

STANDING ORDER NO. 32/2006

Subject: SUB DIVISIONAL GRIEVANCES REDRESSAL UNITS

WHY GRIEVANCES REDRESSAL UNIT?

Policing involves delivery of law enforcement services to the community and in traditional policing the department has been responding to calls for police services. The interaction of police with the citizens is mostly of an emergency nature. There has been development of a policing philosophy which focusses on the pro-activity of police in delivering its services to the citizens and having increased interface with the community. The community policing balances reactive responses to calls for services with pro-active community policing and problems solving which helps in reduction of crime.

Chandigarh is a small union territory of 110 square kilometers and the jurisdiction area has been divided into eleven police stations which are supervised by three sub divisional police officers. The police district is headed by the Senior Superintendent of Police who is under the administrative control of the Inspector General of Police, who is the chief of police of the union territory, Chandigarh.

The citizens are approaching the police stations for delivering of services like verifications, reporting crime, passport enquiries, NOCs, permissions for use of loud speaker, disputes of civil nature, issues relating to other agencies etc. Many citizens are directly approaching the

senior officers and this trend is being encouraged as senior police officers should have maximum accessibility to the citizens in order that their grievances are looked into immediately. The setting up of grievance redressal unit at the immediate supervisory level of the police station could provide the citizens with an avenue to approach if the matter is not satisfactorily handled at the police stations.

POLICING ORGANIZATIONAL STRUCTURE

The union territory of Chandigarh is divided into the following eleven police stations:-

1. Police station sector 26.
2. Police station sector 19.
3. Police station Manimajra.
4. Police station Industrial Area.
5. Police station sector 17.
6. Police station sector 11.
7. Police station sector 3.
8. Police station sector 31.
9. Police station sector 34.
10. Police station sector 36.
11. Police station sector 39.

The police stations are grouped into three sub divisions:-

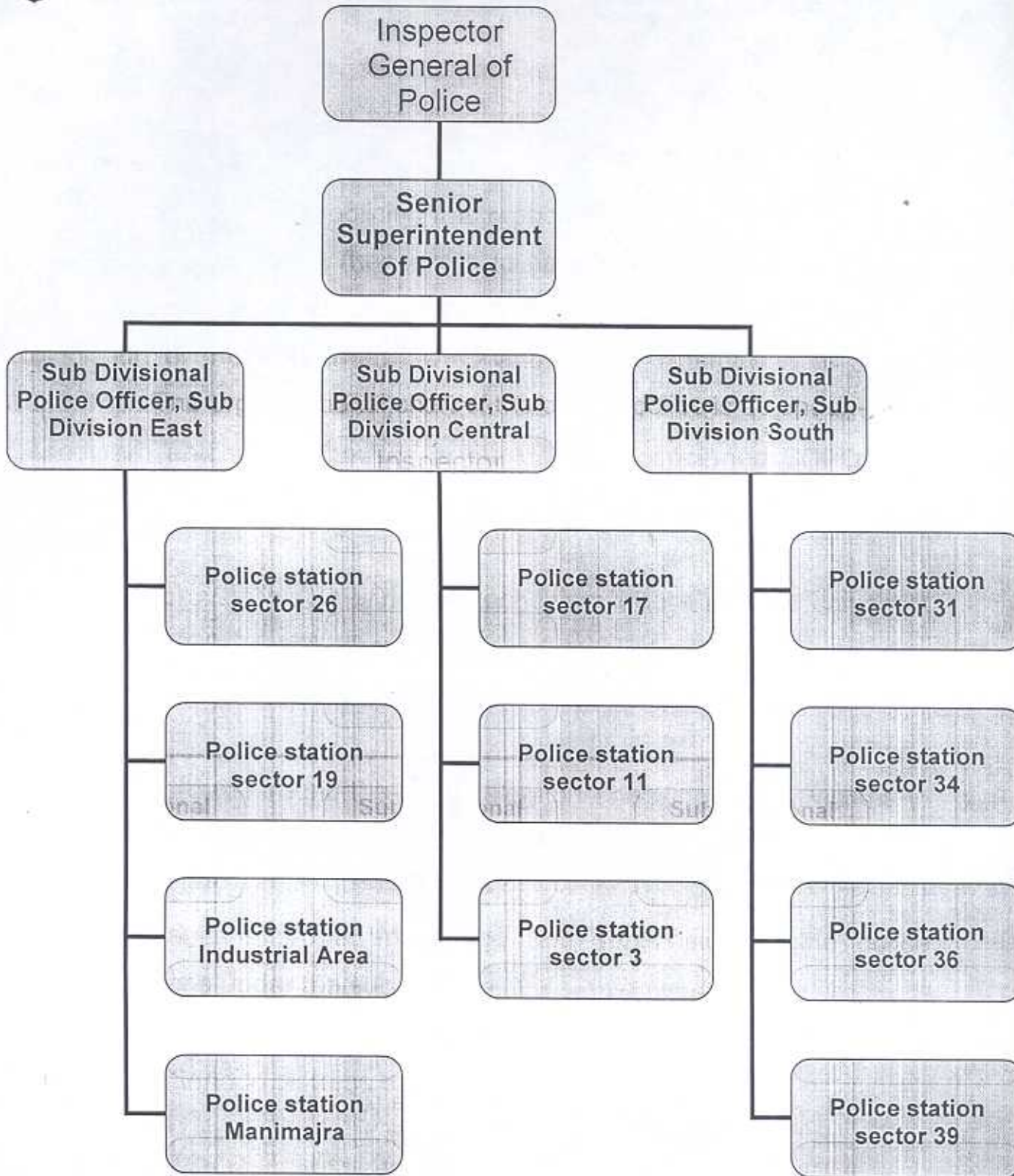
- 1. Sub division east**
 - i. Police station sector 26.
 - ii. Police station sector 19.
 - iii. Police station Manimajra.
 - iv. Police station Industrial Area

- 2. Sub division central**
 - i. Police station sector 17.
 - ii. Police station sector 11.
 - iii. Police station sector 3.

- 3. Sub division south**
 - i. Police station sector 31.
 - ii. Police station sector 34.
 - iii. Police station sector 36.
 - iv. Police station sector 39

Each sub division is supervised by Sub Divisional Police Officer (SDPO) of the rank of Deputy Superintendent of Police and each police station is headed by a station house officer (SHO) of the rank of Inspector of police. The Sub Divisional Police Officer reports to the Senior Superintendent of Police, who reports to the Inspector General of Police, union territory, Chandigarh.

The organizational chart of the district police is as under:-



OBJECTIVE

In order to provide a comprehensive single window system for redressal of grievances, for providing round the clock telephone helpline, for responding to distress calls from needy victims and for taking a proactive role in community policing it is proposed to set-up a sub divisional grievances redressal unit (henceforth to be referred as GRU) in each of the three police sub divisions. The GRU shall function under the direct supervision of the concerned SDPO and overall supervision of Senior Superintendent of Police and Inspector General of Police, union territory, Chandigarh and will be housed in the office of concerned SDPO. The following shall be the objectives of the unit:-

1. To provide single window mechanism where citizens can meet the SDPOs and other staff for redressal of grievances related to the police stations under the sub division.
2. To provide round-the-clock telephone helpline where victims in redress or citizens with grievances can lodge their complaints.
3. To ensure proper monitoring and supervision of the police stations under the sub division.
4. To attend to distress calls.
5. To provide timely and effective police action.

6. The sub divisional helplines would work in close coordination with the 100 number of the PCR and other helplines of the police like traffic helpline and women helpline.
7. To extend counselling and support to victims of crime and trauma.

STRUCTURE

1. The GRU will be set up in each sub division in the office of the SDPOs and a room in good condition alongwith proper furniture, office equipment shall be provided for the functioning of the GRU by the SDPOs and the required funds would be made available by office after following proper financial procedure.
2. SDPO concerned shall be the incharge of GRU and he will have staff for round the clock manning of the telephone helpline and for maintaining register in which telephone calls and details of grievances would be entered. In due of time, the record would be computerized.
3. Senior Superintendent of Police, Chandigarh shall co-ordinate and review the functioning of the GRU under the overall supervision of the Inspector General of Police, Chandigarh.

4. Citizens shall also be associated with the GRU and a panel of voluntary non-officials of the following categories shall be associated with the functioning of the GRU:
 - Principals of colleges and schools
 - Medical practitioners.
 - Psychologist.
 - Lawyers/prosecutors.
 - Social workers/volunteer organizations.
 - Representatives of RWAs/MWAs

5. SDPOs shall prepare a panel of such persons to be associated with the GRU and having the requisite professional qualifications and are also willing and voluntary workers. Association of citizens with the GRU shall be on purely volunteer basis and panel would include only those persons who have volunteered for such work. The panel shall be forwarded by the SDPOs through the SSP/UT for approval to the Inspector General of Police, union territory, Chandigarh.

6. Telephone numbers and contact addresses of the GRU members shall be prominently displayed at the notice board of the GRU.

GRIEVANCES REDERSSAL HELPLINE

1. Three telephone help lines shall be functional on round the clock basis in each of the GRU and the following BSNL and TATA indicom numbers have been identified for use by the helplines:-
 - i. Sub Division East – 6540654 and 2794993.
 - ii. Sub Division Central – 6570657 and 2783981.
 - iii. Sub Division South – 6530653 and 2662700.

Other mobile service providers have also been approached to provide toll free helpline numbers and as and when these numbers are activated the same would be available at the helpline so that the telephone numbers of different service providers are available for use by the citizens.

These help lines shall be manned round the clock by police officials and a register in the following proforma shall be maintained by the telephone attendant:

<u>Sr no.</u>	<u>Date & time of call</u>	<u>Name, address and telephone no. of complainant</u>	<u>Gist of complaint</u>	<u>Action taken</u>	<u>remarks</u>
---------------	--------------------------------	---	--------------------------	---------------------	----------------

2. Proper liaison and co-ordination shall be maintained with the duty officer, PCR controlling 100 PCR number, the women & child help line and the traffic helpline of the Chandigarh police and appropriate

- matters would be referred to concerned unit of Chandigarh police. For instance if there is traffic related problem, the matter would be referred to the traffic unit.
3. The SDPOs concerned shall depute police officials round-the-clock for manning the helpline.

FUNCTION OF CITIZENS VOLUNTEERS

1. The citizens with specific qualifications like lawyer, psychologist, social workers, prosecutors etc. would be on the approved panel of the concerned sub division and shall be actively associated with the functions of the GRU.
2. The citizen volunteers would be welcome to visit the GRU at any time round the clock and shall be encouraged to sit in the GRU at their convenience.
3. The citizen volunteers shall be associated with the resolution of the grievances by the SDPOs. This would include listening to the citizens, taking the police version of the concerned police officials and spot visits if required to establish a finding.
4. The citizen volunteer would accompany the SDPOs to spot visits in connection with the redressal of grievances.

NEED ASSESSMENT FOR CRIME VICTIMS

1. The GRU shall conduct need assessment of crime victim in cases of distress calls or wherever heinous crime occurs in the jurisdictional area of the GRU and there is a requirement of providing succour to the crime victims.
2. A need assessment report shall be generated by the GRU which shall be put by the SDPOs concerned through the SSP/UT to the Inspector General of Police, union territory, Chandigarh.
3. There should be minimum of three visits to the concerned victim i.e. one spot visit and minimum two subsequent visits before the need assessment report is submitted. However in case the GRU members feel, the number of such visits can be increased.
4. In case of finance or any other requirement from other agencies, a proposal would be moved by the SDPOs through the SSP to the Inspector General of Police, union territory, Chandigarh.

REVIEW

The function of the GRU shall be reviewed on the monthly basis by the SSP/UT and on the quarterly basis by the Inspector General of Police, union territory, Chandigarh. The performance review shall be conducted after submission of monthly performance report and meetings which would be attended by the SDPO concerned and the citizen volunteers.

The performance review report shall analysis the number of distress calls received, follow up action taken and the number of need assessment reports sent to other agencies.

Shant

**Inspector General of Police,
UT, Chandigarh.**

No 33244-310 /UT/E-6, dtd. 4-11-2006

Copy to:-

1. DIG/HQ, SSP/UT, SSP/Ops.
2. All DSPs
3. OS
4. All SHOs
5. All Inspectors