

PRESS RELEASE

07.03.2020

“Know Your Case Scheme & Public Grievances Redressal Camp” of Chandigarh police are organized in unified way i.e. on every 1st Saturday of every month. The objective of these schemes is to provide easily accessible and speedy machinery for redressal of grievances. Implementation of these directives on a sustained basis would go a long way in creating confidence in public.

“Know your case” scheme was launched by Chandigarh Police in 2013 under the title to bring greater transparency and accountability in police functioning. Under this scheme, citizen visits the concerned Police Stations/units and also in Traffic Lines Sector-29, Chandigarh to check the status of their cases, complaints and also traffic challans. Under this scheme, complainant can visit the concerned police station/unit to know the status of investigation/inquiry.

To bring greater transparency and accountability in police functioning, Chandigarh Police also launched another scheme under title **“Public Grievances Redress Campaign”** in July 2017 in all police stations of Chandigarh to redress grievances/complaints of public. The main idea behind this scheme is to redress/dispose maximum complaints/grievances of general public more effectively and in the short span of time.

Today i.e. 07.03.2020, Know your case & Public Grievances Redressal Campaign was organized in all police stations/units from 10 AM to 2 PM. The SDPO's and concerned DSP's personally supervise this campaign. During this, total **533** persons visited the Police Stations, units under these schemes. **511** persons visited under Public Grievances camp and **22** persons visited under Know your case Scheme. Total **530** complaints have been disposed off during Public Grievances Redressal camp. SDPOs of each sub-division also reviewed the process personally by spending adequate time at police stations of their sub-division. The facts of complaints were discussed with complainants. During the camp problems/issues discussed and instructions/directions regarding these have been issued to concerned Police officials/Beat staff to comply with accordingly.

During the meeting a healthy interaction was made between police and public. The police station wise detail is as under:-

Public Grievances Redress campaign

Sr. No.	Police Station/Unit	Number of persons visited	Total Complaints disposed off during PGRC Campaign
SDPO/Central			
1.	PS-03	02	16
2.	PS-11	07	20
3.	PS-17	18	29
4.	PS-SARANGPUR	09	06
SDPO/East			
5.	PS-19	12	29
6.	PS-26	55	40
7.	PS- IND. AREA	01	05
8.	PS-MM	14	21
9.	PS-Mauli Jagran	10	10
10.	PS-IT PARK	12	13
SDPO/South			
11.	PS-31	20	15
12.	PS-34	23	23
13.	PS-36	07	10
14.	PS-39	38	22
15.	PS-49	19	17

16.	PS-MALOYA	09	07
Other Units			
17.	CCIC	175	240
18.	EOW	02	02
19.	W&CSU	78	05
20.	Crime	--	--
21.	Ops. Cell	--	--
22.	Traffic	--	--
Total		511	530

Detail of Know Your Case Scheme

Sr. No.	Police Station/Unit	Number of persons visited during KYC
SDPO/Central		
1.	PS-03	--
2.	PS-11	--
3.	PS-17	02
4.	PS-SARANGPUR	02
SDPO/East		
5.	PS-19	--
6.	PS-26	--
7.	PS- IND. AREA	--
8.	PS-MM	--

9.	PS-Mauli Jagran	--
10.	PS-IT PARK	--
SDPO/South		
11.	PS-31	--
12.	PS-34	09
13.	PS-36	--
14.	PS-39	--
15.	PS-49	02
16.	PS-MALOYA	--
Other Units		
17.	CCIC	01
18.	EOW	--
19.	W&CSU	06
20.	Crime	--
21.	Ops. Cell	--
22.	Traffic	--
Total		22

**Issued by
Chandigarh Police**