
Saanjh Kendra's: An Initiative for Citizen-Centric Policing in Punjab

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Abstract

Maintenance of law and order is the basic function of the state. It is an integral part of the public administration. Police is its one of the vital law enforcing agency in every country. It is required to provide a peaceful environment in the society. In India, this purpose is fulfilled by the Central as well as the State Police Forces. The Punjab Police force is also performing this duty very effectively in the state. But there are various challenges faced by the police forces in this present scenario. These challenges of police force may solve through trained police personnel and with the help of the community.

The present study focused on police system in Punjab especially on SAANJH KENDRA's(SK's) in the state. The SAANJH KENDRA's are initiative towards citizen-centric policing in Punjab. The citizen centric policing is the radar of Community Policing. The aim of this police system is to increase interaction between police personnel and citizens for public safety and quality of life in the community. SK's are providing police services to common people in very easy form. The main objective of the paper: to study the

organizational structure of Police in Punjab State, to analyze the SK's in the state, to find out the major challenges towards SK's and to suggest some valuable suggestions to delete the challenges of the SK's.

Key Words: Police, Saanjh Kendra, Community Policing, and Citizen-Centric Police.

Law and order administration is an initial part of public administration. It is necessity to maintain the law and order administration in effective manner for a peaceful and safe society. It is the basic function of the government in every state. Police is its one of the vital law enforcing agency in every country. It is required to provide a peaceful environment in the society.

In India, the police organizations are divided into two parts i.e. central police and state police. There are various central police forces in the country such as ITBP, CRPF, CSIF, SSB and BSF etc. The State police forces are known as per their state such as Punjab Police, Karnataka Police, Haryana Police and Goa

Police. These organizations are responsible for maintaining peaceful environment of the country.

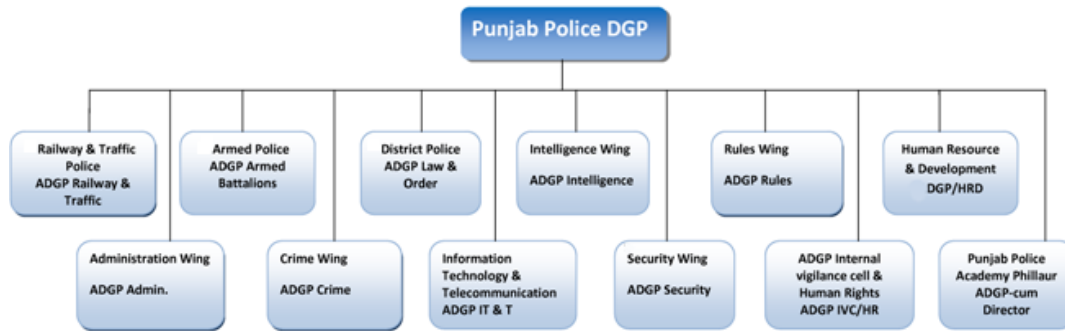
The Punjab Police is a state police force. It is performing their role to maintaining law and order administration. This purpose is fulfilling very effectively in the state. But there are various challenges facing by the police forces in this present scenario such as crime against women, crime against children, crime against SC/ST's, cyber crime and traffic management etc. These challenges of police force may solve through trained police personnel and cooperation of the society. When the community is cooperating and coordinating with the police official, it is called community policing. The community policing is working on the philosophy 'police are the public and public is the police'. It is a collaboration of police and community for better and effective law and order administration. The objective of the community policing is to make joint efforts of police and community to solve the problems of the society while meeting aspirations of the community.

Punjab police had a great reputation even before independence for serving the nation with effective policing and this has been uplifting its standards with the help of traditions, punctuality and extreme professional

attitude. Punjab police developed in post 1861 as a separate organization after when English overruled Punjab in 1849. The obligation of controlling law and order has always been a hurdle for police because of ingrained martial traditions existing in the state. In 1898 the procedure of reorganization started with the discontinuation of appointment of army officers to the rank of inspector general. To mend the short comings in police systems, Britishers made Indian police commission in 1902. Thereafter a recommendation was given to increase the strength of the force in state. Then major achievements gained by the system were the introduction of finger print section and setting up of police training school in 1891 at Phillaur. An ex-chief justice headed a commission in 1961, which submitted report in May 1962. They recommended police force scruning, settings a scientific laboratory for help in investigation, forensic laboratory, better human resource development resource development schemes.*

* <http://punjabpolice.gov.in/History.aspx>

Chart No. 1: Organizational Chart of Head Office of Punjab Police:



Source: <http://punjabpolice.gov.in/OrganizationalChart.aspx>

The above chart shows that Punjab Police has a penetrating organizational structure. D.G.P. has a Head Quarter at Chandigarh along with his secretarial staff which includes administrator

security, intelligence, forensic laboratory, provisioning and IT. The police force state is divided into four zones as given below:

Table No. 1: The Police Zones, Police Ranges and Police Districts in Punjab State.

Sr. No.	Zones	Ranges	Districts
1.	Border Zone (IGP/Border, Amritsar)	Boarder Range	Amritsar Rural
			Batala
			Gurdaspur
			Pathankot
			Tarn Taran
2.	Patiala Zone (IGP/Zonal-I, Punjab, Patiala)	Patiala Range	Patiala
			Sangrur
			Barnala
		Roopnagar Range	Rupnagar
			S.A.S Nagar
3.	Jalandhar Zone (IGP Zonal-II, Punjab, Jal.)	Jalandhar Range	Jalandhar Rural
			Hoshiarpur
			Kapurthala
		Ludhiana Range	Ludhiana Rural
			Khanna
	Fatehgarh Sahib		
	Bathinda Zone	Bathinda Range	Bathinda

4.	(IGP Punjab)	Bathinda,	Ferozpur Range	Mukatsar
				Mansa
				Ferozpur
				Fazlika
				Moga
				Faridkot

Source: <http://punjabpolice.gov.in/PoliceZone.aspx>

The Table 1 shows that the Punjab police divided into zones. The state is divided into four zones: (i) Border Zone (ii) Patiala Zone (iii) Jalandhar Zone (iv) Bathinda Zone. Each police zone is headed by an Inspector General of Police(IGP). Then further there zones are divided into seven ranges namely Patiala, Bathinda, ferozpur, Ludhiana, Jalandhar, Border and Roopnagar Range. There are 24 police districts headed by SSPs and 3 Commissionerates headed by IGP/DIG rank officers in Punjab presently.

Research Objectives:

The objectives of the study as following:

- To study the organizational structure of Police in Punjab.
- To find out the challenges of SAANJH KENDRA's.
- To suggest suitable suggestions to solve them.

Research Methodology

The present study is based only on the secondary data. The data which is used in this paper is collected from books, journals, magazines, newspapers, websites and the record of the Department of Police, Punjab.

Community Policing in Punjab

Citizen-Centric Policing is radar of Community Policing. It is also known as Neighborhood Policing. The main objective of this police system is to increase interaction between police personnel and citizens. This interaction helps to increase public safety and quality of life in the society. It becomes an important technique or strategy to spring up in police organizations. It promises to change relationships progressively to improve the living conditions of neighborhoods. It is a panacea for crime or reducing crime in the community.[†]

The approach of S.K. having some dimensional objectives as: Community Orientation,

[†] <https://www.transcend.org/tms/2011/06/approaches-to-citizen-centric-policing/>

Transparency and Accountability, Detention Conditions and Equal Treatment of the Public. The aim of this approach to assess the quality of services delivered in police stations, accountability of police official towards the local citizens and ensuring human rights standards at local, national and international level.[‡]

Focus of community policing is on the role of police delivering the services and to increase the interface of police with community. This reflects how common citizens are empowered with the help of police. Thus to handle with complex situation, community policing is very effective.

In February 2003, a CRPF system was setup in Punjab police influenced with the concept of community policing and to provide a human face to the force. Police and community collectively manage the community policing Resource centre. People can have following services from CRPC:

- General Enquiries
- Foreigners Counter
- Passport Verification
- NOC for Arms License

[‡] <https://www.transcend.org/tms/2011/06/approaches-to-citizen-centric-policing/>

- Permission for Religious/Political Procession
- Permission for use of Loud Speaker etc.
- Charter/Service Verification
- Verification of Registering of Vehicles
- Verification of Tenants
- Registration of Servants
- Other Verifications
- Human Rights Complaint Counter
- Information Cell under Right to Information Act.

In 2nd and 3rd phase it has been proposed that community police resources centers should be extended to 76 sub division and 227 police stations in Punjab. Thereafter these centers will be renamed as Community Policing Suvidha Centre(CPSC).[§]

Community Policing Resource Center (C.P.R.C):

Police is the visible and active part of the government. The institution of Government, quality of justice and society are often crystallized by the Public attitude towards the Police. To improve the relations between police and Public and thus improve the image of

[§] <http://punjabpolice.gov.in/CommunityPolicing.aspx>

Police, it was necessary that a well laid out plan is prepared for community policing in Punjab.” Idea of establishment of Community Police Research Center was obtained from above equation by worthy DGP Punjab Sh. A.A. Saddiqui, IPS (Retired). CPRC system giving all the services at a single place was set up in February 2003 to provide a human face to the force. This concept of giving all service at a single platform was taken into consideration to save people from undue harassment.**

Punjab state has been adopted Community Policing as a philosophy for better law and order administration. The state is not established it as a programme. This philosophy of community policing explained by Robert Peel as ‘the police is the public and the public is the police’. It is a collaboration of police and community to identify needs and problems of the society/community and jointly work towards searching solutions to the society/community problems while meeting aspirations of the community. This philosophy expended the scope of policing.††

Saanjh Kendra’s are established under the philosophy of Community Policing in Punjab.

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http://ludhiana.nic.in/dept/pb_police.html#Historical+Background

†† <http://ppsaanjh.in/>

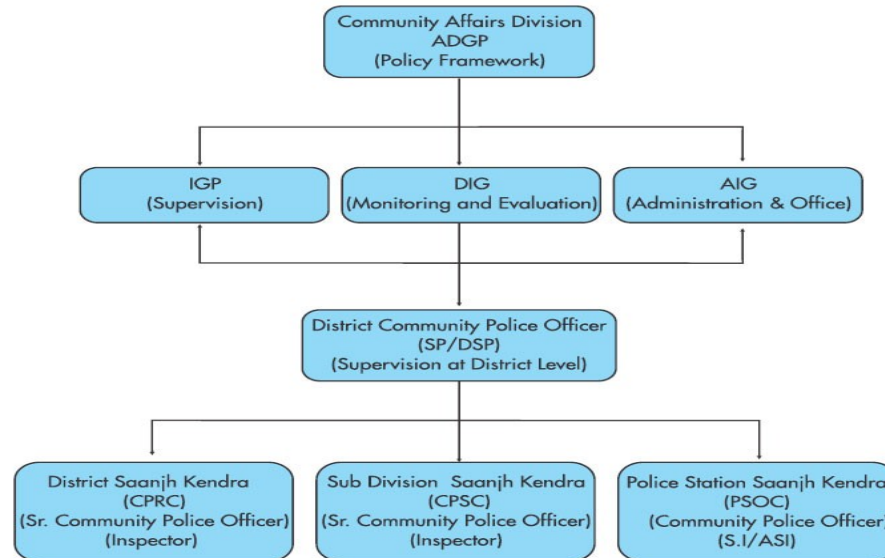
These Kendra’s working as citizen-centric police system, which is a process to get decentralization of functioning and participation of the local community in the police working. It is also a tool of E-Governance in the sector of law and order administration. The organizational framework of the SAANJH KENDRA’s established in the year 2011. 'SAANJH' a collaborative effort of Police and Community takes the philosophy down to the grassroots through at sub divisional level and police station level.††

The Structure of Saanjh: State Level

An Advisory Committee is established at the state level for Saanjh Kendra’s. The administrative structure of the committee as following:

†† Ibid.

Chart No. 2: Institutional Structure of the Advisory Committee at State Level.



Source: <http://ppsaaanjh.in/>

The above chart shows the institutional structure of the advisory committee of Saanjh Kendra's at state level. There are 25 members in this Committee and its office located at Headquarters of the Punjab Police in Chandigarh. It is working for planning and implementation of the Community Policing Project in the state. The officers of the rank ADGP/CP shall be head of this committee include Police practitioners and academicians.

The S.K's are working in all district and sub divisions of the state. There are 27 offices at district level, 114 offices at sub division level and 363 offices at police stations level in Punjab. The S.K's have been established at

three levels. These institutes works at district level, sub-division level and police station level. These are equipped with latest technology such as computers, printer, photocopier, scanner, internet and air-conditioner.^{§§} There are various services providing by the Saanjh Kendr's in the state.

^{§§}<https://punjabgovtindia.wordpress.com/tag/saanjh-kendra-punjab/>

Table No. 2: The Services provided by the Saanjh Kendra's in Punjab State.

Services provided by Saanjh Kendra's	
<p>Verification Services:</p> <ul style="list-style-type: none"> a. Passport verification. b. Other Services Related with Password. c. Stranger Verification d. Tenant/Servant Verification (Local Resident and Not Local Resident) e. Other Verification Related to Services. f. Service Verification. g. Character Verification. h. Verification Arms License (Fresh and Renewal). i. Appointment of Retainer of Weapon. 	<p>Permissions/NOC's:</p> <ul style="list-style-type: none"> a. NOC for Pre-Owned Vehicles. b. NOC of Use of Loud Speakers. c. NOC for airs/Melas/Exhibitions/Sports Events etc. d. NOC for Insurance. e. Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc. f. Addition/Deletion/Sale/Permission /Entry Weapons/NOC etc. g. Counter Sigh of Document.
<p>Information of the Crime:</p> <ul style="list-style-type: none"> a. Acknowledgement of Complaint. b. Action taken on Complaint. c. Copy of FIR or DDR. d. Copy of Untraced Report in Road Accident Cases. e. Copy of Untraced Report in Theft Cases. 	<p>Services for NRI's and Foreigner's:</p> <ul style="list-style-type: none"> a. Registration of foreigner on arrival and departure. b. Extension of residential permit for foreigners. c. MRG Enquiries- in case of loss of Passport abroad.

Source: <http://ppsaaanjh.in>

The Saanjh Kendras are provided various facilities to the citizens in the state. These Kendra's are keeping record of the employees and tenants. The personal data and other information of tenants and employees recorded in this institution which is provided by the employers and the owners such as permanent residence proof and photographs. The data related to NRI's and Foreigners is also recorded by these institutions. Those people who came from abroad to Punjab are registered in these Kendra's. These Kendra's performed duties related to record of data of arrival and departure, extension of residential permit for

foreigners and the report & inquiry of loss of passport abroad.

These Kendra's issue No Objection Certificate (NOC) for various purposes such as permission for load speakers, pre-owned vehicles, insurance cases, *mela's/fairs*, sports events, exhibitions, setting up of cinema halls, petrol pumps and addition/deletion/sale/permission/entry weapons. These Kendra's verified to individuals in some cases such as passport application, stranger verification, tenant/servant verification, character verification, verification of arms license cases etc. The SK's are also performed some functions related to criminal



cases as acknowledgement of complaint, action taken of complaint, copy of FIR or DDR and copy of untraced report in road accident & theft cases.

Challenges

The S.K's are providing all facilities to the citizens very effectively. But there are various challenges and problems which are faced by these institutions in the present time. Some of the main challenges are as following:

The main problem about the Sannjh Kendra's is lack of awareness. The people of the state are having complete knowledge about the Saanjh Kendra's. There is lack of education in Punjab state. The literacy rate is not so good in the state. According to the population census, 2011, it is 75.84 percent including male literacy 80.44 percent and female literacy 70.73 percent.***

Another problem related to the S.K's is the technical problem. These Kendra's are working under the E-Governance practice that is really based on computerization and internet facilities. But there are various technical problems that occurred under their practice such as lack of

internet connection, virus attack, hacking, software failure, hardware problems and other issues related to it. There is lack of money for maintenance and operate these Kendras. The government is not giving appropriate grant for them. There is lack of computer training among the people of Punjab. The knowledge and training of computer is must to avail online facilities which are given by the SK's.

People are not willing to share the information regarding their employees or tenants. That's why these Kendra's are not able to collect information and complete the procedure of their registration. Another problem is faced by the people regarding Saanjh Kendra's is language problem. The forms and other documents of the S.K's are available in English language. But more of the people are not able to understand English language. So they are not able to avail the facilities provided by these Kendra's. In some cases, it is observed that the officers of the S.K's do not deal people in good manner. They have bureaucratic behavior and attitude towards common people.

Suggestions

There are many problems of the Saanjh Kendras as discussed above. The author is

***https://www.google.co.in/search?dcr=0&source=hp&ei=hmbWvn_Koix0gT20oT4BA&q=literacy+rate+in+punjab&oq=litracy+rate+&gs_l=psy-ab.1.1.0i10k1110.67266.70590.0.74503.14.12.0.0.0.481.1382.2-2j1j1.4.0....0...1c.1.64.psy-ab..10.4.1380.0..0.0.I38IulhPYoA

trying to suggest some points to solve these challenges as mentioned below:

There is need to increase awareness about SK's among people of the state. The government should organize more and more seminars, conferences and Nukkad Natak etc to increase the awareness about this movement. There is requirement of participation of the citizens in the practice of the S.K's. The citizens should willingly provide complete information of their employees and tenants to these institutions. There is need to increase literacy rate in Punjab. The Government should give more focus on educational policies and programme to increase the literacy rate in Punjab.

The computer knowledge and training should be provided to every citizen of the state to avail online facilities given by the Government so that they can use the services of the S.K's. There is requirement to reduce or delete technical problems from the procedure or services of the Saanjh Kendr's. There should be proper internet facilities and maintenance in the SK's. The procedure, forms and other documents should be provided in regional language with English language, so that the common people can avail their services very easily. The amount or grant given to these

centers should be increased so that they can work more efficiently.

Conclusion

The Saanjh Kendra is not a project or programme. SK's are accepted and implemented in the role of a philosophy by the Government of State. These Kendra's are citizen-centric institution in Punjab. SK's can work more effectively if their problems are shorted out within by following suggestions as mentioned above.

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