

BANGALORE CITY POLICE

CITIZEN'S CHARTER

MISSION STATEMENT OF BANGALORE CITY POLICE

The mission of
Bangalore City Police is to
Ensure that the law is upheld fairly and firmly;
Prevent crime; pursue and bring to justice
Those who break the law;
Keep the peace in partnership with the community;
Protect, help and reassure the people;
Work and be perceived as working without fear, favour or prejudice
and
With integrity and courtesy to all.

Every citizen or visitor residing in the City of Bangalore has a right to expect a peaceful, socially harmonious and crime-free life in the City. This casts an enormous responsibility on the Bangalore City Police to maintain public order, prevention and detection of crimes and management of traffic, etc. This Citizen's Charter is primarily intended as a tool for the Bangalore City Police in discharging its responsibility.

The objective of this Charter is to commit its efforts to serve the citizens of Bangalore as per specified norms, with courtesy, sincerity and dedication and without prejudice. This Charter describes the various services, which the Police is mandated to perform, the standards and norms for such services, the grievance redress mechanism available to the citizens in case of dissatisfaction with the services provided.

This Citizen's Charter also describes what the Police in turn expect from the public by way of co-operation and assistance in discharging their duties.

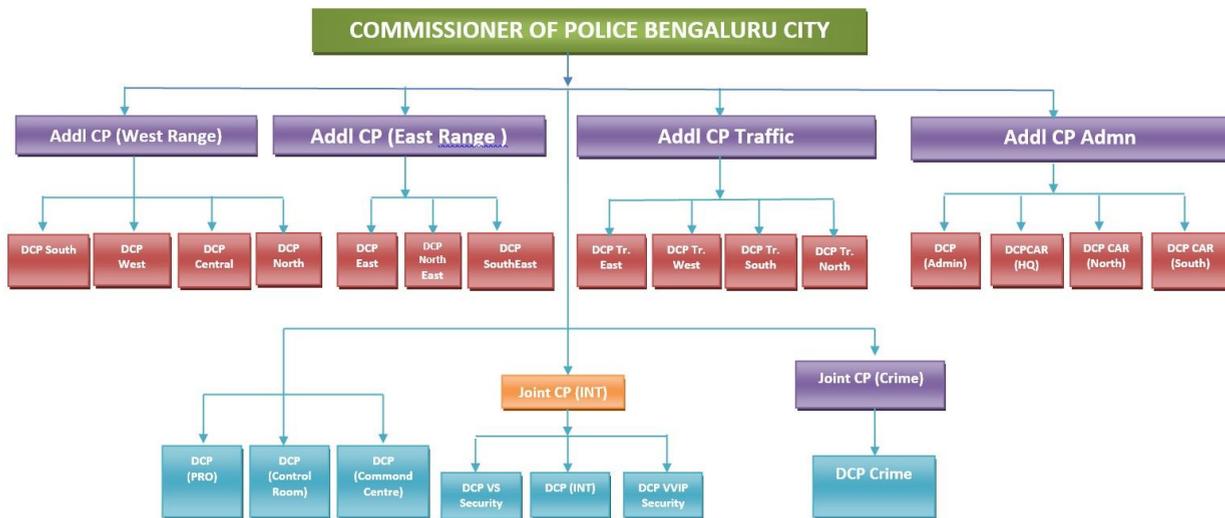
Duties and Responsibilities of the Bangalore City Police:

- ✚ Maintenance of Public Order,
- ✚ Prevention and Detection of crime,
- ✚ Management of Traffic,
- ✚ Providing specific services as mandated by the Government from time to time.

Jurisdiction and organisation of the Bangalore City Police

The territorial jurisdiction of the Commissioner of Police, Bangalore City is as specified by the State Government from time to time.

ORGANISATION CHART OF BENGALURU CITY POLICE



Services Provided By Bangalore City Police:

✚ Control Room - Dial 100, Hoysala Control

✚ NGO - Helplines:

- Dial 1091 Toll free - VANITHA SAHAYA VANI (Women's Help Line)
- Dial 1098 Toll free - MAKKALA SAHAYA VANI (Children's Help Line)
- Dial 1090 Toll free - SENIOR CITIZENS (Elder's Help Line)

✚ City Special Branch - [All types of Verifications](#)/Monitoring of Passport verifications etc.

✚ Single Window - Accepting all types of applications from Public.

✚ Issue of Arms License.

✚ Issue of Cracker License.

Services Provided at all Police Stations

✚ Registration and Investigation of all cognizable offences under various laws including the social legislation and issue of First Information Report (FIR) (copy of FIR will be given free of cost to the complainant).

- ✚ Receipt of miscellaneous complaints of non-cognizable offences, petty cases, petitions, etc and issue of acknowledgements (Form 76-A).
- ✚ Follow up of investigation including visit to scene of offence.
- ✚ Periodical information on progress of the investigation to the complainant (30 days, 60 days and 90 days).
- ✚ Filing of Final Reports /charge sheets in courts after completion of investigation of cases.
- ✚ Granting permission for using loudspeakers, use of public spaces for pandals, processions, dharnas etc. within that Police Station jurisdiction.
- ✚ Police Public Interface -
 - Citizens Committee meetings
 - Peace Committee meetings
 - Mohalla Committee meetings
 - Visits and meetings in Harijan colonies✚ Preferably, complaints must be registered at the jurisdictional police station where the alleged offence took place. However, there is no bar on registering at any other Police Station in the City; but the official transfer to the police station concerned might entail some delay.
- ✚ Station House Officer is the Police Inspector in charge of the Police Station. However in his/her absence, whoever is the senior most official not below the rank of Head Constable available at the Police Station assumes the duties and responsibilities of SHO.

Courtesy And Reception At The Police Stations :

- ✓ A seat in the reception area; drinking water and toilets facility
- ✓ Meeting with the SHO or his representative
- ✓ Hear with courtesy and consideration
- ✓ Provide information and clarifications to the public
- ✓ The SHO or any police official will visit the scene of the offence immediately.

REPORTING CRIMES AND INVESTIGATION PROCEDURES FOR ACTION:

Registering Complaints at a Police Station

What are the types of offences usually complained against?

Under the relevant laws (Criminal Procedure Code), offences fall under two categories, namely, cognizable and non-cognizable.

"Cognizable offence" means an offence for which a police officer may, in accordance with the first schedule (of the Act) or under any other law for the time being in force, arrest without warrant.

"Non-cognizable offence" means an offence for which a police officer has no authority to arrest without warrant. "Offence" means an act or omission made punishable by any law for the time being in force. (Also refer to Section 40 of the IPC.)

Who can file a complaint before the Police?

An aggrieved person, his relatives or friends, or a person who has information or knowledge about the commission of a crime or offence may file a complaint before the police. Apart from the usual crimes against person and property, there are several other offences such as demanding and accepting of dowry, matrimonial harassments, and cyber crimes etc., which also entail filing of complaints.

How members of the public can file a complaint at a Police Station?

- ❖ A complaint may be filed by one of the following methods:
 - ❖ Personally visiting the police station.
 - ❖ Dropping the complaint in the mailboxes placed at every police station.
 - ❖ Writing to the ACP /DCP concerned.
 - ❖ By telephone call to the jurisdictional Police station or Police Control Room (Dial 100).
 - ❖ By E-mail.

What is the procedure to register a complaint?

If a complaint made to the police discloses the commission of a cognizable offence, the police station concerned will issue a First Information Report (FIR). **No fees or charges will be payable for the FIR.** In case the complaint is made orally, the Station House Officer (SHO) in charge of the station will reduce the complaint into writing, and read it over to the complainant to attest its correctness, and get his signature / thumb impression in token of his acceptance. The complaint can be in Kannada or English.

In case the complaint does not disclose the occurrence of a cognizable offence, the SHO may decline to investigate further, and refer the complainant to the Court under section 155 of Cr.P.C. However, if such a complaint is made in writing, the SHO will issue an acknowledgement for the same in Form 76-A.

In case you are not satisfied with the above, you may approach the appropriate court for orders requiring the police to register and investigate the case. As such there is no bar to investigate non cognizable cases after obtaining permission from the court.

How is investigation conducted?

On registration of a case, the Police will visit the scene of occurrence and collect evidence both documentary and oral and continue the investigation further.

During the course of the investigation, the Investigating Officer will keep the complainant informed of the progress of the investigation periodically or when requested for. After the completion of the investigation, a final report will be submitted to the appropriate court, under intimation to the complainant. In case charge sheet is not filed, the complainant can challenge the same in the appropriate Court of Law.

What is your recourse if the Police Station declines to register the complaint?

Normally, occasions for such refusals may be rare in the case of cognizable offences. However, if it occurs, you may approach immediate senior officer like Police Inspector, Asst. Commissioner of Police, jurisdictional Deputy Commissioner of Police or Commissioner of Police who in turn will examine the matter and take necessary action, as required, and keep you informed.

Rights Of Citizens

The rights of citizens have been codified in the Law, and include the following-

In a case of cognizable offence, arrests will normally be made without warrant of arrest.

When an arrest is made, the police officer apprehending the person will bear clear identification by way of name tags designation etc. Police may use force, if warranted, while making the arrest, however, will protect the dignity of the arrested person. For instance, there will be no public display or parading of the arrested persons(s).

The Police officer, arresting the person will prepare a memo of the arrest, which will be got attested by a witness available at the site. Importantly, the arrested person will be granted access to contact his relatives and lawyers.

When children and juveniles are required to be arrested, Police will bestow special care to avoid any force whatever. Further, one or more respectable citizens of the locality will be associated on such occasions to ensure that minimal coercion is employed and that they are not frightened.

Women & children below 15 years of age are entitled to refuse to go to the Police Station from their place of residence, if they are summoned from a Police Station.

The arrested persons will be produced in the jurisdictional courts within 24 hours of the arrest. Further, interrogations of the accused will be in consonance with the recognized rights to life, dignity and protection against torture and degrading treatments.

An arrested person remanded to the Police custody by the Court has to be examined by a government doctor and a Medical Certificate obtained. Articles, which are seized from the arrested person, will be produced before the court and the person could reclaim only under the orders of the court.

Duties And Responsibilities Of Citizens

Every right goes with a corresponding obligation. Bangalore City Police seeks the help and cooperation of all citizens in its efforts to make the city crime-free, and socially and communally harmonious to facilitate a peaceful and enjoyable life for all citizens and visitors. Every citizen should know her/his jurisdictional Police Station and its telephone numbers. He/she should also:

Inform the nearest Police Station or dial 100 to report on the perpetration of any of the following offences, falling within the ambit of the Indian Penal code:

- ❖ Against the State or citizens such as an act of terrorism;
- ❖ Any suspicious activities in the neighbourhood which may affect their safety and security;
- ❖ Against the peace and tranquillity of the city;
- ❖ Against acts involving corruption, illegal gratification;
- ❖ Against adulteration of food stuff and spurious drugs and medicines;
- ❖ Against any person involved in murder, grievous injury, kidnapping, robbery, dacoity, theft, etc.
- ❖ Against property, such as house trespass, lurking house trespass, mischief against property etc.
- ❖ Against criminal breach of trust by public servants.

(It will be the endeavour of the Police to ensure the confidentiality of the informers and to afford to them full protection from any adverse sources.)

- ❖ Citizens must cooperate in investigations at times of search and seizure, spot and inquest mahazar etc.
- ❖ Citizens are encouraged to request for verification of antecedents of domestic helps before employing unknown persons.

GRIEVANCE REDRESS MECHANISM AVAILABLE TO THE PUBLIC

It is the endeavour of Bangalore City Police to provide various services it is mandated to give to the public within the established time frame, and by ensuring the best quality. However, in case of complaints, the members of the public may take recourse to the following remedies-

- ❖ Approach the next higher authority concerned.

- ❖ Appeal to the PRO / Deputy COP / Commissioner of Police in the Office of the COP in writing if the complaint requires their personal attention. Acknowledgment will be given, the same day, indicating the time required for taking appropriate action.

- ❖ Send the complaint in writing to the Commissioner of Police by name, if the omission needs to be brought to his attention personally.

Disclaimer: The contents of this Charter are only to assist the public do not create any legal obligations.