

INSTITUTE FOR DEVELOPMENT AND COMMUNICATION

SAANJH: Administrative Structure: Functions and Functionaries

SAANJH: ADMINISTRATIVE STRUCTURE: FUNCTIONS AND FUNCTIONARIES

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COMMUNITY POLICING INITIATIVES:

The need for community policing has been felt by the community as well as police in post-conflict society like Punjab. It was felt more by the police as the presence of a large number of policemen not only gave the police force high visibility but also allowed the people frequent contact with the police. The perception of the police as an enforcement agency both in the minds of the community and the police encourages the police role of crime detection through stringent treatment to the law breakers. It amounted to promoting a coercive, abusive and, at times, even brutal police force. The police is, thus beginning to be viewed as a nuisance and the policemen are acquiring the image of harassers.

INITIATIVES REMAINED AD HOC

These initiatives have been well intended, but they remained individual-oriented in line with what is popularly known as Kiran Bedi syndrome. The ad hoc nature of these efforts made service delivery dependent on the preference and capacity of the individual officer.

PROBLEM-CENTERED

All interventions remained problem-centred. A number of initiatives such as those pertaining to land, market encroachment and community disputes have been tackled by these interventions, yet these remained focused as isolated incidents. Each problem has a different set of initiatives and support groups to resolve the problem. In other words, for each presumed issue, a new programme is formed and these remain delinked from other similar problems emerging in the area.

POLITICAL INTERFERENCE

Individual-oriented and ad hoc initiatives limit the community's responsibility and ownership. This puts all responsibility for any problem resolution on the personal intervention of the official concerned. Individual-centred initiatives create scope for political interference. Community involvement and support can help check unnecessary political interference. But the lack of or biased historical contextual understanding of the power structures operating within society could result in providing opportunities to those who are 'more equals' and others to dictate their priorities.

Current predispositions as hindrances to community-police interface

- i) Awareness of human rights low in the community and the police

Only a small section of the community was well-versed with human rights issues - most of them were not aware. Even when awareness of human rights existed, sensitisation and the need for human rights was lacking.

- ii) Police styles of functioning related positively to authoritarian modes and a significant percentage was also found to be adopting exploitative styles

The lower ranks were found on the exploitative modes with the middle ranks more dependent on the authoritarian style. The use of democratic styles was nominal.

- iii) Concept of community participation restricted to informer and facilitator

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

- iv) Existing distrust between the community and the police

The police complained that the community was not cooperative and, in fact, created hindrances in their functioning. The community perceived the police to be a source of nuisance and even exploitation. Predominant

percentage of the community found the police to be inefficient in handling their complaints.

COMMUNITY POLICING: A VIABLE ALTERNATIVE

Crime is a complex social phenomenon which cannot be tackled effectively by any single agency. The entire community and not just the police is responsible for crime control. Community policing is a philosophy of client-oriented service delivery aimed at improving accountability and effectiveness by putting emphasis on problem solving. Community policing taps the resources of the community to share the efforts to control crime. It promotes police-community partnership to address the causes of crime and the fear of crime.

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

Characteristic Features of Community Policing

The practical explorations and experimentation with various models of community policing, particularly in a post-conflict situation, has reinforced the understanding that the community-policing is neither

a special programme or set of schemes for promoting community-police interaction for sharing of information, but it is policing per se. In other words, community-policing is not merely policing for the community e.g. single window services, enforcement of law, crime detection, etc.

Operative Community Policing and Proposed CPCs: An Overview		
A. Aim	<ul style="list-style-type: none"> • Efficient policing 	<ul style="list-style-type: none"> • Crime-free and human society
B. Problem identification	<ul style="list-style-type: none"> • Improve service-delivery 	<ul style="list-style-type: none"> • Accountable systems for service and justice-delivery.
C. Strategy adopted	<ul style="list-style-type: none"> • Assistance of community. • Local initiative to specific problems reported e.g. social fencing etc. 	<ul style="list-style-type: none"> • Policing along with the community for crime prevention and justice-delivery.
D. Operationalisation	<ul style="list-style-type: none"> • Schemes – welfare-oriented COPS, HAPS • Legal aid (to improve innocence) 	<ul style="list-style-type: none"> • Police Act to be made democratic and justice-oriented • Legal changes • Institutionalisation of community-policing programme.
E. Consequences	<ul style="list-style-type: none"> • Ad-hoc authoritarian • Policing is control-oriented • Community as facilitators 	<ul style="list-style-type: none"> • Promote rights and freedom of the people

The broader version of community-policing being policing for and through the community also could not bridge the distance between

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

The main features of Policing alongwith the community are;

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

the community policing perspective, equipped with community policing skills and assigned community policing tasks as per his placement

Community policing is to re-establish a link between the police and the community to deliver service in an efficient, equitable and effective manner.

What community policing is not?

- Community policing is not merely a single window service. In other words, it is not policing for the people.
- It is also not to use community merely as an additional force, for instance, managing traffic or act as informers etc.
- Community policing is also not a project or a problem solving technique.
- Community policing is not an oversight and separate from regular policing and also not supportive mechanism of existing policing.
- Community policing is not a co-option strategy of members of community by recruiting them as volunteers.
- Community policing is not an ad-hoc basket of schemes. It reflects individual biases and their limitations.

What is community policing?

- Community policing is integral to policing.
- Community policing is an institutionalised integrative approach responsive to diversity of gender, caste, class and religions.

- Community policing is a partnership between police, members of community and other stakeholders for crime prevention, safety and security and delivery of justice.
- Partnership is neither a strategy of tactics, but an approach to policing. In other words, community policing is to do policing along with the community. It is a collaborative interactive relationship between the community and the police.
- Community policing leads to empowerment of both the police and the community for crime prevention and delivery of justice.

Why is there need for community policing in Punjab?

- Community was alienated during the fight against terrorism.
- Need to sustain ad-hoc, individual initiatives.
- People to be recognised as greatest storehouse of intelligence.
- Complexities and change in crime trends outpace the limited resources.
- To focus police priorities in greater tune with the felt needs of the people.
- To improve police image

What should be done?

- To institutionalise community policing to replace ad-hoc initiatives.
- To ensure better community participation in police work.
- Decentralised decision-making, empowering frontline employees by promoting innovation, creativity and risk taking.
- Problem solving, focus on crime prevention and peace building
- To improve the quality of police-public interface.

INSTITUTIONALIZATION OF COMMUNITY POLICING

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

Good governance and police rights in Punjab envisage a

WHAT IS A COMMUNITY POLICING CENTRE

- Community policing centres are autonomous registered societies collectively managed by representatives of the community and police functionaries. It provides citizens dignified access to police related services and a forum to implement community oriented programmes.
- It provides space for police-community partnership in crime prevention, grievance redress, victim assistance and information related to law, rules and procedures, civic rights and duties.
- It is an institutionalized effort to integrate community policing with the existing policing system.
- It has a built-in mechanism of coordination with civil, judicial and non-government organisations
- It is a six-tier system of policing in partnership with the community, managed through committees having representatives of the civil society, specialists, NGOs, police functionaries and the civil administration.

partnership between the community and police functionaries to ensure community policing. The perspective is yet to be absorbed in its totality by both the sections. Lack of institutionalization of these activities does lead to certain ad hocism. More important, the training of police functionaries has to be undertaken in a social and professional environment where it can be implemented. A policeman may be sensitised to gender issues, but is handicapped to provide a rape victim with psycho-therapy within the existing police structure. Ad hoc aid can be managed, but for a sustained and professional input institutionalization of the relevant services is necessary. This involves capacity building of the police force and the support structures both in terms of material resources and human capacities. To ensure that this project is not handicapped by ad hoc initiatives and largesse, efforts were made to institutionalize community policing activities under the banner of Community Police programme (Saanjh).

What is a Community Policing Programme (Saanjh)?

Saanjh is a six-tier body at the head of which is the Community Affairs Division and the State Level Steering Committee that provides policy guidelines, support for capacity building and strengthens systems of planning, management, participatory and integrity mechanism. At the district level, Community Police Resource Centres and the district

level committees to ensure the networking of the CPRCs with other government departments and administrative structures. It also streamlines the training of personnel at the district level and coordinates with the fifth and the sixth tier i.e. Sub-divisional Community Police Savidha Centres and Police Stations Outreach Centres at the police station level.

- The Community Police Centres (CPRC, CPSC and PSOC) are autonomous registered societies in partnership with representatives of the police, the administration and civil society. The main features of these are;

INSTITUTIONALIZATION OF COMMUNITY POLICING

- Government notification.
 - Creation of NGO's: Registration under Societies Act.
 - Police-Community Ownership.
 - Nodal Centre for Police-Community Schemes and Activities.
 - Standardised (backbone services) Service Delivery.
- Collectively managed by the community and the police
 - Community-police collaboration from decision-making to implementation
 - A pool of police and community resources
- These centres are nodal places for police-community extension services
 - Grievance redressal and a complaint receipt and time bound outlet

- Community oriented schemes
- Resource base for general information, rules, procedures
- Community Service Centre for verification, crime prevention and other services
- Victim assistance unit
- Child unit
- A training and sensitisation centre on social issues like gender, rights of the child, crime prevention
- A helpline for women and children
- A facilitating centre for the public and mobile populations like NRIs

Relevance of Community Police Centres

- Easy and dignified access of the public to police services
- Improves community-police relations
- Transparency in service and dealings
- Forum to address the rights of all citizens and sections of the community
- Builds confidence of the people in crime management and grievance redressal

Community Policing: The Concept

- An **institutionalized** effort to integrate community policing with the existing policing system.
- It provides **space for police-community partnership** in crime prevention, grievance redress, victim assistance and information related to law, rules and procedures, civic rights and duties.
- It has a built-in **mechanism of coordination** with civil, judicial and non-government organisations
- The CPRC is a six-tier system of policing in partnership with the community, managed through committees having representatives of the civil society, specialists, NGOs, police functionaries and the civil administration.
- At the State level, a Community Affairs Division (CAD) has been set up. At the district level, CPRCs and at the Sub-divisional level CPSCs. The outreach is provided at the thana/police station level.
- All these tiers have forward and backward linkages. The State Level Steering Committee provides policy guidelines, support for capacity building and strengthens the system of co-ordination. All other tiers provide backbone services and evolve their own local level and need-based schemes.

- Each CPRC is an **autonomous registered society** collectively managed by representatives of the community and police functionaries. It provides citizens **dignified access** to police related services and a forum to implement community oriented programmes.
- Community policing implements selected activities which are designated as ‘backbone activities’ along with the local specific activities as per the needs of the area. Backbone activities help standardise the service to be provided in the entire country, whereas initiation of area specific activities ensures autonomy and thereby makes community policing vibrant and responsive to the cultural needs of the local population.
- To maintain a focus of local specific initiatives, it would be worthwhile if the target group for each of the activities and initiatives, the aim of this activity and also the content to ascertain objectives and activity management are identified.

Institutional Structure of Community Policing Programme (SAANJH)

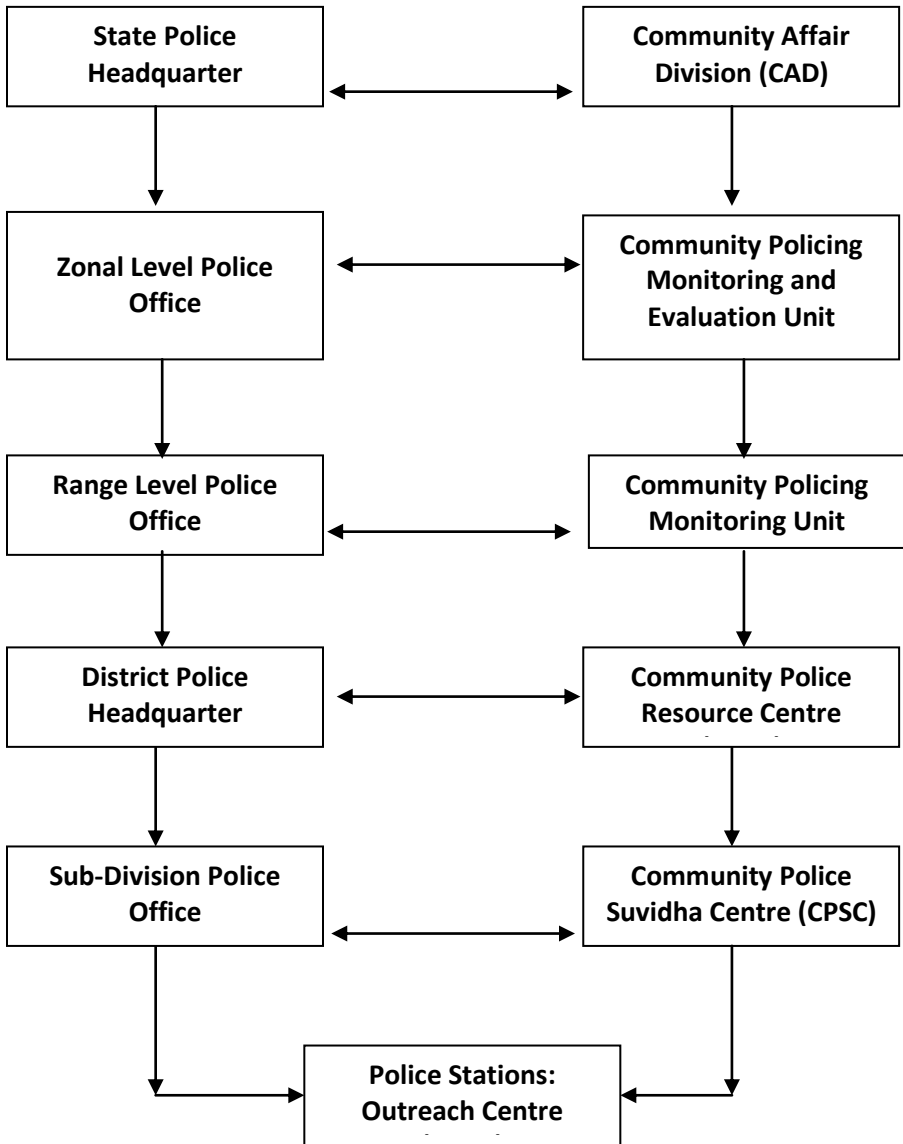
The structure of SAANJH Programme, its different administrative levels, centres established at each level, administration of these centres and the units comprising these centres and their functions are explained in the following text.

This Community Programme SAANJH has the following salient features which make it unique.

- This programme is well institutionalized and mandatory given its statutory provision in The Punjab Police Act, 2007; immunized from adhocism.
- Being meticulously designed, these centres cannot be “individually” reshaped or restructured.
- It has ‘backbone activities’ leading to standardisation, but has a provision to initiate activities in response to the local requirements.
- Participation of the community has been made integral at all levels from Committees to Community liaison groups at each level of its administrative unit.
- These centres are registered under the Societies Act and the police and public representatives are the members of this society.
- Majority of the members of community policing are ex-officio, reduces scope of political interference.

INSTITUTIONAL STRUCTURE OF SAANJH PROGRAMME

Police Organisation and Community-Police Centres Structure



ADMINISTRATIVE STRUCTURE

There is a six-tiered vertical administrative structure. Horizontally, each tier has multi-sectoral linkages with government departments and community structures. Each sector is woven into the functions of the tier.

STRUCTURE OF COMMUNITY POLICING PROGRAMME (SAANJH)

STATE POLICE HEADQUARTER	Community Affairs Division (CAD) at the State Police Headquarters
ZONAL OFFICES	Community Policing Monitoring and Evaluation Units
RANGE OFFICES	Community Policing Monitoring Units
DISTRICT POLICE HEADQUARTER	District Level Committee
	Community Police Resource Centres (CPRC) <ol style="list-style-type: none"> 1) Grievance Redressal Unit 2) Community Services cum Information Unit <ol style="list-style-type: none"> (i) NRIs & Foreign counter (ii) Crime Prevention Counter (iii) Verification and Permission counter (iv) RTI counter (v) Traffic Management and Information Counter 3) Legal Aid and Victim Relief Unit 4) Sensitisation and Dispute Resolution Unit <ol style="list-style-type: none"> (a) Gender Dispute Resolution (b) Economic Dispute Resolution (c) Social and Political Conflict Resolution
SUB-DIVISION POLICE OFFICE	Sub-division Level Committee
	Community Police Suvridha Centres (CPSC) <ol style="list-style-type: none"> 1) Community Services cum Information Unit 2) NRI & Foreign counter 3) Gender Dispute Resolution Unit
POLICE STATION	Thana Level Committees
	Police Station Outreach Centres (PSOC) <ol style="list-style-type: none"> 1) Community Services cum Information Unit 2) Gender Dispute and Social Conflict Resolution Unit

I. COMMUNITY AFFAIRS DIVISION (CAD): POLICE HEADQUARTERS LEVEL

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

UNITS OF COMMUNITY AFFAIRS DIVISION

- Grievance Redressal Unit
- Dispute Resolution Unit
- Economic, Gender and Social Conflict Resolution Unit
- NRI Affairs Unit
- Monitory and Co-ordination Unit

Administration

- Nodal Officer: ADGP Community Policing

- Assisted by: IG Community Policing

Role and functions of CAD

- (i) To lay down policy for conceptualising and institutionalizing Community policing initiatives in the state.
- (ii) To issue broad guidelines for the successful running of the CPRCs (Community Police Resource Centres), CPSC (Community Police Suvidha Centres) and PSOC (Police Station Outreach Centres).
- (iii) To coordinate and conduct a periodical review of the working of these centres.
- (iv) To provide budgetary and financial support.

II. COMMUNITY POLICING MONITORING AND EVALUATION UNIT (ZONAL LEVEL)

The zonal level police establishment shall be responsible for monitoring and evaluation of these units as per the guidelines issued by Community Affairs Division.

III. COMMUNITY POLICING MONITORING UNIT (RANGE LEVEL)

The DIG Ranges shall monitor the community policing programme and submit the report to the zone level community policing monitoring and evaluation unit for perusal after getting the same from the CPRCs, CPSCs and PSOCs with its preview. A detailed monitoring format has been explained in Section 5.

EVALUATING COMMUNITY POLICING

- Is community policing integral to policing?
- Are there institutional arrangement to support mainstreaming of community policing?
- Are integrative mechanism for community policing existing from a macro policy framework to micro enterprise at the regional level?
- Are there coordinating structures with other government and NGOs to promote an integrative model?
- Is their political ownership to the programme?
- Are participatory systems structured for planning and management to promote transparency, accountability and ownership?
- Is there a dedicated monitoring mechanism?
- Is representation of diversity reflected in planning and operational functions?
- Nature and level of community response to services provided.
- Have community representatives become stakeholders?

IV. COMMUNITY POLICE RESOURCE CENTRES (CPRC) AT DISTRICT LEVEL

INTRODUCTION

At the district level, these are Community Police Resource Centres and the District Level Committees to ensure the networking of the CRPCs with other government departments and administrative structures. It also streamlines the training of personnel at the district level and coordinates with the third and the fourth tier i.e. sub-divisional Community Police Suvridha Centres and Police Stations Outreach Centres at the police station level.

CPRCs are the district level centres to provide community-oriented delivery of police services under the single roof. All the information from sub-division level Community Police Suvridha Centres and Police Station Outreach Centres shall be pooled here. These centres shall be registered under the Societies Act.

ADMINISTRATION

- **In-charge CPRC (SP level officer to be designated as Chief CAO of the district)**
 - Review daily performance
 - Liaison with various service provider departments

- To record and maintain the proceedings of committee meetings.
- To organise grievance redress meeting of SSP once in a week
- Coordinate with the convenor and co-convenor
- Co-ordinate with the CPRC units
- Organise joint awareness campaigns
- Coordinate with the sub-divisional CPSC and Police Station Outreach Centres
- **Assisted by: Different Units' heads and staff**
 - Reception desk to be managed by a multi-purpose personnel
 - Each unit must have a designated officer.

UNITS	
1)	Grievance Redressal Unit
2)	Community Services cum Information Unit
	(i) NRIs & Foreign counter
	(ii) Crime Prevention Counter
	(iii) Verification and Permission counter
	(iv) RTI counter
	(v) Traffic Management and Information Counter
3)	Legal Aid and Victim Relief Unit
4)	Sensitisation and Dispute Resolution Unit
	a. Gender Dispute Resolution
	b. Economic Dispute Resolution
	c. Social and Political Conflict Resolution

ROLES AND FUNCTIONS

- Online facilities are provided to track the complaints, status of FIR, investigation, charge-sheeting etc.
- Counselling for resolution of domestic violence, marriage disputes, economic offences, legal aid, victim relief, NRI facilities.
- Community service centres for verification, crime prevention and other services.
- Helpline and general information regarding rules and procedures, traffic laws etc

ESSENTIALS TO MAKE CPRC EFFECTIVE

- Provide a receipt of complaint to ensure efficient compliance and retrieval
- To ensure that people express their considered opinion at CPRC committee meetings and ascertain that their views are recorded in the proceedings
- Take active interest to ensure regular and frequent committee meetings
- Spread awareness regarding CPRCs and the services available
- People participate in CPRC activities
- Contribution of human and material resources by the community

V. COMMUNITY POLICE SUVIDHA CENTRES (CPSC) AT THE SUBDIVISION LEVEL

INTRODUCTION

To enhance police services outreach to the lowest administrative units, Community Police Suvidha Centres (CPSCs) will be established at the Sub-division level. These Centres shall have their own Sub-division level Committees.

ADMINISTRATION

- **In-charge CPSC: DSP Subdivision**
 - An Inspector level officer as Senior Community Affairs officer of the sub-division
 - Review daily performance
 - Liaison with various service provider departments
 - To record and maintain the proceedings of committee meetings.
 - Coordinate with the convenor and co-convenor
 - Co-ordinate with the District CPRC
 - Organise joint awareness campaigns with CPRC
 - Coordinate Police Station Outreach Centre

- Reception desk to be managed by a multi-purpose personnel
- Each unit must have a designated officer.

ROLES AND FUNCTIONS

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

UNITS
(i) Community Services cum Information Unit.
(ii) NRI's Foreign Counter.
(iii) Gender Dispute Resolution Unit.

ESSENTIALS TO MAKE CPSC EFFECTIVE

- Provide a receipt of complaint to ensure efficient compliance and retrieval
- To ensure that people express their considered opinion at CPSC committee meetings and ascertain that their views are recorded in the proceedings
- Take active interest to ensure regular and frequent committee meetings
- Spread awareness regarding CPSCs and the services available

VI. POLICE STATION OUTREACH CENTRE (PSOC)

INTRODUCTION

To bring Community Police services up to the level of police stations is the ultimate goal to achieve. Hence, every police station will be developed as the Police Station Outreach Centre to provide community services.

ADMINISTRATION

- **In-charge SHO Police Station**
 - Review daily performance
 - Liaison with various service provider departments
 - Co-ordinate with the District CPRC and Sub-divisional CPSC
 - To follow the guideline of CPRC and CPSC
- **Assisted by: Different Units' heads and staff**
 - Reception desk to be managed by a multi-purpose personnel
 - Each unit must have a designated officer.

ROLES AND FUNCTIONS

- Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.

UNITS	
(i)	Community Services cum Information Unit.
(ii)	Gender Dispute and Social Conflict Resolution Unit.

- Counselling for resolution of domestic violence.
- Community service centres for verification, crime prevention and other services.
- Formation of Community Liaison Groups (CLG)

ESSENTIALS TO MAKE PSOC EFFECTIVE

- Provide a receipt of complaint to ensure efficient compliance and retrieval
- Take active interest to ensure regular and frequent CLG meetings
- Spread awareness regarding CPRC, CPSCs and PSOCs and the services available

MAIN ISSUES

What is community policing programme ‘Saanjh’?

- Collectively managed by the community and the police
- Community-police collaboration from decision-making to implementation
- A pool of police and community resources

Why is there a need for institutionalization of community policing?

- Adhoc initiatives.
- Problem-oriented and individual-centred intervention.
- Lack of optimum utilisation of resources.

Steps for institutionalization of community policing

- Government notification.
- Creation of NGO’s: Registration under Societies Act.

- Police-Community Ownership.
- Nodal Centre for Police-Community Schemes and Activities.
- Standardised (backbone services) Service Delivery.

Characteristic features of community policing structure

- The CPRC is a six-tier system of policing in partnership with the community, managed through committees having representatives of the civil society, specialists, NGOs, police functionaries and the civil administration.
- Each Community Police Centres is an autonomous registered society.
- All these tiers have forward and backward linkages. The State Level Steering Committee provides policy guidelines, support for capacity building and strengthens the system of co-ordination. All other tiers provide backbone services and evolve their own local level and need-based schemes.
- First three tiers are mainly concerned with policy formulation, monitoring and evaluation.
- Other tiers namely CPRC, CPSC and PSOC are delivery centres and with strong horizontal and vertical linkages. Horizontally, each tier has multi-sectoral linkages with administrative departments and community structures.
- Community Police Resource Centres at the district level have maximum units and counters. At the sub-division level, Community Police Suvudha Centres have three units with corresponding counters and Police Station Outreach Centres shall have two units.
- Each of these six tiers shall have an overall in-charge and assisted by an officer.
- The backbone activities of all CPRCs, CPSCs and PSOCs follow a standardised format in terms of administrative structure, training, registration and deployment of basic services namely Legal Aid and Victim Relief Units, Community Services-cum-Information Centre, Dispute Resolution Unit and Grievance Redressal Unit.

UNITS OF COMMUNITY POLICE CENTRES IN PUNJAB

Police and community partnership is essential for ensuring proper crime prevention, delivery of justice and building sustainable and safe environment. Consequently, the creation of distinct space with a provision of interactive forum for dispute resolution, crime detection, equitable and efficient access to police services also becomes essential. Unlike civil service suvidha centres, these centres are equipped with specialised counsellors, experts from diverse spheres of human activities and, above all, institutionalized mechanisms for invoking mutual respect and confidence amongst the police and the community.

- 1. COMMUNITY POLICE RESOURCE CENTRES (CPRC)**
- 2. COMMUNITY POLICE SUVIDHA CENTRES(CPSC)**
- 3. POLICE STATION OUTREACH CENTRES (PSOC)**

COMMUNITY POLICE RESOURCE CENTRES (CPRC)

Following units which are made mandatory to run under these centres. All units under this centres except victim relief, child and women protection unit shall work from 8 am to 8 pm daily.

Units of CPRC

1) Grievance Redressal Unit

2) Community Services cum Information Unit

- a. NRIs & Foreign counter
- b. Crime Prevention Counter
- c. Verification and Permission counter
- d. RTI counter
- e. Traffic Management and Information Counter

3) Legal Aid and Victim Relief Unit

4) Sensitisation and Dispute Resolution Unit

- a. Gender Dispute Resolution Counter
- b. Economic Dispute Resolution Counter
- c. Social and Political Conflict Resolution Counter

ROLE OF CPRC INCHARGE
<ul style="list-style-type: none">▪ Review daily performance▪ Liaison with various service provider departments▪ To record and maintain the proceedings of committee meetings.▪ To organize grievance redress meeting of SSP once in a week▪ Coordinate with the convenor and co-convenor▪ Co-ordinate with the CPRC units▪ Organise joint awareness campaigns▪ Coordinate with the sub-divisional CPRC and police station outreach centre

PROFESSIONAL CAPACITIES

Each unit shall provide specified services mentioned further under each unit. Professional like counselors in marital discord cases, computer or financial experts to deal economic offences shall be taken in panel of experts by the relevant units.

COMMUNICATION AND SERVICE DELIVERY

- Dedicated phone lines shall be available for CPRC. Women and child helplines.
- Referral system must exist
- Service provided through appointments and time bound.

NETWORKING AND COORDINATION WITH AGENCIES

- On call services shall be available from NGOs and departments

FUNCTIONS OF CPRC	ESSENTIALS TO MAKE CPRC EFFECTIVE
<ul style="list-style-type: none">• Online facilities is provided to track the complaints, status of FIR, investigation, charge-sheeting etc.• Counselling for resolution of domestic violence, marriage disputes, economic offences, legal aid, victim relief, NRI facilities.• Community service centres for verification, crime prevention and other services.• Helpline and general information regarding rules and procedures, traffic laws etc	<ul style="list-style-type: none">• Provide a receipt of complaint to ensure efficient compliance and retrieval• To ensure that people express their considered opinion at CPRC committee meetings and ascertain that their views are recorded in the proceedings• Take active interest to ensure regular and frequent committee meetings• Spread awareness regarding CPRCs and the services available• People's participate in CPRC activities• Contribute human and material resources by community

- **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

How to establish its units which are to execute backbone activities are mentioned here after.

1. Grievance Redressal Unit (GRU):

This unit is receive complaints against police from the whole district and dispose off after the necessary and time bound action taken

Administration	Services and Function
<ul style="list-style-type: none"> • Incharge CPRC shall always be available at the center for about 12 hours to improve the accessibility of the police to the people. • System for registration of grievances including proformas and receipts • Scrutinisation of police service and work related grievances • Refer grievances to concerned officials for time bound redressal • To conduct weekly grievance redress of people and committees with senior police officer • To maintain a data base on number, nature and disposal of grievances • Proper documentation of each complaint mentioning date of complaint type of complaint, action taken and present status i.e. final or pending. If final then the final date of disposal. • Concise final action taken report of each complaint shall be forwarded to district SSP or Commissioner of police for perusal and record. 	<ul style="list-style-type: none"> • To receive complaints against police from the whole district and dispose off after the necessary and time bound action taken • Complaints can be personally submitted by the complainant. • Complaints made at the Sub-division level in Community Police Suvidha Centres (CPSCs) shall also be forwarded to this unit along with action taken report • A nodal place for community oriented schemes like combating domestic violence, elder assistance, legal aid to the vulnerable sections of society etc. • Meetings of Resident Welfare Associations, Traffic Regulation Committees, and Economic Offences Wings will be organised under this unit.

Essentials

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

This unit shall have software for data compilation and that software shall be same for all the CPRCs in the state

■ Software for grievance redressal

- All the complaints received in the district shall be entered
- Complaints submitted to higher authorities shall also be entered
- Complete database about the complaints prepared
- Complaints scrutinized on the basis of seriousness
- Time bound disposal of complaints made

■ Advantages

- Public got speedy disposal
- Casual matter may be tackled in the beginning itself
- Unexpected law and order problem may be avoided
- The pendency in office may be reduced
- Supervision may be improved
- Field staff made accountable

Forms Required at the Counter
Complaint Form
Status of Complaint Form

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

2. Community Services cum Information Unit

This unit shall provide different services and information to the visitor and comprised of following counters.

- a. **NRIs & Foreign counter**
- b. **Crime Prevention Counter**
- c. **Verification and Permission counter**
- d. **RTI counter**
- e. **Traffic Management and Information Counter**
- i. **NRIs & Foreign Counter:**

This counter is to provide all the services to NRI and Foreign tourists who are visiting district, state or country. This unit shall solely dedicate to the service of foreign visitors to make their stay more safe, secure and comfortable.

Services
Services: <ul style="list-style-type: none"> ○ Registration of Foreigner on arrival and departure ○ MRG enquiries – in case of loss of passport abroad ○ Complaints on fraud and cheating by travel agents ○ NRI complaints and enquiries ○ Extension of residential permit for foreigners ○ Information on registered travel agents ○ Information on registered money exchanger ○ Information on registered government and private guesthouses, lodges and hotels ● Information on specialized hospitals

Forms Required at the Counter
Registration of Foreigner

ii. Crime Prevention Counter:

This counter shall provide the copies of FIR, Untraced report and progress report on investigation of on going criminal case if applicant unable to get the same from the concerned police station.

Services:
<ul style="list-style-type: none"> ○ Application for the copy of FIR or Untraced Report ○ Progress of investigation of criminal case

Forms Required at the Counter
Request for copy of first information report
Request for copy of cancellation or untraced report
Information regarding unclaimed dead body
Information regarding lost vehicle
Application for missing articles and documents
Application for missing mobile set
Application for missing person/ child

Provide on spot computerized information on the following

- **Victim needs information on**
 - Registration of F.I.R.
 - Arrest of accused
 - Progress of case
 - About trial dates
- **Software CCIS provides information**
 - Arrest of accused
 - Bail of the accused
 - List of witnesses
 - Date of submission of final report
 - Dates of hearing
 - Progress of trial
 - Conviction or acquittal of accused
 - Further appeal, etc

iii. Verification and Permission Counter:

All sorts of permissions and verifications shall be handled at this counter for the convenience of the service seeker. All service requests shall be acknowledged with proper receipt having expected time taken. This counter shall have charter of services mentioning documentation required and tentative time taken.

Services:**○ Verifications**

- Verification of tenants
- Registration and verification of servants
- Passport verification
- Emergency urgent passport verification when applied under TATKAL scheme
- Police Clearance Certificate (PCC) at the time of Foreign Migration
- Verification of vehicle
- Character Verification for service

○ Permissions

- Permission and Request (for security arrangements at political/sports/religious and social functions)
- NOC for Arms License
- Permission for loud speaker or procession

Forms Required at the Counter**Information for Status of Passport Verification****Tenant and servant verification****NOC for organizing public function****Application for vehicle enquiry request****Police clearance certificate****Police clearance certificate (Tatkaal Verification)**

Speed up verification through Information and Technology

- **Passport verifications software**
 - To give benefit to public as maximum NRIs in Punjab
 - There is tremendous demand of passport verification
 - Many people require urgent passports
- **New software**
 - Database for passport verification made
 - Receipt of verification at different levels entered
 - Make Verifications time bound
- **Advantages**
 - It will improve efficiency
 - It will made Field staff accountable
 - Supervision will improve
 - People got improved service delivery
 - Feedback to people on telephone or through internet
 - Precious time saved
 - Convenience to public
- **Other Software**
 - National Status Verification
 - Service Verification
 - Police Clearance Certificate

iv. RTI Counter:

Applications under the right to information act shall be taken here. Information asked for shall be provided to the applicant from this counter only within the given time frame.

Services:
<ul style="list-style-type: none">○ To deal all application under the Right to Information Act

Forms Required at the Counter
Application Form for Information (R.T.I.) Act

v. Traffic Management and Information Counter:

There shall be one dedicated counter in all the Centres to receive payments of traffic challans. At the CPRC level there shall be centralized pooling of information on traffic challans, impounded vehicles or document held for traffic violation anywhere in the district. Traffic rule violator shall be allowed to make payment of his penalty in these Centres and provided with the payment slip and whereabouts of his impounded vehicle or documents.

Services:
<ul style="list-style-type: none">• Payment of Traffic Challans• Information on impounded vehicles• Receiving complaints and suggestions of community on traffic problems in the area• Putting those suggestion and complaints in front of traffic Advisory Committee

A Traffic Advisory Committee is set up in the Community Police Resource Centres to function as an interface between the traffic police and the commuters. The CPRC Committee can act as a Traffic Advisory Committee to avoid multiplicity of oversights.

Apart from all the above services provide general assistance to public through Village Information System

■ **Develop Village Information System (V.I.S.)**

- General information about the district
- Public servants and their phone numbers
- Hotels
- Religious places
- Educational institutes
- Geography of the district
- History of the place
- Demographic pattern
- Deras in the district
- Information on crime and criminals

■ **Advantages**

- Police department get the complete database about the district
- General public can be guided properly about any queries asked by them
- Tourists can be guided properly

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

3. Legal Aid and Victim Relief Unit:

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

Administration	Services and Function
<p>This unit shall work 24 × 365 days with 24 hrs dedicated help-line to support victim of crime in general and specifically women and children. Staff shall be posted here on 8 hrs rotational shifts. Each call shall be well recorded digitally as well manually.</p> <ul style="list-style-type: none"> • Formation of sub-committees on victim assistance • NGO assisted by non-gazetted officers of the police department • Liaison with medical institutions and shelters • Liaison with drug de-addiction centres • Legal aid providers • Maintain a data base and feed back mechanism 	<ul style="list-style-type: none"> • 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

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

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

FACILITIES	DISPLAY MATERIALS
<ul style="list-style-type: none"> ● Furniture: Patient beds ● First aid kit ● Ambulance on call ● Soft board ● Table Curtains 	<ul style="list-style-type: none"> ▪ List of hospitals and dispensaries ▪ List of shelter homes ▪ List of legal aid providers ▪ List of professional counselors and psychiatrists ▪ Cognizable crime against women and punishment (poster) ▪ Violence against women (poster) ▪ Drug abuse: Causes and remedies ▪ Contact numbers of drug de-addiction centres ▪ List of NGO organizations ▪ List of women related organizations ▪ Women rights in custody (display information) ▪ Female foeticide (pamphlet) ▪ Rights of the unborn (folder)

4. Sensitisation and Gender Dispute Resolution Unit:

- a. Gender Dispute Resolution Cell**
- b. Economic Dispute Resolution Cell**
- c. Social and Political Conflict Resolution Cell**

a) Gender Dispute Resolution Cell

This cell shall specifically deal with the cases of women who are the victim of domestic violence and its main functions shall be following

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

Constitute a Counseling and Arbitration Committee

Constitute a Counseling and arbitration committee of 5 members (comprising experts from law, gender studies, psychology, non government organization) (Members of this committee shall be exclusive from the District Level Committee of CPRC)

Essentials
<ul style="list-style-type: none"> ▪ Members should be gender sensitized ▪ Making invisible crime visible ▪ Displaying the list of doctors, counselor and NGO ▪ List of rehabilitation centres ▪ Attending the cases promptly ▪ Separate toilets for male / females

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

b) Economic Dispute Resolution Cell:

This special cell shall deal with all the economic offences like fraud and embezzlement cases.

Constitute a Committee of Experts

Economic offences Wing shall have committee of following experts

- Experts from LIC
- Experts from Bank
- Chartered accountant

Administration	Services and Function
<ul style="list-style-type: none"> ▪ Conciliation between the disputing party ▪ If conciliation fails then either registration of case or refer to court as per the merit. 	<ul style="list-style-type: none"> ▪ Conciliation in property disputes like tenant landlord ▪ Registering all the money exchanger in the area ▪ Scrutiny of lottery vendor and Satta mafia • Ensuring safety of ATMs and Investigate all types of economic frauds and embezzlement • Registering all the money exchanger in the area • Scrutiny of lottery vendor and Satta mafia ▪ Ensuring safety of ATMs

FACILITIES	DISPLAY MATERIALS
<ul style="list-style-type: none"> • Furniture: Table and Chairs 	<ul style="list-style-type: none"> • List of members of Committee of experts • Cognizable Economic Offences • Difference between civil and criminal offences

c) Social and Political Conflict Resolution Cell

Conflict resolution cells shall function to resolve caste or communal conflicts potential or emerged with the help of arbitration between the conflicting parties.

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

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

COMMUNITY POLICE SUVIDHA CENTRES(CPSC)

COMMUNITY POLICE SUVIDHA CENTRES (CPSC) AT THE SUBDIVISION LEVEL

Following units which are made mandatory to run under these centres. All units under this centres except victim relief, child and women protection unit shall work from 8 am to 8 pm daily.

(i) Community Services cum Information Unit.

(ii) NRI's Foreign Counter.

(iii) Gender Dispute Resolution Unit.

ROLE OF CPSC INCHARGE
<ul style="list-style-type: none"> ○ Review daily performance ○ Liaison with various service provider departments ○ To record and maintain the proceedings of committee meetings. ○ Coordinate with the convenor and co-convenor ○ Co-ordinate with the District CPRC ○ Organise joint awareness campaigns with CPRC ○ Coordinate police station outreach centre

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

How to establish its units which are to execute backbone activities are mentioned here after.

Units under these Centres shall have the same facilities, infrastructure and display as in CPRC

1) Community Services cum Information Unit.

This unit shall provide different services and information to the visitor and comprised of following counters.

All sorts of permissions and verifications shall be handled at this counter for the convenience of the service seeker. All service requests shall be acknowledged with proper receipt having expected time taken. This counter shall have charter of services mentioning documentation required and tentative time taken.

Services:

- **Verifications**
 - Verification of tenants
 - Registration and verification of servants
 - Passport verification
 - Emergency urgent passport verification when applied under TATKAL scheme
 - Police Clearance Certificate (PCC) at the time of Foreign Migration
 - Verification of vehicle
 - Character Verification for service
- **Permissions**
 - Permission and Request (for security arrangements at political/sports/religious and social functions)
 - NOC for Arms License
 - Permission for loud speaker or procession
- **Information**
 - Application for the copy of FIR or Untraced Report
 - Progress of investigation of criminal case

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

2) NRI’s Foreign Counter.

This counter is to provide all the services to NRI and Foreign tourists who are visiting district, state or country. This unit shall solely dedicate to the service of foreign visitors to make their stay more safe, secure and comfortable.

Services
<p>Services:</p> <ul style="list-style-type: none"> ○ Registration of Foreigner on arrival and departure ○ MRG enquiries – in case of loss of passport abroad ○ Complaints on fraud and cheating by travel agents ○ NRI complaints and enquiries ○ Extension of residential permit for foreigners ○ Information on registered travel agents ○ Information on registered money exchanger ○ Information on registered government and private guesthouses, lodges and hotels ● Information on specialized hospitals

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

3) Gender Dispute Resolution Unit.

This cell shall specifically deal with the cases of women who are the victim of domestic violence and its main functions shall be following

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

Constitute a Counseling and Arbitration Committee

Constitute a Counseling and arbitration committee of 5 members (comprising experts from law, gender studies, psychology, non government organization) (Members of this committee shall be exclusive from the District Level Committee of CPRC)

Essentials
<ul style="list-style-type: none">▪ Members should be gender sensitized▪ Making invisible crime visible▪ Displaying the list of doctors, counselors and NGO▪ List of rehabilitation centres▪ Attending the cases promptly▪ Separate toilets for male / females

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

POLICE STATION OUTREACH
CENTRES (PSOC)

POLICE STATION OUTREACH CENTRES (PSOC)

1) Community Services cum Information Unit.

2) Gender Dispute and Social Conflict Resolution Unit.

ROLE OF PSOC INCHARGE
<ul style="list-style-type: none">○ Review daily performance○ Liaison with various service provider departments○ Co-ordinate with the District CPRC and Subdivision CPSC○ To follow the guideline of CPRC and CPSC

FUNCTIONS OF PSOC	ESSENTIALS TO MAKE PSOC EFFECTIVE
<ul style="list-style-type: none">● Online facilities shall be provided to track the complaints, status of FIR, investigation, charge-sheeting etc.● Counselling for resolution of domestic violence.● Community service centres for verification, crime prevention and other services.● Formation of Community Liaison Groups (CLG)	<ul style="list-style-type: none">● Provide a receipt of complaint to ensure efficient compliance and retrieval● Take active interest to ensure regular and frequent CLG meetings● Spread awareness regarding CPRC, CPSCs and PSOCs and the services

1) Community Services cum Information Unit.

This unit shall provide different services and information to the visitor and comprised of following counters.

All sorts of permissions and verifications shall be handled at this counter for the convenience of the service seeker. All service requests shall be acknowledged with proper receipt having expected time

taken. This counter shall have charter of services mentioning documentation required and tentative time taken.

Services:
<ul style="list-style-type: none"> ○ Verifications <ul style="list-style-type: none"> ○ Verification of tenants ○ Registration and verification of servants ○ Passport verification ○ Emergency urgent passport verification when applied under TATKAL scheme ○ Police Clearance Certificate (PCC) at the time of Foreign Migration ○ Verification of vehicle ○ Character Verification for service ○ Permissions <ul style="list-style-type: none"> ○ Permission and Request (for security arrangements at political/sports/religious and social functions) ○ NOC for Arms License ○ Permission for loud speaker or procession ○ Information <ul style="list-style-type: none"> ○ Application for the copy of FIR or Untraced Report ○ Progress of investigation of criminal case

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

2) Gender Dispute and Social Conflict Resolution Unit.

This cell shall specifically deal with the cases of women who are the victim of domestic violence and its main functions shall be following

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

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Constitute a Counseling and arbitration committee of 5 members (comprising experts from law, gender studies, psychology, non government organization) (Members of this committee shall be exclusive from the District Level Committee of CPRC)

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<ul style="list-style-type: none"> ▪ Members should be gender sensitized ▪ Making invisible crime visible ▪ Displaying the list of doctors, counselors and NGO ▪ List of rehabilitation centres ▪ Attending the cases promptly ▪ Separate toilets for male / females

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

MAIN ISSUES

These units are located at various levels keeping in view the capacity in terms of human resources, infrastructure and management system. All these units may not be functional at all levels i.e. district, sub-division and police station.

- **Autonomy of community policing structure**

Each centre can start new units keeping in view the local needs. The number of units can be multiplied, but not reduced.

- **Institutionalisation of standardisation**

The quality management and standardisation of delivery of services have to be institutionalised across the centres.

- **Deployment of trained human resources**

Each unit shall have trained staff for counselling. Human resource shall be associated from the community resource base. It will reduce material cost and give the advantage of vast reservoir of social knowledge base.

