



Project Report
on
Community Policing Resource Center
(‘Aap ke Liye’ or ‘For You’)- An Update

(Project No.06/MM:02)

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Abstract: Apart from maintaining public order and dealing with crimes, police is required to provide a variety of services to the public on a regular basis. In most police organizations, there is no streamlined system for providing these services resulting in the public visiting police stations and district police officers/police commissionerates several times and often being sent from one official or office to another. To avoid the delay and harassment caused to the public, some police organizations have developed ‘Single Window’ approach, notable among them being the ‘SAANJH Kendras’ of the Punjab Police, Citizens Facilitation Centres of the Mumbai Police Commissionerate and project ‘*Aap ke Liye*’ of the Pune Police Commissionerate. Project ‘**Community Police Resource Center**’ (CPRC) draws on the good practices of these projects and attempts to present a general model for establishing a separate vertical in the police set-up to provide front end police services to the stakeholders in an efficient, transparent and expeditious manner with the involvement of the local community.

Though the ‘SAANJH’ project of Punjab and ‘*Aap ke Liye*’ of Pune have a 3-tier set-up with centers at the district/commissionerate, subdivision and police station levels, we have recommended only a 2-tier set-up, eliminating the one at the subdivision level, for two reasons, viz., the subdivisional police office generally does not provide any service independent of the district and the police station, and elimination of this level will result in considerable cost savings. We recommend the setting up of the centre, designated as ‘Community Police Resource Centre’ (CPRC), at the district/commissionerate level in the first phase and in the police stations in the second phase.

It is for the State Government/Police Chief to decide what services are to be provided by the CPRCs – on the SAANJH model. The people who are in various committees will have a say in identifying the services to be provided and fixing the time frame for each service. These may typically include providing copies of FIRs, investigation/enquiry reports, police verification reports, etc., by the police station CPRC, while the district CPRC will provide various permissions/NOCs like those for taking out processions, use of loudspeaker, etc. The 47 services provided in the police commissionerates and 27 in the districts of Punjab can act as a guide to select the services. A person can get these services by visiting a SAANJH Kendra anywhere in the state. Details are available in the Annexure on ‘SAANJH’ attached to this project report. The government may authorize levying of a small service charge to make these centres self-financing and may also bring the centres under the purview of the state’s accountability laws as done in the case of ‘SAANJH’. The centres will require a special software for their operation and for the integration of the district centre with the branches concerned of the district police office and integration of the district and police station level centers.

Besides providing front end services, the CPRCs will also act as the focal points for community involvement and community policing activities. These centers should ideally be owned and run jointly by the police and the community. A committee consisting of the police officers concerned, the community members and representatives of other departments concerned (in case such departments have a role to play in the provision of some of the services) will oversee the functioning of the CPRC. Special/sub-committees may be constituted for special tasks like family counselling, women’s safety, senior citizen’s welfare, etc. There should be a provision for social audit about the functioning of the CPRC with the usual financial audit.

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Community Police Resource Centre

('Aap ke Liye' or 'For You') – An Update

1. (a) Introduction

The concept of 'Community Policing' means citizens taking lead in identifying the issues of crime/order in their local areas with police playing the role of facilitators for enabling the citizens to attend to those issues. It implies equal partnership between the community and law enforcement agencies. Besides being a philosophy, it is an effective management tool for enhancing the performance of law enforcement agencies and is being tried out by police all over the world. However, in India, having a history of the British using the police to suppress and exploit citizens, community taking lead shall take some time as they continue to fear the police. Further, like most other wings of the government, police organisations have not been providing the citizens their services in a professional and time bound manner. But with the advent of technology, it is changing and police organizations all over the country have adopted various measures to provide such services. The gap between citizens and community which had existed for a long time is now narrowing. Despite various community policing initiatives launched by individual officers or organizations, it is felt that there is need for wider participation of the community in policing. It is a necessity for better police-community relations. Therefore, police must make a sincere effort to bridge the gap by providing various services promptly within a fixed time frame and create platforms for dialogue and collaboration with the citizens on social and professional issues.

1.(b) Background

The Bureau of Police Research & Development has already published in its first 'Compendium of Projects of National Police Mission' a project report of Micro Mission-02 "**Community Police Resource Centre : Aap Ke Liye or For You**". The project report has dealt with various aspects of Community Police Resource Centres with the twin objectives of (a) providing police services to citizens at one place, and (b) winning over the trust of the community. The project report was based on the 'SAANJH' Centers set up by the Punjab Police and the Call Center set up by the Mumbai Police Commissionerate to provide various services to the public. However, after the publication of the above project in 2014, the Punjab Police has extended the scope of 'SAANJH' Centers considerably. Now,

apart from providing a host of services, 'SAANJH' Centers have also started playing a significant role in the community policing initiatives and some professional policing aspects of the Punjab Police. Hence, it has become necessary to provide an updated and more comprehensive model for Community Police Resource Centers (CPRC).

The original model for the CPRC was based on adapting the 'Single Window' concept used by various government departments to provide easier access to services by the public and was initiated at the district level in Patiala (2000) and Ludhiana (2002). It provided for Single Window System in an easily accessible building as a single point of contact for police services. This aimed at reducing harassment and corruption and reduced the 'waiting time' of the public while, at the same time, streamlining and increasing police efficiency in delivery of these services.

This project was renamed and expanded by the Punjab Police into a program titled 'Community Policing Resource Centre' which aimed at extending the network to the subdivision and the police station levels. It also added consultative committees of citizens to interact with the police officers on issues of concern to the community. Earlier, these committees had existed in a limited manner only, at the mohalla/street level and at the police station level. The addition of the subdivision was a new step. The Punjab Police has, subsequently, been continuously expanding the scope of these Centers which now, under the title 'SAANJH' (meaning 'cooperation/partnership' in Punjabi) Kendras established in a 3-tier structure at the district, subdivision and police station levels, are backed by the legal provisions under the Punjab Right to Service Act, 2011, to provide a variety of services, in addition to being the fulcrum around which the community policing programs of the Punjab Police revolve. They also assist the police in the performance of some professional duties.

Many states later developed similar programs which usually have almost identical objectives and similar methods of processing work and delivering services to the public. For instance, in the district Collectorates of Maharashtra, the desk-handling task has been given to private agencies who bid for the same. They are paid from the money generated through the sale of forms @ Rs 20 each. 'Setu' societies have been formed for this purpose.

Overall, the CPRC Project can constitute a formidable plank for strengthening community policing all over the country and, therefore, there is need to propose a comprehensive model which can be adapted to

the local conditions in any state. Accordingly, this paper outlines a basic model for adaptation of the Community Policing Resource Centre (CPRC).

2. Overview

2.1 Project Title:

'Community Police Resource Centre: ('Aap ke Liye' or 'For You') – An Update'

2.2 Vision

The vision of the project is to enlist whole-hearted collaboration of the community, by providing them a platform to communicate and collaborate with the police and seek services across the board. To reach this goal, it is proposed to have institutionalized mechanisms at different levels of police administration. The project visualizes a two-tier mechanism, i.e., district/commissionerate level and police station level. CRPCs can initially be started at the District/Commissionerate level, at stage two these Centres can be started at the police station level all over the country. The vision, therefore, is to bridge the existing gap between the citizens and policemen, and promote healthy co-operation for the common good of both.

2.3 Project Objectives

- To provide time-bound services to the public.
- To provide easy and dignified access to the public to avail police services in a time-bound manner.
- To ensure transparency in service delivery and public dealing.
- To provide a platform for communication and collaboration between the police and the public.
- To provide a platform for dispute resolution.
- To win over the trust of the community and improve police image.
- To instil community orientation in police working.

3.0 The Business Case

India is making great strides in the economic field but that is also regenerating conflicts at various levels. The task of law enforcement, therefore, has become very complex and it has been realized that however professional the police may be, they cannot handle these conflicts alone, and co-operation of citizens is essential. The instant model is a concrete step in enlisting the same by providing certain citizen specific services through centres/ counters and to provide a platform for representation of the community to put forth their concerns and participate in decision making, backed by legal provisions. The main objective of the instant community policing model is to bring the citizens and the police together in a non-threatening, friendly atmosphere and to facilitate timely disposal of their various requests against the payment of a nominal facilitation charge, as decided by respective State Government. Such centres can receive citizens, accept their applications, and monitor the provision of the services to them and the disposal of their matters. These centres are envisioned to be linked with the actual service providing desks, like the District Special Branch (DSB), Police Stations, etc., through software, specially designed for this purpose. The collection of facilitation charge makes it a financially self-sustaining model. Some of the services the Centres shall provide include receiving applications, and their follow up, for:

- N.O.Cs for public meetings.
- N.O.Cs for use of loud speakers/taking out processions, etc.
- Licence for cybercafés/amusement/eating houses/ weapons, etc.
- Passport/character verification.
- General applications/complaints, etc.
- On crime/criminals/general information useful for police.

The Centres will be operated by police personnel, specially trained and sensitized to deal with citizens in a professional and sensitive manner. They shall follow up with the various desks in the SP/SDPO Offices/Police Stations and act as interface between the police and the citizens.

4.0 Situational Assessment and Problem Statement

The current scenario in the society is that citizens do not trust the police. The latter has an image of poor service providers, being slow and non-transparent. It leads to citizens visiting various police offices repeatedly and getting disgruntled. Therefore, the vision of community policing, to have citizens as equal partners for law enforcement, is a far cry.

5.0 Critical Assumptions and Constraints

Fear of police and lack of trust are major constraints. But the current model is a service as well solution provider model that aims at providing specific services in a time-bound manner. Lack of infrastructure and sensitization of the police staff and citizens will be the other constraints in implementation of the project.

6.0 Implementation Strategy

Providing policing services in partnership with the community in an efficient and transparent manner is an indispensable part of any community policing programme. The CPRC is visualized as an institution/structure where the maximum number of non-crime policing services can be provided to the community at a single, easily accessible point, in a citizen-friendly manner. This aims at reducing harassment or wastage of time of the public and involving the community, who are customers as well as partners of the police in the provision of these services. Community participation in identification of the policing services to be provided, their involvement in the process of delivery and supervision of the process can be a meaningful part of community policing initiatives. It will also constitute a hub for dovetailing other community policing processes, such as existing police-community committees and community policing programmes. It can also work as a nodal place for community-oriented schemes like neighbourhood safety, awareness dissemination to combat domestic violence, drug abuse, other social evils, assistance to senior citizens, disaster risk reduction, legal aid to vulnerable sections, etc. In short, the CPRC project aims at harnessing community participation to achieve policing objectives in the delivery of services and for partnering with the community in problem solving.

6.1 Establishment of a 2-tier Model

The report recommends adoption of a 2-tier structure for the community policing centre. However, in view of multiple opinions on the subject, it is beneficial to briefly outline the 3-tier model also. The 'SAANJH' model and the Pune experiment '*Aap ke Liye*' have both proposed establishing community centres at three levels, namely:-

- the district/commissionerate;
- the sub-division; and
- the police station.

However, the 3-tier model may not be needed since most police services are provided at the police station or the district level and there are few services that the sub-divisional level can provide independent of the police station or district. Further, in most sub-divisional headquarters, police stations already exist and a separate centre in the immediate vicinity would only be a waste of resources. Additionally, the police station has a number of officials to attend to the duties of CPRCs, whereas the sub-division would have only a single Gazetted Officer, assisted by a handful of subordinate staff, and, hence, would lack the required administrative back-up. The police station would also provide services at a point closer to the community itself. The SDPO can more effectively discharge duties of supervising the centres at the police stations under his jurisdiction, rather than being himself responsible for running such a centre at the sub-division level. It is, therefore, felt that centres at the sub-division level are not required for a successful CPRC model.

The 2-tier system (eliminating the sub-division) would also bring about considerable savings, financially. If, in certain states, the sub-division alone is in a position to provide some of the special services/assistance, an exception may be made and centres can be established at the sub-divisional level also, but the general prescription is in favour of a 2-tier model and specifically against a 3-tier model. The State/UT Governments and the Police Chiefs may take a final call on this, after taking into consideration the above points and the local requirements. In order to prevent avoidable duplication and wastage of resources, the state would be free to decide the distance at which each centre is to be established. Urban jurisdiction and population density, etc., may require a different spread of these centres, as compared to rural areas.

6.2 Objectives of the Basic Model of Community Policing Resource Centre

The objectives of the CPRC model include the following:-

- a. Provide the public with a single point of contact for provision of information and services by the police.
- b. Ensure community participation in identification, delivery, supervision of related work processes.
- c. Reduce harassment and waiting time of the public for obtaining these services.
- d. Provide a forum for community policing activities including community liaison groups.
- e. Provide a forum for the work of specialised community-based committees, such as for victims of crime, protection of women's and children's rights, etc.
- f. Utilise the system to streamline police work by making it time-bound, efficient and transparent.

The methods for attaining these objectives have been explained below.

6.3 Charter of Responsibilities of the Centre

For achieving the above mentioned objectives, the CPRC shall be responsible for comprehensive discharge of the following responsibilities:-

- a. Shall efficiently provide such services to the public as are identified.
- b. Shall provide a forum for police community interface and working of various types of citizens' consultative committees.
- c. Shall serve as a nodal point for community-based committees/cells which are capable of delivering assistance to the public in handling special types of problems.

6.4 Community Participation

Involving the community in the provision of such services will enhance the effectiveness of service delivery, reduce costs and enable the community to directly participate in governance as a whole and the policing processes, in particular. The Centre will provide the community an avenue to identify the services that are of importance, participate in their delivery and oversee and audit the entire process. The relationship between the police and community with regard to the functioning of the CPRC is intended to be close and positive. In this set-up, the police would be able to energise and

'utilise' the community participation to 'sell' the system, by involving the civil society, individual members of the public and the political leadership.

6.5 Methods for Community Participation in the Provision of Services

The community will participate in the following manner:-

- i. The community and the police will jointly own the CPRCs.
- i. Identification of services to be provided.
- i. Deciding the time to be permitted for delivery of each service and the means for reducing overlap, delay and 'red tapism'.
- iv. Problem solving by removing bottlenecks in the delivery of services.
- v. Providing direct feedback from the public point of view, in order to make implementable and practical suggestions for improvement, through a specially constituted oversight committee. The committee can receive communication from the public through email/post/telephone, etc.
- vi. Auditing and overseeing the efficiency and effectiveness with which such services are delivered in an independent manner.
- vi. Making quarterly and annual reports which will be put in the public domain.
- vi. Assist in undertaking studies and research in the subject.

6.6 Method for Community Participation in Consultative Committees

- i Membership of the committees with a desirable ratio of community to police being 5:1 in favour of the community.
- i Members to oversee the work of the committees through the following:
 - Laying down objectives, in consultation with the police.
 - Deciding the processes to be adopted for working.
 - Auditing and overseeing work.
 - Presenting quarterly and annual reports on the working of the committees.

6.7 Provision of Services at the District/Commissionerate and at the Police Station Level

There can be a separate list of services for the District/Commissionerate Level and at the Police Station level, as the Punjab Police has done. An indicative list of services would include the following:-

- I. Receipt of complaints, provision of copies of complaints and enquiry reports of complaints.
- II. Providing copies of FIRs registered and also of final reports filed in particular cases, as per the legal provisions.
- III. Handling of all types of cases under the RTI Act should be done through a point of contact in this

system.

- IV. Provision of information about various pending matters at the police station and the district level to the parties concerned.
- V. Permission for loudspeakers, processions, general information on any aspect of police work that involves permission being accorded by the police.
- VI. Processing and reports on licences, including arms, petrol pumps, etc.
- VII. Verification for government service, passport, and other such matters.
- VIII. Information on various schemes of the police.
- IX. Receipt of information from the public.

The state police forces and/or the police commissionerates may also consider setting up of call centres based on the Mumbai Commissionerate Model. This can be a separate information centre for receiving and providing information over phone on subjects related to the services provided at the CPRC. Its sphere of responsibility shall not overlap with that of the PCR and shall be distinct from it.

6.8 Work Procedure

- i. A time limit shall be fixed for delivery of each service. It can be done through an order or enactment of legal provision like in the case of Punjab that has covered the services provided by the CPRC, under the Punjab Transparency and Accountability Act, 2018 (earlier the Punjab Right to Service Act, 2011).
- i. Responsibility and accountability should be clearly laid down for delivery of each service.
- i. In case, it is decided to levy a fee for provision of any service (as the Punjab Government has done), the procedure for the same and the amount shall be laid down.
- iv. All the above three procedures shall be prominently displayed at the Centre and on the relevant websites and information regarding who is the authority to be approached for complaints/appeals, etc., shall also be laid down.
- v. Supervision of each task shall be clearly spelt out and necessary training imparted to the personnel concerned for ensuring effective working.

6.9 Police -Community Interface

6.9(a) General Public Contact Committees

The Centre shall provide a forum for interaction between the police and public, both directly as well as through various citizen-police committees, such as the citizens committees, peace (communal harmony) committees, etc., which exist in many police stations and districts in the country. Meetings of these committees can be held at the Centre where it is housed in a separate building. However, where such a building does not exist, they may initially be held at the police station, but the records should be

maintained as part of the CPRC. The number of committees/cells to be established at the police station and the district level is to be decided by the state government in keeping with the local conditions. However, as a general rule, at least, one committee must be established for each police station area and these committees must discharge certain responsibilities. Apart from dealing with the issues of communal harmony, they must also cater to specific community policing aspects which are specific to particular problems in the area, like committees for traffic issues, dealing with nuisance faced by the public, etc.

The procedure for establishing the committees and conducting meetings and proceedings may be laid down individually by each state in keeping with the local conditions. However, as a general rule, such committees must meet at least once a month. Since this subject has been dealt with in detail in the project report 'Police Community Partnership: An Overarching Model of Community Policing' of MM-2 there is no need to go into the details here. The connection with the CPRC is to provide it as the single point of contact for all community policing work of such committees. The details of some such committees are given below.

6.9(b) Special Committees

The Community Police Resource Centre should ideally include committees that are comprised of members of the community who are willing to devote their time and effort on a voluntary basis, in coordination with the police, for solving problems of the community in specific spheres of community life. Experience suggests that committees need to be constituted in the following broad areas:-

- i. Matrimonial Counselling Committees;
- i. Protection of Women and Children Committees/Cells.
- i. Victim Assistance Committees/Cells.
- iv. Senior Citizens' Cells.

These can be established in keeping with the local conditions and taking into account the local customs and needs. In many cases there will not be enough workload or expert knowledge in the community to justify the establishment of these committees at the police station level and, in such circumstances, these should be established at the district headquarters. In certain cases where the district headquarters are not easily accessible these may be established at suitable sub-divisional headquarters.

6.10 Composition of Committees

These committees should consist of civilian members who have expertise in or are active in the respective fields, so that police manpower is conserved. Training of civilian members and police personnel is essential, since these tasks require specialised knowledge and skills to enable achievement of the desired results. Regular record keeping is also necessary for enabling further research. Counselling, etc., should be done by a panel of civilian volunteers with only one police official as a member. This will save manpower and permit the community to perform a more effective role in problem solving. In some cases, it may be necessary to get additional personnel sanctioned to man these cells and maintain records.

Now most of the state police forces have developed websites and mobile applications for providing a variety of services to the citizens. Such applications are quite helpful in saving the time of public and also in reducing the staffing needs of the CPRCs.

6.11 Funding the Construction and Establishment of District Community Centres

Separate infrastructure is required for establishing the CPRC. The '*Aap ke Liye*' and 'SAANJH' programs have made specific suggestions for developing infrastructure with the 'SAANJH' model infrastructure at the police station likely to cost about Rs. 20 lakh each. The '*Aap ke Liye*' proposal involves an amount of Rs.1 crore as the funding required for establishing such a centre at the district level. However, the exact cost will depend upon the services that each state/UT wants to provide through the Centre, and its infrastructure requirements, etc. Hence, each state can work out, on its own, cost of building/commissioning CPRC at the police station and district levels.

It is recommended that the first step should be to establish the district level centre through funds provided by the Union Government/State Government/Municipal Corporations, etc., at the earliest. In case, these funds are provided by the Union Government, they may all be provided in the same financial year, so that the districts can immediately get the project off the ground. The State Government may be asked to provide the additional personnel required as a precondition for release of funds. The Modernisation Funds, given annually by the Government of India against matching grants from the states, should be kept separate from this project. In the face of other priorities of the state police, failure to do so may relegate the CPRC program to the background. Therefore, the grant should be specific for the construction and establishment of these Centres.

6.12 Funding the Construction and Establishment of CPRCs at the Police Station Level

In many cases the police station level CPRC may not require a separate building and separate office space, near the public waiting area, may be enough. Where such space is not available, it would be ideal to get a waiting room-cum-community centre/office constructed for the police station. This would provide the public with waiting room facilities alongside housing for the centre. The funds for this may be provided in the year following establishment of the district centre. Where the district

centres already exist, the police station centres should be established forthwith. The funds for construction should be pursued after the district centres are complete, but the integration of computer systems and posting and training of personnel should commence immediately.

6.13 Integration of Police Station and District Tiers

The defining principle shall be that the maximum documents/information, etc., should be provided at the police station level itself through a common database link with the District Centre. Therefore, efforts to integrate the police station level should also be undertaken along with the establishment of the District Centres. This will save time of the litigators and ensure that they can obtain the desired information at the nearest point of contact and with the minimum delay. It will also save manpower and time of the police.

6.14 Manpower and Training

The strength required for the district system will be unique and distinct for each district and the size of the police force, depending on the workload expected. At the police station level, 2 additional constables/head constables will be required with one deputed for data entry and generation of reports, etc., and the other for looking after recordkeeping and the work of the committees. Both should be able to manage the duties of the other in case of absence of either of them. Specific training programs for each task will have to be devised and the personnel imparted necessary training for duties at both the district and the police station levels. The networked system will provide information from the district centre at the police station level and vice versa.

The SAANJH project has scope for fund generation, as the charges for different services have been prescribed; thus, it will be a self-financing model. Such funds are used for staffing and day-to-day recurring expenditure. The expenses from the generated funds are jointly controlled by the police and community representatives.

6.15 Community Audit Reports

The subject of reports has been mentioned above, but merits a separate discussion. The reports submitted by the community representatives involved in overseeing and auditing the provision of services and work of the committees should conform to the following:-

- i. Should provide an overview of the performance during the quarter/year.
- ii. Point out shortcomings and requirements for better functioning.
- iii. Make recommendations for improvement.
- iv. Provide a road map for the next quarter/year.
- v. Should be based on appropriate research/study of processes and procedures.

6.16 ‘Selling’ the System

In view of the investment required, the CPRC project can get off the ground only if adequate support is available for establishment of infrastructure, sanction of additional personnel and equipment. For this purpose, it is necessary that the utility of the project be effectively conveyed and accepted both within and outside the department. Only if the political leadership is convinced about the utility of the project, it would be possible to get the sanction for funds, relevant amendment in rules, issue of government orders as well as administrative support. Similarly, acceptance of the project by the civil society, NGOs and media is necessary for its success and for avoiding controversies. Material highlighting the objectives and benefits of the project should be given wide circulation.

7 Schedule for Implementation

Citizens Facilitation Centre of the Mumbai Police and the ‘SAANJH’ Centers of the Punjab Police have been working smoothly for several years. Therefore, there is no need for any pilot project. The project should be implemented in a phased manner. During the first phase, the set-up can come up at the district level and during the second phase, they may be set up at the police station level. Network connectivity between the CPRCs at police stations and the district headquarters is an important prerequisite.

Phase I should be completed within one year, with projects to start immediately in the existing SP/CP offices with the available staff who would need special training and basic infrastructure. Phase II should be completed in another two years after Phase-I . It is envisioned that, as the Centres of the police stations become operational, the workload at the District Centres shall reduce. Both the phases can be undertaken simultaneously, too, as the Mumbai Police has already laid the road map. Some revenue districts in Maharashtra and other states, too, have created such Service Centres.

Regular annual external audit shall be an integral part of the project.

8.1 Monitoring

- Commissioners/District Police Chiefs shall be responsible for setting up and operationalizing the Centres at the Commissionerate/District level and monitoring them. They shall also pursue the training of the staff and the quality of the services provided.
- Officers in-charge of police stations shall operationalize the Centres/Counters at the police station level and monitor the same.

8.2 Deliverables

- Providing an interface that shall accept, pursue and monitor all applications requesting for police services in non-emergency matters. (For responding to all kinds of crisis, police control rooms exist.)
- Time-bound, better service delivery to the citizens, leading to a satisfied community.
- Providing the community with a say in the services to be brought under the Centre and laying down time limits for the provision of services.
- Improving accountability in provision of front-end services by the police.
- Providing a focal point for various community policing activities.

9. Stakeholders

- Government of India
- State Police
- Commissioner/District/Police Station level police units
- Citizens/local community

10. Work Plan

- Govt. of India notification declaring sponsorship for CPRCs
- State/UT Government notification creating CPRCs and laying down their mandate
- Setting up of the district level CPRCs
- Immediate training of the selected police staff
- Setting up of counters to provide selected services
- Development of software for the purpose and connectivity between the district headquarters and police station level CPRCs
- Linking of the counters to feeder police desks, e.g., district Special Branch for passport verification/clearance, etc.

11. Budget

Phase I envisions CPRC at each district police headquarters in the country/state. Each such centre shall cost approximately Rs. 150 lakh (total cost about Rs. 310 crore for all the districts of the country). It shall involve constructing Centres/creating space for them at the existing Police Hqrs. and providing computers, connectivity, furniture, training of staff, stationery, etc.

12. Conclusion

Establishment of the Community Police Resource Centre, as a separate vertical for police work, will be an effective step in promoting community policing initiatives, apart from streamlining the provision of various services by the police to the community. The above model provides only a general guideline for establishment of such centres, with the details being subject to local conditions.

An **Annexure** containing detailed note on the 'SAANJH' Centers of Punjab, that can be a model for any State/UT to establish CPRCs, is being appended to this report.

SAANJH PROJECT: CONCEPT, HISTORY AND IMPACT

INTRODUCTION

The underlying idea behind initiating **Community Policing Resource Centres (CPRC)** named ‘SAANJH’ by Punjab Police was ‘policing in collaboration with the community’ and ‘motivating people to own a police station, the way they own a school, dispensary or a community centre’.

SAANJH Kendras are established as the **frontend** of the police stations, which are nodal places for police-community extension services. These centres ensure delivery of police services in a time-bound manner; have provision for grievance redressal by registering and processing of public’s complaints, and victim relief. SAANJH Kendras function as resource centres for general information, rules and procedures, about policing. These centres provide different police services, for example, copy of FIR, DDR copy of lost articles, registration of complaints, verifications and issue of No Objection Certificates. They also assist victims of crime by helping them in getting legal aid and compensation. Resolution of disputes (domestic, economic, social) is also one of the prime functions of SAANJH Kendras.

These centers provide easy and dignified access to the public to avail police services and ensure transparency in service delivery and public dealing. They provide a platform for the representation of the community to put forth their concerns and participate in decision-making. These centres act as nodal places for community-oriented schemes like planning for neighbourhood safety and security, awareness generation to combat domestic violence, drug abuse and other social evils, assistance for senior citizens, and legal awareness to the vulnerable sections of the society. SAANJH Kendra is a forum to address the rights of all citizens and sections of the community, encourage community orientation in police working, build the confidence of the people in crime management and improve community-police relations.

The Concept of SAANJH

- An **institutionalized** effort to integrate community policing with the existing policing system.
- It provides **space for police-community partnership** in crime

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

The SAANJH has identified the following boundary conditions;

- 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 police officer 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, channelized 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 services in an efficient, equitable and effective manner.

The SAANJH Kendras are based on the philosophy that **community policing is not merely policing for the community or through the community, but policing along with the community.**

BACKGROUND

In 2001, Punjab Police signed a Memorandum of Understanding with **Institute for Development and Communication (IDC)**, a Chandigarh based research organization working on police reforms, to develop a community policing model with a regional approach. IDC conducted thorough field research, seminars and discussions, and came out with an institutionalized community policing model that was initially named Community Policing Resource Centres (CPRC) and later as SAANJH.

In January 2003, after detailed discussions among different stakeholders, Government of Punjab notified the establishment of CPRCs at the district level to provide continuity and sustainability to the ad-hoc community policing initiatives. Other objectives were to provide dignified access to the public to avail police services, ensuring greater community participation in police work, and implementing community-oriented schemes in partnership with the civil society. Initially, these centres were established at the district level – seven districts in the first phase and in the second and third phases in the remaining districts by 2004.

In 2007, to ensure sustainability, a legislative directive for the formation of these centres was incorporated in section 14 of the new Punjab Police Act of 2007.

In 2010, the CPRC programme was extended to subdivision and police station levels and they were named Community Policing Suvidha Centres (CPSCs) and Police Station Outreach Centres (PSOCs) respectively. Community Affairs Division (CAD) headed by an ADGP and the State Level Coordination and Review Committee (SLCRC) having community representatives were established at the Punjab Police Headquarters to design, develop, implement and monitor community policing programmes and Community Policing Monitoring Units (CPMUs) were set up at the Range level to keep oversee the implementation of the programmes.

Branding of the community policing initiative was envisaged by providing the programme with a unique name SAANJH and the community policing centres at district, subdivision and police station level were rechristened as District SAANJH Kendra, Sub-division SAANJH Kendra and Police Station SAANJH Kendra. The district, sub-division, and police station level SAANJH Committees having community members were also formed to ensure community participation in the management of SAANJH Kendras.

Punjab Government allocated funds for the construction of elegant, well-furnished and IT equipped SAANJH Kendras at subdivisions and police stations. **On October 17, 2011**, the government formally launched the SAANJH programme by inaugurating 115 state-of-art SAANJH Kendras all over the state. **By 2019**, 27 district level, 114 sub-division level and 363 police station level SAANJH Kendras were functional in Punjab.

In 2012, the services provided by SAANJH were brought under the preview of the Punjab Right to Services Act, 2011, to ensure time-bound service delivery and accountability with provisions for appeals and penalties in case of non-delivery of service within the specified

time. **In August 2012, the Government authorized levying of facilitation charges on the services provided by the SAANJH Kendras.** Each SAANJH Kendra is registered as a society with its separate bank account, service tax and income tax numbers. However, they are exempted from income tax under section 12AA of Income Tax Act.

In December 2012, the district authorities were barred from deputing SAANJH staff without permission of CAD on any security, law and order, and, VIP duties, to ensure their availability in SAANJH centres. **In April 2015,** SAANJH advisory boards were constituted to widen the scope of community participation from the grassroots level.

ABOUT SAANJH

FUNCTIONS OF SAANJH

SAANJH is a frontend of the police station and perform following functions:

- i) Providing Police Services to the Public: Over the Counter, Web/Mobile-App**
- ii) Dispute Resolution**
- iii) Providing Relief to Victims**
- iv) Grievance Redressal and Registering Complaints**

i. Providing Police Services to the Public: Over the Counter, Online/App

SAANJH police stations have been providing 43 services in Commissionerates and 27 services in police districts. These services include registration of complaints; verifications for passports, arms licenses, employment, servants/tenants; issue of various no objection certificates, copy of FIR, report of loss of article etc. Time limits for all these services have been fixed under the Punjab Right to Service Act, 2011. Besides performing routine work, e-Summons from the High Court, are being facilitated through SAANJH Police Stations which are further delivered to the people.

ii. Dispute Resolution

The SAANJH Kendras are designated as Dispute Resolution Centers to resolve matrimonial and domestic violence disputes with the assistance of the members of community. Complaints pertaining to NRIs are also being handled by the SAANJH committees. This system is put in place to supplement the efforts of various police units in resolving disputes.

iii. Providing Relief to Victims

SAANJH staff assists victims of crime by providing help in completion of paper work and other procedural formalities to get the statutory compensations from competent authorities (eg. victims of acid attack and atrocities under SC/ST Act, National Solatium Fund Scheme, and Accident Compensation). They also ensure proper handling of victims of crime like rape, crime against women etc. This involves recording of statements of the victims in SAANJH Kendras, counselling by qualified psychiatrists etc.

iv. Grievance Redressal and Registering Complaints

SAANJH Kendras are the frontend of police stations and have been designated as Complaint Registration Centres for the public to lodge complaints. The status of enquiries in these complaints can be easily monitored by the police officials of various units from the rank of SHO, DSP, SP, SSP/CP, DIG Range, IGP Zone, DGP etc.

UNIQUENESS OF SAANJH

The Community Policing Programme SAANJH has the following features which makes it unique:

Legal Mandate

- Institutionalized and having statutory mandate through Section 14 of The Punjab Police Act, 2007; this has helped in reducing ad hocism (though the main activities are standardized, leaving less scope for the whims and fancies of individual officers, the SAANCH committees are authorized to initiate activities in response to the local requirements);
- SAANJH Kendras are registered under the Societies Registration Act, 1860, with police and public representatives as the members of this society;
- Services delivered under the timeline given by the Punjab Right to Services Act, 2011 (now repealed) and the Punjab Transparency and Accountability Act, 2018.

Self-Financed and Generate Revenue

- SAANJH Kendras work as a society and charge facilitation fee for some services which generates income that is utilized for taking up socially beneficial programs for the

community. The income is also used for making the Kendras self-financing besides contributing fifty per cent of the income to the government treasury.

Convergences

- Convergence with Regular Policing: SAANJH Kendras are established at each administrative level of the police department and the police officer in-charge of the respective police unit is the chairperson of the SAANJH committees;
- Convergence with the Community: As they are registered under the Societies Act, each SAANJH Kendra has committees having community members;
- Convergence with Civil Administration: Officials of the civil administration are members in the SAANJH Committee at each level; and
- Convergence with Information and Technology: SAANJH Kendras throughout the state are well equipped with IT infrastructure and networked to a central server. These provide services through the SAANJH Portal and various mobile applications. The Central Server, that runs round the clock, has been set up at Ludhiana, is the main bedrock of this project. Its operations, maintenance and upgradation have been outsourced to a company that has deputed 20 staff exclusively for this. As and when required, the technical team of the company also visits SAANJH Kendras to assist and resolve technical issues at the ground level. Apart from providing services through single window system, SAANJH Kendras are providing online services as well. For availing online services, the following people friendly Apps have been developed:

(a) **Know Your Police APP**

(b) **PP SAANJH APP**

(c) **Shakti App**

Regular Audit

- Under the Societies Registration Act, 1860, SAANJH Kendras go through an annual financial audit, and for evaluation, there is regular third party social audit of SAANJH Kendras.

Mandatory and Meaningful Community Participation

- Participation of the community has been made integral by formation of Committees and Advisory Boards at each level of its administrative units;
- Community representatives have voting right and a say in every financial and administrative decision of the SAANJH Kendra as every decision has to be taken through a resolution of the committee with a majority vote. The cheques of the bank account of SAANJH society are to be jointly signed by the community representative also;
- Majority of the members of community policing are ex-officio, reducing the scope of political interference.

Resource Material and Training

- **"Community Policing Programme in Punjab: A Guide", "Community Policing Programme in Punjab: Handbook on Community Police Centres"** about setting up of SAANJH, **"Manual for SAANJH Committee and Advisory Board"** that defines the procedure for selection and dismissal of members, their role and functions have been published by Punjab Police. A module on **"Community Policing Programme: SAANJH"** has been developed for training at **Punjab Police Academy Phillaur** by the **Institute for Development and Communication** which also organizes regular residential programmes for the SAANJH personnel.

ADMINISTRATIVE STRUCTURE

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

Administrative Structure

State Police Headquarters	State Level Steering Committee
	Community Affairs Division (CAD)
Range Offices	Community Policing Monitoring Units (CPMUs)
District Police Headquarters	District SAANJH Committee and Advisory Board
	District SAANJH Kendra ○ Grievance Redressal Unit ○ Police 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 ○ Legal Aid and Victim Relief Unit

	○ Sensitisation and Dispute Resolution Unit (a) Gender Dispute Resolution (b) Economic Dispute Resolution (c) Social and Political Conflict Resolution
Sub-division Police Offices	Subdivision SAANJH Committee and Advisory Board
	Subdivision SAANJH Kendra 1) Police Services- cum-Information Unit 2) NRIs & Foreign Counter 3) Gender Dispute Resolution Unit
Police Stations	Police Station SAANJH Committee and Advisory Board
	Police Station SAANJH Kendra 1) Police Services-cum-Information Unit 2) Gender Dispute and Social Conflict Resolution Unit

1. State Police Headquarters: Community Affairs Division (CAD) and the State Level Steering Committee

At the police headquarters level, SAANJH is managed by the Community Affairs Division (CAD), headed by an ADGP, and the State Level Steering Committee that provides policy guidelines, support for capacity building and strengthens systems for planning, management, participatory and integrity mechanisms. An Inspector General of Police monitors, evaluates and looks after the administrative and office work concerning the functioning of the SAANJH Kendras across the State.

2. Range Offices: Community Policing Monitoring Units (CPMUs)

Range level CPMUs keep oversight over the implementation and execution of the community policing programme in the districts falling under the Range.

3. District Police Headquarters: District SAANJH Kendra and District SAANJH Committee and Advisory Board

At the district level, District Community Police Officers (SPs/DSPs) are the supervisory officers. District SAANJH Committee with District SSP as chairperson, and officials of civil administration and public representative as members, look into work and other affairs of the District SAANJH Kendras. An Inspector, assisted by other staff, manages the SAANJH Kendras and also ensures their networking with other government departments and other SAANJH Kendras at the Subdivision and Police Station level. It also streamlines the training of all the SAANJH personnel at the district level and coordinates with the Subdivision and Police Station SAANJH Kendras. Following are the different units which work at the district level SAANJH Kendras and provide different police, redressal, and relief and referral services:

- **Grievance Redressal Unit:** registers complaints of the public and get them redressed

- **Police Services-cum-Information Unit**
 - i) **NRIs & Foreign Counter:** registration of arrival and extension of visa
 - ii) **Crime Prevention Counter:** registration of reports and copy of FIR/DDR
 - iii) **Verification and Permission Counter:** passport, arms, service related verification and permission for fairs and processions
 - iv) **RTI Counter:** Information under the Act
 - v) **Traffic Management and Information Counter:** Committee meeting for traffic management and payment of challans.
- **Legal Aid and Victim Relief Unit**
- **Sensitisation and Dispute Resolution Unit:** Counselling for dispute resolution
 - a. Gender Dispute Resolution
 - b. Economic Dispute Resolution
 - c. Social and Political Conflict Resolution

4. Subdivision Police Offices: Subdivision SAANJH Kendra, SAANJH Committee and Advisory Board

At the subdivision level, the DySP is the chairperson of the Subdivision SAANJH Committee that has officials of civil administration and public representatives from the subdivision as members. Inspector/Sub-Inspector in-charge and other staff manage the SAANJH Kendra and also ensure the centre's networking with other government departments and other SAANJH Kendras. Following are the different units which work at the subdivision level Kendras:

- **Police Services-cum-Information Unit**
- **NRIs & Foreign Unit**
- **Gender Dispute Resolution Unit**

5. Police Stations: Police Station SAANJH Kendra and Police Station SAANJH Committee and Advisory Board

At the police station level, the Station House Officer is the chairperson of the SAANJH Committee that has officials of civil administration and public representatives from the police station area as members. An assistant sub-inspector and other staff manage the work of the Kendra and also, ensure centre's networking with other government departments and with other SAANJH Kendras. They have the following units:

- **Police Services-cum-Information Unit**

- **Gender Dispute and Social Conflict Resolution Unit**

Police Services available at SAANJH Kendras

- The SAANJH Kendras have been providing 43 services in Commissionerates and 27 services in other 24 police districts. Time limits have been fixed for delivery of all these services under the Punjab Right to Service Act, 2011 (now repealed) and Punjab Transparency and Accountability Act, 2018.

S.No	Name of Service
1	Renewal of Arms Licence
2	Renewal where Licensee has shifted his Residence
3	Renewal where Adverse Report is Received
4	Renewal of Arms Licence (Applying after Due Date)
5	Addition/Deletion of Weapon
6	Entry of Weapon on Arms License
7	Extension of Purchase Period of Weapon
8	Registration of Foreigners (Arrival/Departure)
9	Extension of Residential Permit of Foreigners
10	Copy of FIR or DDR
11	NOC for use of Loud Speakers
12	NOC for Fairs/Melas/Exhibition/Sports Events
13	Stranger Verification
14	Tenant/Servant Verification (Local Area)
15	Tenant/Servant Verification (Other Districts/State)
16	Other Verifications Related Service
17	Copy of Untraced Report in Road Accident Cases
18	Copy of Untraced Report in Cases of Stolen Vehicles
19	Copy of Untraced Report in Theft Cases
20	NOC for Pre-Owned Vehicles
21	Service Verification (Residents of Punjab)
22	Character Verification
23	NOC Issuance/Renewal of Arms Licence Dealer
24	NOC for Setting up of Cinema Hall
25	Passport Verification
26	Verification for Fresh Arms Licence
27	Acknowledgment of Complaint
28	Information of Action taken on Complaint
29	MRG Enquiry in Case of Loss of Passport Abroad
30	Other Services related to Passports
31	Counter-Signing of Documents
32	Issue of New Arms Licence
33	Issue of Duplicate Arms License
34	NOC for Sale of Weapon
35	Application for Extension of Jurisdiction (PB)
36	Cancellation of Arms Licence on Request
37	Change of Address in Arms Licence
38	Appointment of Retainer of Weapon

39	Addition/Deletion of Retainer in Arms Licence
40	Change of Bore of Weapon
41	Permission for Deposit of Weapon in Case of Death
42	Permission Sale/Transfer of Weapon in Case of Death
43	Permission of Addition of Cartridges

All the 294 SAANJH Kendras (27 District, 114 Subdivision and 153 Police Station level) are fee collection centres for the services rendered by them.

IMPACT OF SAANJH KENDRAS

IMPACT ON SERVICE DELIVERY

- The SAANJH Kendras are providing 43 police-related services in the jurisdiction of three Police Commissionerates and 27 in police districts within the prescribed time frame thereby ensuring efficient, timely and accountable service delivery;
- All the SAANJH Kendras are linked to the state-wide IT platform and a centralized server. This enables centralized access to the uploaded data and helps in providing hassle free services to the citizens;
- The citizen's from any part of the State can approach the nearest SAANJH Kendra for obtaining information/services from any Police Station in the State.

IMPACT ON WORKING OF POLICE STATION

- A police-public committee constituted for each SAANJH Kendra handles multifarious work of these centers especially the resolution of disputes. It has also reduced the burden of Police Stations by taking away certain functions of police station like issue of verification, no objection certificates and police clearance certificates etc.

IMPACT ON COMBATING SOCIAL EVILS, AWARENESS ABOUT RIGHTS

- Women safety is a key objective of this project and an 'App' named SHAKTI has been developed for this. It can be used by women/girls in any unsafe situation for seeking police help.
- The SAANJH committees hold regular public meetings/seminars to educate common people about social evils and socially relevant issues. They also conduct campaigns and educational programmes in schools and colleges to spread awareness especially on the following issues:
 - a. Dissemination of information like traffic rules, rights of citizens etc.
 - b. Arranging campaigns to curb drug menace.
- SAANJH Kendras also serve as centres for dissemination of information about specialized services such as free legal aid, victim relief processes and measures by

different authorities including those relating to award of compensation to the victims of certain types of offences.

IMPACT ON DISPUTES RESOLUTION

- SAANJH Kendras are also platforms for partnership of the community with the police in planning and implementing locally relevant community oriented projects. SAANJH Committees have co-opted experts like lawyers, psychologists and counsellors in the panels for resolving disputes pertaining to women, children, and senior citizens.

IMPACT ON SOCIAL CAPITAL AND POLICE PUBLIC RELATIONSHIP

- SAANJH Kendras at the police station level enables every citizen to approach these centres for delivery of services and dispute resolution. It also provides a platform for multifaceted interaction between members of community and police where the trained SAANJH staff interacts with the citizens at the front end while the police stations provide services at the back end.

IMPACT ON POLICING PHILOSOPHY

- SAANJH Kendras have deliberately been integrated with local police set up by having local SSPs, SDPOs and in-charges of police stations as chairperson of the SAANJH Committees at district, subdivision and police station level respectively. The entire SAANJH staff is on deputation from police for a fixed period and who after their tenure go back to core police working and new police officials from these units are trained and posted to the Kendras. This has been done deliberately so that majority of the police force should have orientation in community policing projects, especially, in running the Kendras. This gives a new perspective and orientation to the police personnel.

IMPACT ON CRIME PREVENTION, DETECTION AND POLICE MANAGEMENT

- SAANJH system is rendering help to various police units of Punjab Police in prevention and detection of crime.
- **Checking of vehicles lying in Police Station ‘Malkhanas’** – A number of vehicles – stolen, recovered, challanned etc. – are lying in police station Malkhanas. There is a centralized registry of stolen vehicles from all over the country with the National Crime Records Bureau. A special campaign was launched where the SAANJH Kendras staff procured details of vehicles lying in various Police Stations and matched these with data

of stolen vehicles of NCRB and data of vehicles registered with the State Transport Commissioner. It is often observed that the vehicles stolen from one Police Station are lying as unclaimed in some other Police Station and thus remains undetected. Now this possibility has been eliminated by the above mentioned system developed by SAANJH. The data of vehicles stolen from Punjab w.e.f. 2011 is also maintained at SAANJH, which is provided to field units and police on naka duties. This again helps Police Station staff in prevention and detection of crime.

- **Integrated Toll Plazas** – The ‘SAANJH’ Wing of Punjab Police has developed Integrated Traffic Management Software (ITMS) for monitoring and control of traffic at various toll plazas through a centralized system. Eight traffic aid posts fully equipped with IT paraphernalia have been established at eight toll plazas at different places. This provides access to vehicular database of the toll plaza on a real time basis to the SAANJH server which has data of stolen vehicles of Punjab and hence any stolen vehicle passing through these toll plazas can easily be detected.

In addition, SAANJH server also has access to the vehicle database of State Transport Commission. The criminals after committing crime generally use fake numbers on registration plates and with the help of the above mentioned system, they can be easily detected and the criminals apprehended. So far, 63 stolen vehicles have been detected at these Toll Plazas.

Integration with CCTNS – The citizen portal of SAANJH has been completely integrated with CCTNS system. The citizen portal of CCTNS is importing data from SAANJH server which has been made possible due to the organised data stored by the SAANJH server. This has saved lot of efforts of CCTNS system. It has also saved precious time and financial resources of IT&T wing of Punjab Police.

- **Updation of FIRs** – SAANJH system is also providing immediate display of FIRs on the website of Punjab Police which has been mandated by directions of Hon’ble Supreme Court of India.
- **Information Sheets** – Rule 23.17 of The Punjab Police Rules, 1934 deals with the information sheets of the accused persons. Information sheets are issued from the Police Station in which case is registered and sent to the Police Station in whose jurisdiction the

accused resides. Earlier, copies of information sheets were issued and received manually through special messengers, which resulted in delays, and wastage of manpower and money. Now the details pertaining to information sheets are being sent and received online through ‘SAANJH’ Network – 8700 information sheets have been dispatched and received via SAANJH network since 26.10.2017.

- **e-Summons:** Besides performing routine functions, e-Summons from the High Court is being facilitated through SAANJH Kendras which are further delivered to the people. These centres have received **2691** summons till date.

From the above mentioned details, it is evident that in addition to delivery of services to people, SAANJH staff is also helping police units in carrying out regular police functions like complaint handling, victim relief, crime prevention, detection of crime, law & order duties etc.

QUANTIFYING SAANJH

1. SAANJH programme is an institutionalized set up of management of 27 District SAANJH Kendras (CPRCs), 114 Subdivision SAANJH Kendras (CPSCs), and 363 Police Station SAANJH Kendras (PSOCs) in the State. At present, SAANJH police stations are staffed with 1646 personnel.
2. The members of the community involved in public dealing at the SAANJH Kendras and police officials are regularly being imparted special training regarding the concept of SAANJH Kendras, their day to day management; it also aims at providing requisite soft and management skills which have been developed for the SAANJH project.
3. Nearly sixty thousand people belonging to different strata of society are members of these SAANJH Committees and SAANJH Advisory Boards.
4. The SAANJH server maintains database of following (as on February 2018):
 - FIR's - 5,69,040
 - Missing documents - 15,89,549
 - Missing mobiles - 14,32,442
 - Passports - 31,43,800
 - Complaints - 12,16,596
 - Verifications - 8,43,513

This database is being used for prevention and detection of crime by various police units. The SAANJH control room is functioning round the clock and various field units of Punjab police keep approaching SAANJH control room to get details of crime and

criminals from its database. This provides immediate help to field units in prevention and detection of crime.

5. **1,36,26,162** different citizen-centric police services have been delivered to public ever since its inception.

Services Delivered by SAANJH

2011 (17.10.11)	2012	2013	2014	2015	2016	2017	2018	2019	Total
168229	921594	1245147	1655462	1850625	1801354	2224766	2265514	1493471	13626162

6. **67,095** disputes have been resolved with the help of police-public committees constituted at each SAANJH police stations since 17.09.2012.
7. The following are the details of Victim Compensations facilitated by the SAANJH staff:

Detail of Victim Compensation

S.No.	Nature of Victim	2017	2018	Aug 31, 2019	Total	Compensation Received in Cases
1	Untraced Accident Cases	1572	2020	2379	5971	37
2	SC/ST Act, 1989	58	80	91	229	5
3	Acid Attack Victims	10	13	18	41	3
4	Victims of General Crimes	685	862	1067	2614	9
Total		2325	2975	3555	8855	54

8. SAANJH police stations have taken considerable load off various police units. For example, since inception till 2017, **12,16,596** complaints were handled by the SAANJH system.

Conclusion

SAANJH project of Punjab Police is one of the most successful community policing programmes which has changed the concept of delivery of police services to public through partnership with the community. It not only brought transparency and efficiency in providing services to public but also transformed the perception of police by making police services accessible to public over the counter and online from anywhere in the state. The common man has benefitted immensely by SAANJH as he can access all important non-crime police services without going to a police station. As a frontend of the police stations, SAANJH Kendras have helped to bridge the gap with community which suffered alienation due to the long period of terrorism. The services it provides can match global standards.