lakh population is 40.9, above the national average. Top Five
- 14 people are losing their lives everyday to Road Accidents in Haryana
- **1698 pedestrian and cyclists died** in various road accidents in Haryana last year (i.e.34%). Urban Haryana experiencing more cyclist and pedestrian deaths.
- Drunk driving & over speeding killed 1278 people last year, i.e. 25% deaths due to two reasons
- 1245 people killed in road accidents due to FOG.

### National Highways and State Highways in Haryana

Year	Total Fatal Accidental Deaths	Deaths on National Highways	Deaths on State Highways	Percentage of NH+SH deaths
2013		1807	1450	
2014		1704	1339	
2015	4893	1759	1475	66%
2016	5077	1845	1243	61%

Haryana Has 2482 (7%) km of National Highways and 1801 (5%) km of State Highways length in the total length of 37238 km within the state. But **60-70% accidental deaths** are on this **12%** road length comprises NH & SH only.

### Road Safety – Urban Haryana

City	Total Accidental Deaths	Pedestrian Deaths	Cyclist Deaths	Percentage in Total
Gurgaon	420	205	15	52%
Panipat	71	46	-	65%
Karnal	55	25	-	45%
Ambala				

- It is proposed to setup dedicated Non-Motorised Transport Cell in each Corporation city of Haryana
- Overall 32% (1596) of the accidental deaths are reported in Urban Haryana
- More and quality footpaths, Speed Calming.

### Road Safety- Rural Haryana

- 68% (3428) of the total accidental deaths happened in Rural Haryana
- Haryana has 6,841 villages.
- Each village is well connected with road.
- Each road connecting NH, SH or Major District Road shall be improved from safety point of view, it includes road junction redesign.
- Majority of the crashes happen where the rural road meets the NH, SH or MDR.

### **MNREGA in Road Safety**

- After monsoon, road area, especially road shoulder covered with unwanted vegetation growth.
- This reduce the carriageway area by 7-11%, mainly used by pedestrian and cyclist or any breakdown vehicle.
- Active 70,000 workforce of MNREGA can be used to clear these road shoulders.

### **Toll Roads and Toll Plaza Integration**

- At present 10 toll plazas on the National Highways are operational. Integrated Traffic Check posts/ Sobriety Check Posts can be created.
- 25 Sqm. area office, salary of five police staff, patrolling vehicle, all has to be provided by Toll Operator.

### **Railway Stations in Haryana : First and Last mile connectivity**

- Haryana has 197 Railway Stations
- Out of which 15 Railway Stations are of A1 and A Category.
- With the help of Traffic Police , a multimodal integrated station to improve first and last mile connectivity be set up
- 

### **CSR and Tax Rebates**

- Spending on Road Safety is a CSR activity, any work executed by the private/corporate would be considered as CSR activity as per latest notification of the Government of India
- Any spending or donation made to the name of Road Safety, exempted with 50% tax rebate under 80G.
- Both heads can be included in Road Safety Funds. Many intersections/roundabouts etc. can be adopted by the corporates.

### **Digital Empowerment – First and last mile connectivity**

- Urban Haryana facing first and last mile connectivity issue.
- Whereas large number of cycle and e-rickshaw operator stand idle and wait for customers.
- Both can be connected through mobile phones, the improved accessibility will help to facilitate people as well users and overall road safety.

### **Haryana Vision Zero**

- Requires further strengthening and should be made operational in each district of Haryana.
- Training Institute needed

### **Other Recommendations**

- To implement mobility plans for each city of Haryana
- Unified Professional Authority to tackle the issue of Road Safety. Regular setup.
- Special Focus on four southern districts of, Bhiwani, Mahendergarh, Mewat and Rewari (Truck-Two Wheeler deaths) – Better Intercity connectivity.
- Integration of vendors and hawkers with transportation plan and its implementation.
- Development of Parking Policy for the State.

## ANNEXURE

### Tables

Source: Crime in India, NCRB. (Crime against Women in Haryana)

Number of Cases Registered under Crime Against Women: Haryana															
2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
3393	4385	4170	4276	4161	4617	4645	5142	5312	5562	5491	6002	9089	9010	9511	9839

District wise Crime Against Women in Haryana (2011-2015)			
Districts	2011	2013	2015
Ambala	281	556	92
Bhiwani	194	467	380
Faridabad	372	603	974
Fatehabad	122	337	277
Gurgaon	228	713	945
Hissar	353	643	636
Jhajjar	207	246	327
Jind	171	344	290
Kaithal	166	298	307
Karnal	297	717	721
Kurukshetra	146	322	342
Mahendragarh	145	303	294
Mewat	166	362	318
Palwal	175	404	362
Panchkula	106	251	259
Panipat	269	377	445
Rewari	171	335	330
Rohtak	280	346	740
Sirsa	234	442	343
Sonipat	240	420	413
Yamunanagar	238	460	552
<b>Haryana Total</b>	<b>5430</b>	<b>9089</b>	<b>9511</b>

Incidence of crime against women in Haryana							
Crime Head	1991	2001	2011	2012	2013	2014	2015
Rape	150	398	733	668	971	1174	1070
Molestation	213	478	474	525	1560	1688	1886
Sexual Harassment	27	401	490	434	643	102	90
Cruelty by Husband or relatives	185	1513	2740	3137	3617	3478	3525
Dowry Death	144	285	255	258	263	293	243
Kidnapping and Abduction	248	297	733	900	1957	1922	2336

Rate of crime against women in Haryana							
Crime Head	1991	2001	2011	2012	2013	2014	2015
Rape	0.9	1.9	2.9	5.6	8.02	9.6	8.6
Molestation	1.3	2.3	1.9	4.4	12.88	13.7	15.1
Sexual Harassment	1.7	1.9	1.9	3.64	5.31	0.8	0.7
Cruelty by Husband or relatives	1.1	7.2	10.8	26.3	29.86	28.3	28.3
Dowry Death	0.9	1.4	1	2.16	2.17	2.4	1.9

Crime Against Women (Heinous and Other Crimes) in Haryana							
Haryana	2010	2011	2012	2013	2014	2015	2016
Proportion of Heinous Crimes	0.893	0.909	0.914	0.921	0.953	0.959	0.957
Proportion of Other Crimes	0.107	0.092	0.074	0.072	0.015	0.011	0.014

Percentage increase from 1991 to 2014 and 2001 to 2015 in Haryana		
Crime	1991-2014	2001-2015
Total Crime against Women	989.55	370.19
Dowry related Crimes	23.51	-25.12
Sexual Violence Crimes	-18.11	-14.78

