



SAANJH

POLICE SERVICES UNDER RIGHT TO SERVICE ACT 2011



INSTITUTE FOR DEVELOPMENT AND COMMUNICATION

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POLICE SERVICES UNDER
RIGHT TO SERVICE ACT 2011



INSTITUTE FOR DEVELOPMENT AND COMMUNICATION, CHANDIGARH



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Published by
Institute for Development and Communication, 2015
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SERVICES PROVIDED BY SAANJH KENDRAS UNDER RIGHT TO SERVICE ACT.

S. No	Name of Service	Given Time Limit (working days)	Designated Officer	Appellate Authority
District Level: Community Police Resource Centres (Services 1– 3 in Commissionerates only)				
1	<p align="center">a) Renewal of Arms License</p> <p>(If the license is presented before the expiry date and the license issuing district is the same where service has been sought)</p>	15 days	<p align="center">Licensing Authority (Addl. DM of the District) / Deputy Commissioner of Police in case of Police Commissionerate</p>	<p align="center">First District Magistrate of the concerned district/ Commissioner of Police</p> <p align="center">Second Commissioner of the concerned Division/ Zonal Inspector General of Police</p>
	<p align="center">b) Renewal of Arms License</p> <p>(If the license is presented after every alternative cycle of 6 years, where police verification is necessary)</p>	22 days		
2	<p align="center">Addition/ Deletion of weapon</p> <p>(If the license issuing district is the same where service has been sought)</p>	7 days		
3	<p align="center">Extension of purchase period of weapon</p> <p>(Within permissible time period and if the license issuing district is the same where service has been sought)</p>	7 days		

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District Level: Community Police Resource Centres				
4	Registration of Foreigners (Arrival and Departure)	Immediate	<p align="center">Additional Deputy Commissioner of Police (Hq) (of the Police Commissionerate) / Superintendent of Police (Hq) of the concerned Police District</p>	<p align="center">First Commissioner of Police or Senior Superintendent of Police</p> <p align="center">Second Zonal Inspector General of Police</p>
5	Extension of Residential Permit of Foreigners	5 days		
6	Character Verification	10 days		
7	Verification for renewal of Arms License	<p>22 days</p> <p>i) Time for referring case to the police by the DC Office-Two (2) working days.</p> <p>ii) Time for verification by the police- Fifteen(15) working days.</p> <p>iii) Time for delivery of Services by the Designated Officer after Verification- Five(5) working days.</p>		
8	NOC for issuance/renewal of License of Arms Dealers	15 days		
9	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc	15 days		
10	Passport Verification	21 days		
11	Verification for fresh Arms License	30 days		
12	Service Verification (In case of Resident of Punjab)	10 days		

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**Sub-Division Level: Community Police Suvidha Centres
&
Police Station Level: Police Stations Outreach Centres**

13	Copy of FIR or DDR	Immediate/ Online	Station House Officer of the concerned Police Station / Incharge of Community Policing Saanjh Centre at the Subdivision	First DSP Incharge of the Subdivision Second Commissioner of Police or Senior Superintendent of Police
14	NOC for use of loud speakers (Applicable only in case of S.D.M. obtains N.O.C. from the concerned S.H.O before granting permission)	5 days		
15	NOC for Fairs/Melas/Exhibition/ Sports Events etc	5 days		
16	Stranger Verification (After receiving the verification from other District/ State of which the stranger is resident)	5 days		
17	Tenant/ Servant Verification (If resident of local area)	5 days		
18	Tenant/ Servant Verification (If resident of other District/ State and after receiving the verification from other District/ State)	5 days		

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**Sub-Division Level: Community Police Suvidha Centres
&
Police Station Level: Police Stations Outreach Centres**

19	Other Verification related services	30 days	<p align="center">Station House Officer of the concerned Police Station</p> <p align="center">/</p> <p align="center">Incharge of Community Policing Saanjh Centre at the Subdivision</p>	<p align="center">First DSP Incharge of the Sub division</p> <p align="center">Second Commissioner of Police or Senior Superintendent of Police</p>
20	Copy of untraced report in road accident cases	45 days		
21	Copy of untraced report in cases pertaining to stolen vehicles	45 days		
22	Copy of untraced report in theft cases	60 days		
23	NOC for pre-owned vehicles	5 days		
24	Acknowledgement of Complaint	Same day	<p align="center">Station House Officer</p>	<p align="center">First DSP Incharge of Subdivision</p> <p align="center">Second Commissioner of Police or Senior Superintendent of Police</p>
25	Information of action taken of complaints (FIR/DDR/ matter closed.	15 days		

**SIMPLIFICATION
OF
REGISTRATION
OF FIR, DDR AND
COMPLAINTS
WITH THE
POLICE**



- Government has put in place a system of online complaints at SAANJH Kendra.
- All complaints cognisable and non-cognisable can be lodged online from SAANJH Kendras. No need to go to *Munshi* in the police station.
- Issuance of Unique ID number for follow up status.
- S.H.O to take suitable action on these complaints within three weeks— Reject, Register, F.I.R or D.D.R or Seek more time for preliminary inquiry from concerned official.
- The status of complaints shall be uploaded periodically given sufficient justification for action.
- Non-action shall attract penalty under the Right to Service Act 2011.

Grievance Redressal Mechanism

To complain against non-delivery of services within stipulated timeline (covered under Right To Service Act 2011).	-Contact Helpdesk at SAANJH Kendra and lodge your complaint.
For general complaints and complaints related to the issues of Women, Senior Citizens, Children, Traffic, NRI's, Drugs and Grievance against Police.	-Contact Crimestoppers anonymously by calling toll free helpline 181 (24 Hours Facility) or filling out the Anonymous Online Form at www.181pph.com

Punishment For Non or Delayed Delivery of Services under RTS Act 2011

SECTION 9 (1)

Under RTS Act 2011, It has been made obligatory on the part of officer concerned to deliver services within stipulated timelines. If services are not delivered within stipulated time, the citizen can lodge a complaint and the concerned if found guilty shall face penalty deducted from his/her salary.

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| <p>A) Where the Second Appellate Authority is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service has/have failed to provide service without sufficient and reasonable cause, it may impose a lump sum penalty on the Designated Officer and/or any other official involved in the process of providing such service, which shall not be less than rupees five hundred and not more than rupees five thousand; and</p> | <p>B) Where the Second Appellate Authority is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service has/have caused undue delay in providing the service, it may impose a penalty at the rate of rupees two hundred and fifty per day for such delay on the Designated Officer and/or any official involved in the process of providing such service, which shall not be more than rupees five thousand.</p> |
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SECTION 9 (2)

The Second Appellate Authority may, by an order, give **such amount as compensation to the appellant** out of the amount of the penalty imposed under sub-section (1), as may be specified by it, which shall not exceed the total amount of the penalty so imposed.

SECTION 9 (3)

The Second Appellate Authority may, if it is satisfied that the Designated Officer and/or any other official involved in the process of providing such service has/have **failed to discharge the duties assigned** under this Act **without sufficient and reasonable cause**, recommend disciplinary action against the defaulters under the service rules applicable to them **in addition to the penalty imposed** under sub-section (1).

SECTION 17 (1) (H) Inserted vide notification No. 10-Leg./2014.Dated 06-05-2014

Punjab Right To Service Commission: While deciding the revision petition or otherwise impose a penalty **upto Rupees ten thousand per case** on the **Designated Officers or any other Officers or Officials involved in the process** of providing service under the Act, if the Commission is of the opinion that **the person concerned has failed without sufficient cause in due discharge of the duty** cast on him.

Provided further that the Commission, by any order, **given such amount as compensation to the appellant out of the amount of penalty imposed**, as may be specified by it, which shall not exceed the total amount of penalty so imposed.



