

Mission of Delhi Police

The objective of

Delhi Police is to

Uphold the law fairly and firmly;

To prevent crime; to pursue and bring to justice

Those who break the law;

To keep the peace in partnership with the community;

To protect, help and reassure the people;

And to be seen to do all this

With integrity, commonsense and sound judgment.

We must be

Compassionate, courteous and patient,

Acting without fear, or favour or prejudice

To the rights of others,

We need to be

Professional, calm and restrained

In the face of violence

And apply only that force

Which is necessary to accomplish our lawful duty

We must strive
To reduce the fears of the public
And, so far as we can,
To reflect their priorities in the action we take.
We must respond to
Well-founded criticism with a willingness to change.

CITIZENS' CHARTER

The Delhi Police presents its Charter for the citizens of Delhi. It would be of immense help to us if we are informed on the non-compliance of any of the terms of the Charter.

HOW TO REACH DELHIPOLICE

Any person desirous of having an access to any office/Distt./Unit or any officer of the Distt./Unit, can do so directly or indirectly in a manner as mentioned below:-

- Physical access
- Correspondence
- Telephone
- Inter-net and e-mail
- FAX

PHYSICAL ACCESS

Any person can visit any Police Station/any Distt./Unit/Officer of the Delhi Police in person to submit this complaint, to know the outcome of his complaint/case or to have the desired information.

Reception Desk

Reception Desk has been established in each Police Station to ensure prompt service to the complainants and others visiting Police Stations. The reception officers have been briefed to be polite and courteous as and when the complainant and others come to lodge complaints, to ascertain the progress of previously submitted complaints or for any other purpose.

Women Help–Desk

In every police station, a **Women’s Help Desk** with women police has been made operational round the clock. A dedicated telephone line has been provided to the women help desk in all the 163 police stations. At night, 2 members of the lady police staff are deployed at each police station. Police Station wise list of these numbers have been made available on Delhi police website.

Availability of police officers for public hearing

1.	Addl. Commissioners of Police/ Deputy Commissioners of Police	Daily on all working days.
2.	S.D.P.Os	Daily on all working days.
3.	S.H.Os	Daily
4.	Addl.DCsP/S.D.P.Os/S.H.Os	Once a month on Thana Diwas for hearing the public to sort out their grievances
5.	Addl.DCsP/SDPOs/SHOs/ Addl.SHOs	Once a month with RWAs/MTAs.
6.	ACsP/SDPOs/SHOs/ Addl.SHOs	Twice a month with RWAs, MWAs, Women NGO, Civil Defence etc. to review effectiveness of measures, to

improve safety of women.

A list of the telephone numbers and e-mail IDs of the Special Commissioners of Police, Joint Commissioners of Police, Ranges, Addl. Commissioners of Police/Deputy Commissioners of Police, Distts., Assistant Commissioners of Police, Sub-Divisions and Police Stations have been made available on the website of Delhi Police : www.delhipolice.nic.in.

Nodal Officer for interaction with NGOs and Women Organisations

Spl CP/Vigilance has been designated as a Nodal Officer to interact with NGOs and women organizations. **He holds meeting with them** on the last Friday of every month at 4.00 PM to take their feedback and suggestions on the programmes implemented for safety & security of women. A women help-line is working under the supervision of Spl. CP/Vigilance (Tel: 7835075012 & email : splcp-vigilance-dl@nic.in for receiving complaints regarding action on complaints of harassment of women, molestation, violence, misconduct by police officials, etc.

How to reach police through correspondence

Any person can have access even to the officers at the senior most level by corresponding with them in writing directly. Letters/complaints can also be put in the complaint/suggestion boxes placed at every Police Station and offices of ACsP Sub-Division and other senior officers. Besides, these can also be given by hand and a receipt obtained for the same. A Post Box No. 171 at GPO, New Delhi, has also been earmarked for the same purpose.

Any person who cannot visit a Police Station in person and who is not in a position to write can have access to the police on telephone. Everyone can contact the Central Police Control Room, which functions round the clock on Phone No.100, whenever in need of police assistance. Telephone facilities are also available to Women on the Help Line No. 1091. The Police Control Room, besides attending the distress calls also provides required information about the name, designation and Phone Numbers of the Police Officers.

Campus Complaint Box

Complaint boxes have been provided in universities & college campuses. These boxes are opened by the concerned SHO and complaints so received, are being registered in Daily Diary of the Police Station for taking necessary action.

WEBSITE & E-MAIL

You are welcome to contact us on the following websites/e-mail addresses:-

1.	Commissioner of Police, Delhi	e-mail: cp.alokkumarverma@delhipolice.gov.in
2.	Official Website of Delhi Police	www.delhipolice.nic.in
3.	Recruitment	www.delhipolicerecruitment.nic.in
4.	Traffic Police	www.delhitrafficpolice.nic.in info@delhitrafficpolice.nic.in
5.	Licensing Branch	www.delhipolicelicensing.gov.in
6.	Special Police Unit (Women & Children)	www.dpju.com www.spuwac.com
7.	F.R.R.O.	www.immigrationindia.nic.in e-mail: frrodeldhi@hotmail.com
8.	Crime Branch	e-mail: dcp-crime-dl@nic.in
9.	ZIPNET (Missing Persons)	www.zipnet.in
10.	Vigilance	e-mail: dcp-vigilance-dl@nic.in
11.	Senior Citizens	e-mail: scscphq@bol.net.in

Contact numbers and e-mail IDs of all senior offices including ranges and districts are available on the website of Delhi Police under the title "Contact us".

TELEPHONE HELPLINES

The following help lines have been started by Delhi Police:

Women in distress	1091 & 1096
Senior citizen	1291
Information about crime	1090
Missing Persons Helpline	23241210 & 1094
Traffic Helpline	25844444 & 1095
PCR	100
Special Cell (North Eastern Residents)	1093
Vigilance	1064
Foreigner's Help Line	8750871111
Metro Help Line	1511
Railway Help Line	1512

**Contact number of night GOs in Delhi district night GOs (ACP) between
2300hrs. To 0500 hrs.**

Sl. No.	Districts	Contact Number
1.	North	8750870199
2.	North-West	8750870299
3.	Outer	8750870399
4.	Central	8750870499
5.	New Delhi	8750870599
6.	East	8750870699
7.	North-East	8750870799
8.	South	8750870899
9.	South-East	8750870999
10.	South-West	8750871099
11.	West	8750871199

Delhi Night GO (for entire Delhi) 8750870099

PUBLIC INFORMATION OFFICERS AND APPELLATE AUTHORITY

List of Assistant Public Information Officers, Public Information Officers and first appellate authorities of Delhi Police designated under Right To Information Act-2005 are available on the website of Delhi Police under the title of "RTI Manual".

DELHI POLICE SET UP

Delhi has been divided into **6** Ranges and further divided into **11** Police Districts for administrative and operational convenience. Each Range is headed by an officer of the rank of Joint Commissioner of Police and the District is headed by an Addl. Commissioner of Police or Deputy Commissioner of Police.

Each Police District is further divided into Sub-divisions and Police Stations. There are **52** Sub-Divisions and **163** territorial Police Stations. The overall supervision of the Police Stations/Police Posts in a District rests with Addl. Commissioner of Police or Deputy Commissioner of Police who is assisted by two Additional Deputy Commissioners of Police. A Sub-Division of Distt. Police is headed by an officer of the rank of Assistant Commissioner of Police. A Police Station is headed by Station House Officer [SHO] who is an officer of the rank of Inspector. Prevention, investigation and detection of crimes and maintenance of peace & order are the important functions of the Police. An organization chart of Delhi Police is available on its website under the title "About us".

RECRUITMENTS IN DELHI POLICE

Recruitment Cell of Delhi Police is established in Police Hdqrs. headed by DCP/Establishment under the overall supervision of Jt. CP/Hdqrs. Direct recruitment for the following ranks is made in Delhi Police:-

1. Constable (Executive) male & female and some other posts of Constable of technical cadre.
2. Head Constable (Ministerial) and some other technical posts of Head Constable.
3. Assistant Sub-Inspector (Steno.) and some other technical posts of ASI like Finger Print, Shorthand Reporter etc.
4. 50% posts of total vacancies of Sub-Inspector (Executive) Male/Female are also filled by the direct recruitment by Delhi Police.
5. Inspector Technical i.e. Computer, Transport Engineer etc. are also filled by the direct recruitment by Delhi Police.

The direct recruitment is done by advertising the vacant posts in the Employment News and leading newspapers (Hindi & English) as well as in the regional newspapers of North-East and Southern States. The notification of advertisement for the recruitment is also loaded on two Delhi Police websites www.delhipolice.nic.in or www.delhipolicerecruitment.nic.in. All the recruitments are conducted in a transparent manner. Delhi Police has also received ISO 9001-2000 certification for conducting recruitment for the post of Constable (Exe.).

New plan of recruitment using TCS

The existing manual system of recruitment of Constable and Head Constable (Min.) in Delhi Police has been replaced with reliable and efficient computer based written test which will be conducted through online in collaboration with Tata Consultancy Services (TCS) at various Centers spread throughout the country. By this system candidates from all India can appear in the recruitment process of Delhi Police from far located places like residents of North- Eastern States and Southern States of India.

LICENSING (Telephone No. 26262260,26262273)

(www.delhipolicelicensing.gov.in)

The Licensing Branch of Delhi Police is an ISO 9001:2008certified organization, located at Police Station Defence Colony Complex, New Delhi. The branch functions under the supervision of an Addl. Commissioner of Police and responsible for granting licenses/permissions for:-

- Arms and Ammunition
- Cinema and Video Game Parlor
 - Eating Houses
 - Hotels
 - Fire Crackers
 - Poisons
 - Sulphur
- Swimming Pools
- Amusement Activities – Performance Licenses

- Registration of news papers and journals
 - Declaration of Printing Presses
- Grant of NOC for fresh Petroleum Stations and storage
 - Auditoria
 - Discotheques

Initiatives for better Service Delivery

- Licensing Unit is a **fully computerized** unit functioning with workstations connected to the Main Server through Local Area Network (LAN). The software application has been upgraded from VB6 to Dot Net with enhanced features.
- Licensing Unit maintains an extremely informative and useful **website**, www.delhipolicelicensing.gov.in with all forms / affidavits made available online. The website is periodically updated and various process have been lucidly explained and Acts, Rules and Regulations related to licensing procedures have been made available for information of citizens.
- **Automated SMS Alerts** to arms licensees regarding renewal of arms licence and other information has been started. It has been highly appreciated and has resulted in sharp decrease in late renewal cases.
- **Issuance of Computerized Cash Receipts** for all Licensees has also been started, which has further cut down the processing time for various services.
- Licensing Unit is working successfully as the **nodal agency on behalf of Delhi Police** for the task of verifying and assessing the suitability of **Private Security Agencies**.
- **In order to ensure surveillance, CCTV Coverage** has been extended to the entire premises with 4 new IP CCTV having recording facility of 30 days.

- **Basic Weapon Handling Training** to the fresh arms licensees is being given in order to ensure proper education of the licensees and safety of the arms licensee as well as basic handling and cleaning of the arms.

- **The (Right to Citizen to Time Bound Delivery Services) Act 2011.** The applications of following categories are disposed of within a prescribed time frame :-
 - ✓ Issue of Registration Certificate of Eating House : 55 days
 - ✓ Issue of Licenses for Performance in Licensing Premises : 24 hrs.
 - ✓ Verification of publication of magazines, news papers & journals : 60 days
 - ✓ Issue of licence to run Videogames Parlours : 55 days

CRIME BRANCH (dcp-crime-dl@nic.in)

The Crime Branch is a specialized and referral unit. Besides, detection and investigation of crime, it is a nodal unit for Inter-State Coordination and Interpol etc. In addition to detection and investigation, Crime Branch maintains updated record of crimes and criminals through Crime Record Office. The Public Relation Office, Finger Print Bureau, Crime Criminal Tracking Networking Systems (CCTNS), Research Cell, Crime Teams, Senior Citizen Cell, Bomb Disposal Squads, Missing Persons Squad and Dog Squad are other units which work under the Crime Branch. Crime Branch is the Nodal Agency for Missing Children and works in close coordination with Delhi Legal Services Authority (DLSA). It also coordinates with legal agencies in the area of anti-human trafficking, inter-state cooperation, FICN, Narcotics, Bank Security, Wildlife crime etc.

ZIPNET for Missing Persons and Unidentified Dead Bodies (www.zipnet.in)

There is a Web based computer application ZIPNET forgetting information regarding missing persons and Un-Identified Dead Bodies. Information in this database can also be accessed by the public through Internet screen print. A new module has been developed and added in the ZIPNET for viewing the progress of investigation in cases of missing persons. District Missing Persons Units (DMPU) have been created in all districts in order to monitor the progress of investigation of missing children cases

It has been made mandatory to register FIR when a child upto the age of 18 years is reported missing. Every case of missing is being supervised by the respective ACP Sub division and SHO. Anti-human Trafficking Unit has been set up in each district for investigations of Human Trafficking cases. Addl. CsP/DCsP of the districts have been directed to monitoring all investigations relating to missing children between the ages 3 to 8 years. In case organized trafficking of children comes to notice, the Addl. CsP/DCsP of districts have been directed to report the same to Crime Branch.

WEB& MOBILE APPLICATION

Delhi Police has taken the lead towards a paradigm shift in policing by launching e-apps. The endeavor is aimed to make life simpler for the citizen and facilitate easy processing of complaints with the help of technology. In the fast changing world of e-governance, Delhi Police has successfully switched to e-reporting for the convenience of people of Delhi. Six such e-applications have already been launched and others are in process.

Lost Report App

Lost Report App was launched on 27th February 2014. The purpose of this App is to issue a report to an individual in case of loss of important documents like passport, I-card, Ration Card, Driving License, etc., so that the issuing authority can reissue a fresh document on the basis of the lost report. By entering relevant details on this mobile/web based application, one can lodge a lost report, and obtain a printable & digitally signed report of the same, and use this document for getting a fresh document reissued from the concerned authority.

Himmat App

Himmat App has been launched on 1st January 2015, for the security of women. Through this App, women in distress can access the Police Control Room by pressing an alert SOS button provided in the App on their mobile phones. SMS alerts relating to the distress will be sent simultaneously to PCR, SHO of local Police Station and Police Patrol Vans in the areas to reach scene of crime without loss of time.

Motor Vehicle Theft – Mobile & Web App

Online registration of MV Theft cases and to keep the complainant informed of the efforts made so that the victim can file insurance claim on timely receipt of the closure report. All the ACMM Courts have been designated as e-Courts to accept the Final Reports.

Traffic Mobile App

This helps in calculating fare and distance while using auto rickshaw, taxi and radio cab, lodging complaints against autos or taxis in case of harassment, overcharging and misbehavior as well as accessing information about pit for vehicle towed away.

Police Clearance Certificate (PCC) App

This App is for issuing Police Clearance Certificate. Individual or private organizations can go on the Delhi Police website www.delhipolice.nic.in and click on Police Clearance Certificate (PCC) & fill up the application online after completing registration formalities. PCC is issued online within a week to the applicant.

Character Verification Report (CVR) App

The Special Branch of Delhi Police deals with the verification of character and antecedents of candidates for employment in government, semi government, public sector undertakings and other departments. The concerned department/organization may upload the details of applicant whose character & antecedent is required to be verified on the prescribed proforma on Delhi Police website www.delhipolice.nic.in and click on police verification portal (CVR).

FIR uploaded on Delhi Police website

From the year 2011 onward, a copy of the FIR has been uploaded on the website of Delhi Police <http://www.delhipolice.nic.in>. In each case, with the exception of certain sensitive cases. Citizens may download the same when required. Now, it is complainants' right to receive one copy of FIR free of cost from respective Police Station. In addition, accused persons or their lawyer/relatives can seek copy by submitting an application in the respective Police Station. Copy of application form available on the Delhi Police website title "Application for FIR copy".

SCHEDULED CASTES AND SCHEDULED TRIBES PROTECTION CELL

In order to ensure effectiveness and efficient handling of complaint/matters relating to atrocities committed on SC/ST, a Protection Cell is functioning in the Crime Branch of Delhi Police. ACP/HQ(C&R) under the close supervision of DCP & Addl. CP/Crime and Joint CP/Crime assists the Special CP/Crime in discharging the responsibilities of Scheduled Castes and Scheduled Tribes Protection Cell.

ISSUES PERTAINING TO THE MINORITIES

All personnel have been directed to be firm and impartial in dealing with all issues related to minority communities, especially religious minority and other regional groups who make up the social milieu of the entire city of Delhi. Police personnel must not only be fair in their disposition but should also appear to be fair in the eyes of common citizenry.

TRAFFICPOLICE (25844444, 1095) (www.delhitrafficpolice.nic.in)

The Traffic Police is responsible for traffic management, regulation, enforcement of traffic rules **and** regulations, and road safety education to road users. The Traffic Unit of Delhi Police is functioning under the overall supervision of Special Commissioner of Police, Traffic, assisted by Addl. C.P/Traffic, Addl. CP/Traffic(HQ) and seven Deputy Commissioners of Police as under:-

S.No.	Designation of the Officer	Office	Telephone
1.	DCP Traffic/Headquarters	Toda pur	25845583
2.	DCP Traffic/Southern Range	J.B.Tito Marg, Sadiq Nagar	26266748
3.	DCP Traffic/ Northern Range	P&L Complex	23978945
4.	DCP Traffic/Central Range	Baba Kharak Singh Marg	23340849
5.	DCP Traffic/Western Range	PP Rajouri Garden	25192493
6.	DCP Traffic/Eastern Range	PS Shakarpur	22431777
7.	DCP Traffic/VIP	Todapur	25845525

Rights/facilities available to persons violating traffic rules/ regulations

- a. Compounding the traffic offence at the spot and paying the prescribed compounding amount to the traffic police officer without going to court.

Or

- b) Go to court for a judicial verdict.

Documents one should always carry while driving on the road:

1. Driving License
2. Certificate of Registration
3. Certificate of Taxation (in case of commercial vehicle)
4. Certificate of Insurance
5. Permit and Fitness Certificates (in case of commercial vehicle)
6. Pollution under Control certificate

- In case of non-availability of any/all such documents or attested copies thereof, the same can be sent by registered post within 15 days from the date of demand.
- Whenever, a police officer has any doubt over the authenticity of the documents produced by the owner/driver/conductor of the vehicle, he has the authority to seize such documents/vehicle, and wherever doubt arises that the driver of the vehicle, who is charged with an offence may abscond and may not respond to summons, the police officer has the authority to seize the license and forward the same to the court for taking cognizance.

Facilities available to general public

- Traffic Helpline on phone number 25844444 & 1095 (available round the clock) to lodge any traffic related complaint.
- For any traffic related complaint/suggestion, E-mails can be sent to jtcpt-dtp@nic.in.
- The Face book page of the Delhi Traffic Police is also used for **education, and** dissemination of real time information **regarding traffic condition and status of prosecution.**
- Pre-postage paid traffic complaint card to lodge any traffic violation/suggestion (these are available at all traffic assistance booths)
- Traffic Website providing traffic related information at www.delhitrafficpolice.nic.in
- **Dissemination of** traffic information **through SMS service** for traffic diversions, traffic signal failures, congestion on any road, road accidents details, notice details, etc. on phone number 9811452220.
- **Dissemination of** Traffic information is also **done through the** FM Band of Radio.
- Deposition of fines for **the notices of** traffic violation in cash and through cheques /demand drafts can be made at:
 - Office of DCP Traffic/(HQ), Dev Prakash Shastri Marg, Behind PUSA, New Delhi.
 - Office of DCP Traffic/Northern Range at Rajpur Road, Delhi.
 - Police Station R.K. Puram, Sector-12, New Delhi.
 - Office of DCP Traffic/Southern Range, Sadiq Nagar, New Delhi.
 - Office of ACP Traffic/North-West, P.S. Keshav Puram, New Delhi.
 - Office of DCP Traffic/Eastern Range, P.S. Shakarpur, Delhi.
 - Traffic TrainingPark, Punjabi Bagh, New Delhi.
- Pre-paid Taxi/TSR service available at 19 **centres** at Railway Stations, Airports, ISBTs and important markets/commercial **areas.**

Five Traffic Training Parks for information/education related to Traffic Rules & Regulations. Entry is free for all.

- Traffic Training Park, Punjabi Bagh
- Traffic Training Park, Pragati Maidan
- Traffic Training Park, Bal Bhawan.
- Traffic Training Park, Roshanara Bagh.
- Traffic Training Park, Baba Kharak Singh Marg.

SPECIAL BRANCH (Telephone No. 23230698/23236047)

Besides collection of intelligence, Deputy Commissioner of Police, Special Branch having office at Delhi Police Bhawan, Asaf Ali Road, is also responsible for following assignments:-

- Verification of character and antecedents.
- Registration of Pak Nationals.
- Status of Passport Verification.

POLICE CONTROL ROOM (Telephone No. 23490251, 100)

The Police Control Room of Delhi Police has a fleet of 800 PCR Vans stationed all over the capital besides 122 motorcycles. Any person in distress requiring police assistance can contact the Police Control Room on telephone No.100. The MPVs provide help round the clock to women/girls who are found stranded. PCR Vans reach places of occurrence in urban areas within 10 minutes and in rural areas in 20 minutes. Delhi Police also has a round the clock HELP LINE for women at Telephone Nos. 23317004, 23490130 & 1091. Similarly, there are dedicated help lines for senior citizens, students and people from North East States at telephone Nos. 1091, 1291 and 1093 available round the clock. People desirous of passing information relating to crime and criminals can use helpline 1090 and if required the identity of the caller is kept confidential. Call is passed to concerned agency for taking action.

TOURIST POLICE (Telephone No. 23490251, 100)

(Help Line No.8750871111)

To help tourists, Tourist Police has been set up in Delhi Police on 06.08.2004 and MPVs have been deployed at 10 important places/locations i.e. IGI Airport, New Delhi Railway Station, Hazrat Nizamuddin Railway Station, Rajghat, Red Fort, Qutub Minar, Palika Bazar, Janpath, India Gate and Pahar ganj (Railway Station side).

AMBULANCE POLICE (Tel. No. 23490251, 100)

A Scheme called 'Central Ambulance Service' is in operation in Delhi since 1975. To provide Ambulance services to the victims of road accident, 8 ambulances have been deployed at the following locations:-

- Krishna Manan Marg
 - India Gate
 - Moti Bagh
 - Dhaula Kuan
- Subhash Park/Jama Masjid
 - Ashram Chowk
 - Khanpur Radio Station
 - Sunehri Masjid

PCR Vans to help stranded women

PCR Vans assisting women returning home late at night either by offering to escort them or by arranging suitable transport.

Help to Accident Victims by citizens

Any person who brings an accident victim to a hospital or a nursing home for medical aid shall not be subjected to any harassment by Police. Such persons shall be allowed to leave the hospital without questioning. In special cases such persons are also rewarded suitably.

VIGILANCE (Tel. No. 1064 & 23210011) (e-mail: dcp-vigilance-dl@nic.in)

For complaints against police officers indulging in acts of corruption, negligence and malpractices, one can approach Deputy Commissioner of Police, Vigilance Branch, stationed at Delhi Police Bhawan, Asaf Ali Road, New Delhi. There is round the clock Flying Squad of the Vigilance Branch, which can be contacted at telephone No. 23213355 if urgent and immediate action is required.

Action Against Corruption

Delhi Police has also provided a toll free number 1064 and 9910641064 to register any complaint of corruption against a police official. Complainants can send audio or video clips to this number using Whats app.

SPECIAL POLICE UNIT FOR WOMEN & CHILDREN (011-26883769)www.spuwac.com

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Special Police Unit for Women & Children (SPUWAC) is the central agency co-ordinating Crime Women Cell in the eleven districts of Delhi Police which deal with women related crimes like dowry deaths, harassment on account of dowry demand etc. It is headed by an officer of the rank of Joint Commissioner of Police and assisted by Addl./Deputy Commissioner of Police, SPUWAC, having its office at Nanakpura, South Moti Bagh, New Delhi with telephone No. 011-26883769. SPUWAC and the eleven Crime Women Cells in the districts also provide counseling facility to the women victims and also entertain cases relating to obscene posters and pictures. The Unit has a Women Police Mobile Team for round the clock response to deserving women helpline cases. A Police Station namely PS Crime Women Cell, has also started at its premises in Nanakpura, where cases (women related) u/s Indian Penal Code are got registered.

Women Safety: our responsibility and our concern

Delhi Police is committed to make the city a safe place for women. Delhi Police recognizing the special needs of women in the wake of increasing gender crimes has taken several steps to ensure women safety. Various steps taken by Delhi Police for safety and security of women in Delhi are available on the website www.spuwac.com.

JUVENILE ISSUES (www.dpjju.com)

Special Police Unit for Women & Children presently functioning from Nanak pura, South Moti Bagh, New Delhi-110021, is also the Nodal Agency on Juvenile issues under the overall supervision of Addl./Dy.0Commissionerof Police as per mandate under Juvenile Justice (Care & Protection) Act,2000. The responsibilities of the unit include liasoning and coordinating with stake holders, monitoring various writ petitions relating to juvenile, dissemination of awareness at Police Station level with the help of NGOs and Law Experts, monitoring cases/complaints dealt with in Districts relating to children on day to day basis, collecting information on Children in Need of Care & Protection (CNCP) & Juvenile in Conflict with Law (JICL) from all Districts/Units of Delhi Police, monitoring work of Special Juvenile Police Units (SJPU), Juvenile Welfare Officers (JWOs), of District/Units as well as maintaining Web-sitewww.dpjju.com on juveniles, organizing training programme on Juvenile Justice System for Juvenile Welfare Officers as well as Police Officers of Delhi Police.

SPECIAL CELL FOR NORTH EASTERN STATES RESIDENTS (1093)

A Special Cell to address policing issues pertaining to the persons hailing from North-Eastern part of the country has been set up with its office at Nanak pura, Delhi. A DCP level officer preferably from North-Eastern region supervise the Cell. The officer works in close coordination with the concerned district ADdl. CsP/ DCsP and the Chief Coordinator for North East to redress policing issue affecting North-Eastern residents.

A special Help-line (1093) for attending/accepting distress calls from the people of North Eastern Region has also been set up.

SINGLE WINDOW COMPLAINT ENQUIRY CELL/PHQ

A Complaint Monitoring and Tracking System has been set-up in all the Districts/Units of Delhi Police. Complainants can check the status of their complaint between 10.00 AM to5.00 PM on any working day from any of Complaint Cells of the Districts/Units. A Single Window Complaint Enquiry Cell has also been set up at Ist. Floor, Police Headquarters.

SCHEMFOR SENIOR CITIZENS

23490000/4336, 23490233

scscphq@bol.net.in

Toll Free No.1291

The Senior Citizens' Security Cells (SCSC) are functioning at PHQ and in all the 11 districts, contact elderly persons living alone through telephones almost everyday for their safety and renders other assistance. Senior citizens living alone or with spouse and living with family but remain alone for a long period during daytime are registered by Delhi Police. They can also register themselves by contacting on telephone numbers 23490233, 23490010 Extn. No.4336, Helpline No. 1291, through Delhi Police website www.delhipolice.nic.in or through SHO/ACP/DCP office of their area. Registered senior citizens are visited and also contacted telephonically by the PHQ as well as local police staff. Complaints of senior citizens are dealt on priority basis. Security audit of senior citizens is also done by the local police. Special helpline number 1291 has been introduced to handle the distress calls from Senior Citizens exclusively.

PREVENTIVE INITIATIVES TO CHECK CRIME/TERRORIST ATTACKS IN DELHI

Delhi Police has taken the following anti-terrorist measures to combat terrorism:

Neighbourhood Watch Scheme :- In order to promote a long lasting partnership with the community to enhance safety and reduce crime, the mechanism of Neighbourhood Watch Scheme, which aims at enhancing the security of a Neighbourhood by harnessing the capabilities of its residents, has been revived as the main thrust area of people-police interface. At present, this scheme is functional in 2252 residential colonies and housing complexes, and the Scheme is being extended to other areas also.

Eyes and Ears Scheme: - Delhi Police has launched a scheme captioned 'Public As Eyes and Ears of the Police' with special emphasis to sensitize all the stake holders such as Rehri Patri walas, Chowkidars, guards, vendors, parking attendants TSR drivers, residents/traders welfare associations etc. to keep a watch and look for suspicious persons and share the information with local police immediately. Regular meetings are held by all the officers to sensitize and motivate them.

Tenant verification: In order to detect any terrorist or any person with a dubious character taking shelter in Delhi as a tenant, Delhi Police carries out regular tenant verification. The owners of the house are required to inform local police whenever they keep a tenant. Special drives are conducted for verification of tenants.

Servant verification: In order to detect any terrorist or dubious characters taking shelter as servants in any house or establishment, Resident Welfare Associations, Trader Associations are briefed in meetings regularly and by pamphlets/advertisements public in general is advised to get their servants verified at the time of employing them. Servant verification drives are also carried out regularly.

Public awareness about preventive measures: Pamphlets to create public awareness about preventive measures to be adopted against terrorism are distributed and slideshows screened at cinema halls regularly. Meetings with RWAs and Market Welfare Associations are held regularly where residents and shopkeepers are sensitized about security measures. Similarly regular meetings are held with Thana Level Committees and District Level Committees and the members are sensitized about the security measures.

THANALEVEL & DISTRICT LEVEL COMMITTEES

The Thana Level/District Level Committees are constituted by the order of Hon'ble Lieutenant Governor of Delhi. Each Thana Level Committee is headed by the area Member of Legislative Assembly who presents the major parts of the jurisdiction of the Police Station and other MLAs, Members of MCD/NDMC/Cantonment Board having jurisdiction of Police Station concerned, SDM, ACP, SHO of the area are the members. It also includes representatives from Residential Welfare Association, Trade/Industry Associations (if any), Educational Institutions, Women's Organizations, and representatives of Students and Labour. The meeting of the Thana Level Committee is to be held once in two months.

The District Level Committee is headed by the Member of Parliament, and the Members of the Legislative Assembly of the District, Deputy Commissioner of concerned District and Chairman of MCD Zonal Committee are its members. It also includes representatives from Residential Welfare Association including J.J. Clusters Trade/Industry Associations (if any), Educational Institutions, Women's Organizations, and representatives of Students and Labour. The Deputy Commissioner of Police is its convenor and the meeting of the Committee is to be held once in three months.

COMMUNITY POLICING SCHEMES

Yuva

Special Community Policing Scheme 'YUVA' has been launched keeping in mind the problems of young adults. YUVA aims to wean away young adults and underprivileged children who, for want of proper education and sports facilities, tend to take to crime. Delhi Police has also established an institutionalized framework called Delhi Police Yuva Foundation, DPYF under Society Registration Act to oversee the implementation of the scheme. DPYF shall take initiatives like organizing sports activities, painting workshops, vocational training etc. to channelize the energy of young adults and underprivileged children. The foundation would facilitate in identifying such areas as in the jurisdiction of Police Stations wherein such initiatives are necessary and feasible for implementation and create infrastructure and logistics with the help of willing NGOs, Corporate Houses and social volunteers to achieve its objectives.

A bank Current Account No.32825160108 has been opened with State Bank of India, I.P. Estate Branch in the name of Delhi Police Yuva Foundation. Funds donated under this scheme has been exempted from income tax u/s80G(5)(vi) of income tax act 1961.

Jan Sampark

A recently introduced pro-active measure for public cooperation is the concept of JAN SAMPARK, wherein senior officers of Delhi Police go to their respective areas on a pre-scheduled time and date and hear public grievances at neutral venues like auditoriums, school-halls, public parks etc. This is bound to lead to speedier solutions to people's problems/grievances.

Aapka Update

A new initiative has been taken by Delhi Police to inform the complainants about progress of their complaints/cases on the preference mode of communication via SMS, phone calls, post, personal visit etc. You can also visit the Police Station and get an update every Saturday between 4 PM to 6 PM.

Nirbhik

Sexual assault/harassment of girls often takes place in their own homes, educational institutions, workplaces and often committed by their own relatives/known-persons, neighbors, friends of relatives and acquaintances. While a number of modes are available to general public to seek help from police, there seems to be a complete absence of any such specialized forum for the victims in school/college going age group to effectively report such crimes. '**Nirbhik**' is an initiative which aims at reaching out to victims of the most heinous and hidden crimes of society, which often leaves a young girl violated and wronged by the very persons they trust.

Under '**Nirbhik**', Delhi Police officials visit all girls only as well as co-ed schools and interact with the girl students. They organize interaction sessions with the girl students in which they try to build a rapport with them, talk to about functioning of Delhi Police in order to instill a sense of confidence. They then use audio/visual tools to explain to the students the concept of 'Good touch & Bad touch' and what constitutes physical & sexual abuse.

Pehchan

Security of their children is one of the key concern of working parents. While educated parents try to have a support mechanism in their absence, children of the workers from the underprivileged sections are the most vulnerable. In many cases, small kids tend to lose their way or fall prey to organized gangs of criminals or kidnappers. Their families, out of ignorance and poverty, do not keep even basic record such as photographs which would help the police identify, trace and rescue them, if needed. Delhi Police launched a unique initiative called Pehchan to bridge this information gap.

In this programme, officials visit slums and take family photographs of children at risk. They print their names and other details on the photo and gift them to the respective family while retaining a copy for the official records. This databank of pictures serves as a key resource for tracking and rescuing missing children. The programme hasal ready been implemented in areas where maximum number of children go missing.

OUR REQUEST TO THE PUBLIC

- Inform the local police about persons living in the area without any regular means or livelihood and living a lavish life or persons involved in any type of nefarious activities.
- To inform the local police about any suspicious activities which could adversely affect their safety and security.
- The particulars of the domestic help and the tenants must be sent to the local police for verification.
- To observe traffic rules, follow the lane system and cooperate with the Traffic Police for smooth mobility and for avoiding inconvenience to others.
- Do not touch or lift any suspicious object; inform the PCR.

- Adopt various home security and vehicle safety measures advised by the local police to prevent thefts and other crimes.
- Assist the local police in all possible manners for prevention and detection of crime and to maintain law and order.

APPEAL AND ADVISORY FOR CITIZENS

SECURITY OF SENIOR CITIZENS

DO'S

- Install sturdy doors with magic eye, door chain & auto lock. If possible, keep a pet dog.
- Look through the magic eye before opening the door.
- Connect your house to the neighbours with an alarm bell.
- Ensure police verification of your domestic help/driver/watchman/tenant.
- Take the services of only those plumbers/electricians/carpenters/labourers who are known or recommended by RWA.
- Keep important telephone numbers handy.
- Always go out in a group for morning and evening walk.
- Inform your nearest PCR van or policeman and neighbours if you spot a suspicious person around your residence.
- Leave a light on while going out.
- Keep in touch with the beat officer.

DON'Ts

- Don't open the door to strangers/unidentified persons.
- Don't allow kabari, courier service employees, hawkers etc. inside the house.
- Don't let plumber, carpenter, electrician and other service provider any access without keeping an eye on them.
- Don't allow, without verifying, old contacts/employees/servants who are visiting you after a long gap.
- Don't keep servants who are unverified or unverifiable.
- Don't discuss important family/property issues in front of strangers/servants.
- Don't allow servants to have access to your cupboards, safes etc.
- Don't ignore suspicious incidents/persons; inform the police.

- Don't leave valuable unattended/unprotected at home.
- Don't make any ostentatious display of cash and jewellery before strangers /servants.

SOUNDAND NOISE POLLUTION

USE OF LOUD SPEAKERS, AMPLIFIED MUSIC, BURSTING OF CRACKERS AND BEATING OF DRUMS ETC. IS PROHIBITED BETWEEN 10.00 PM TO 6.00 AM

It is	It causes
<ul style="list-style-type: none"> • Violation of Hon'ble Supreme Court Directions. • Punishable if use of loudspeaker is done without police permission between 6.00 AM to 10.00 PM. • Prohibited in Silence Zones. • Punishable under the Environment (Protection Act, 1986) and imprisonment could be up to 5 Years or a fine of Rs. One Lakh or both. • Offence under Delhi Police Act. DJ & other equipments liable to be seized. 	<ul style="list-style-type: none"> • Health hazard for the sick. • Distraction to students. • Stress for children/infirm. • Disturbance to those resting. • Discomfort for pets. • Disrespect to the community.

SAY 'NO' TO A LOUD NOISE POLLUTION

FORCO-OPERATION TO IMPROVE THE TRAFFIC SITUATION

DO's	DON'Ts
<ul style="list-style-type: none">• Stick to your lane.• Avoid road rage.• Use zebra crossing, subway and foot over-bridge for crossing the road.• Use public transport instead of using personal vehicles.• Avoid confrontation with fellow motorist over traffic violations.• Keep cool while driving.• Always obey traffic rules.• Always wear ISI marked helmet while driving two wheeler.• Always wear seat belt before starting your car for your own safety.• Park your vehicle at authorized parking lots & sites only.• Slow down while approaching roundabouts, road crossing, speed breakers etc.	<ul style="list-style-type: none">• Don't over speed.• Don't drive recklessly.• Don't jump red lights.• Don't overtake from the wrong side.• Don't use pressure horns.• Don't mix drinking & driving.• Don't indulge in zig-zag driving, wrong overtaking, improper lane changing• No parking on road. Road are meant for movement of traffic and not for parking.• Don't use mobile phone while driving.• Don't allow minors to drive. Minor driver and owner of vehicle are liable for prosecution.

Be Safe. Let others be safe

USE SECURITY DEVICES TO PREVENT THEFT OF YOUR VEHICLE

<p>➤ GPS SYSTEM: Helps in quickly tracing your car by tracking its movements.</p>	<p>➤ DOOR LOCKS: Visible inside door lock buttons- smooth and tapered.</p>
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<ul style="list-style-type: none"> ➤ STEERING WHEEL LOCK: Prevents steering wheel from turning. Its high visibility deters thieves. 	<ul style="list-style-type: none"> ➤ IGNITION CUT-OFF: A key-operated or hidden manual switch that interrupts power supply from battery to ignition.
<ul style="list-style-type: none"> ➤ FUEL CUT-OFF: Integrated into the fuel line, prevents the flow of fuel. Only a special key deactivates the cut-off. 	<ul style="list-style-type: none"> ➤ IGNITION COLUMN GUARD: Provides protection to the ignition system. Fits around steering column and over ignition starting system.
<ul style="list-style-type: none"> ➤ PADLOCK WITH CHAIN: An effective way to secure vehicle, if left unattended overnight. 	<ul style="list-style-type: none"> ➤ MOTORCYCLE WHEEL LOCK: A simple lock that easily fits on the front wheel of a motorcycle & prevents wheel movement.

BE OUR EYES & EARS

SIMPLE TIPS TO FIGHT CRIME & TERRORISM:

In case you suspect something: Call 100 or 1090 at once and give as many detail as possible about the suspicious person, object or the vehicle and keep an eye on these while giving information to the police.

YOU CAN HELP

<p>If you are a car dealer</p> <ul style="list-style-type: none"> ➤ Satisfy yourself about the antecedents of both parties, particularly the buyer, before finalizing the deal and more so if 	<p>If you are a landlord or a property dealer</p> <ul style="list-style-type: none"> ➤ Do not let out your premises without satisfying yourself about the antecedents of the tenant.
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the buyer is from outside Delhi.

- Insist on their identification documents; photocopies of which should be retained by you.
- Be careful while organizing a deal particularly involving Ambassador Cars and Motorcycles as they are most likely to be used by terrorists.

If you own a Guest House, Lodge or a Hotel

- Insist on Identification documents before booking a room for the guest.
- Call 100 or report to the nearest police station about any suspicious guest.

Report to the Police on Tel. No.100

- Suspicious and unclaimed objects like Hand Bags, Packets etc.
- Suspicious person in your vicinity

Rehri walas, Patri walas, Motor Vehicle Parking Attendants, TSR/Taxi Drivers, Chowkidars, Barbers, RWAs/ MTAs are our EYES & EARS –Inform us about any suspicious activity of a person or suspicious article and prevent crime & terrorism. The identity of the informer is kept secret.

PROTECTION OF YOUR HARD-EARNED MONEY

Never	Always
<ul style="list-style-type: none">➤ Carry huge amounts of cash publicly when alone, on foot or in a two wheeler.➤ Follow the same route and timings while going to the bank.➤ Discuss cash or money transaction/carrriage with strangers.➤ Get distracted by acts of cheats, who pretend as if your money has fallen on the floor, inside or outside your bank.	<ul style="list-style-type: none">➤ Keep information about cash including, transportation, movement etc. confidential.➤ Use your own transport to carry cash.➤ If possible, travel with your security guard or an employee.➤ Keep the doors of your car locked while driving.➤ Carry mobile phone for seeking timely help.➤ Be alert while proceeding to or doing business in the bank, particularly on heavy transaction days.➤ Keep an eye for any suspicious movement or stranger (on foot, two-wheelers etc.) in your vicinity.➤ Inform police promptly about any such happening.

Cheque/Credit Card/Electronic Transactions are better options than to carry huge cash

DON'T BECOME A VICTIM OF CYBER FRAUD

WHAT TO DO TO PREVENT CYBER FRAUDS

<ul style="list-style-type: none">➤ Create a strong password using alphanumeric characters and don't share it with anyone.	<ul style="list-style-type: none">➤ Check authenticity of any offer through search on the internet and by asking the concerned
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<p>Change the password regularly.</p> <ul style="list-style-type: none"> ➤ Use some latest security features to protect your computer. ➤ Don't respond to spam mails. ➤ Avoid storing personal, sensitive and financial information on Computers. ➤ Don't allow anyone to use your bank account for unlawful receipt/withdrawal of money. ➤ Don't deposit/give any money for such e-mails. ➤ Don't get trapped by misleading e-mail. 	<p>company/institution.</p> <ul style="list-style-type: none"> ➤ Check RBI guidelines on money related matters. ➤ See that your Credit Card is used in front of your eyes. Check your Credit Card statement regularly. Ask your bank to give mobile alert on any transaction made through your Credit Card. ➤ Use only secured server for financial transactions i.e. https. ➤ Maintain anti virus/ firewall on your computer. ➤ Don't respond to an e-mail which contains claims of having won prize, lottery etc.
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DON'TGET TRAPPED BY MISLEADING E-MAILS OR SMS

Don't respond to an email or SMS which claims

- Huge funds being deposited/transferred to your account
- A lottery won or a cash prize from a competition in which you never participated
 - A job abroad or a part time job on commission basis
 - A 'WILL' made for you by a foreign based, unidentified person

Don't send money or provide your user-name/password to unknown persons/destination

SERVANT VERIFICATION

Steps to be taken by House Owner

- Always check the details of the person who has introduced/referred the servant to you.
- Ask for the name, address and telephone number of servant's relatives and previous place of work.
- Obtain two references before employing a servant.
- Keep photograph & finger prints of your servant.
- Keep an eye on the visitors of your servant.
- Contact your Beat Constable or Police Station for servant verification.
- Download the servant verification form from website: www.delhipolice.nic.in

TENANT VERIFICATION

Steps to be taken by House Owner

- Always check the antecedents of the person who intend to give on rent your property.
- Before you rent your property be careful and ensure the bonafides of the tenant and verify their particulars.
- Contact your Beat Constable or Police Station for tenant verification.
- Owners of any house/property in specified areas of Delhi should furnish particulars of the tenant(s) to the area SHO/Police Station as per orders issued u/s 144Cr.P.C. Any person who intends to take accommodation on rent as well as property dealers offering such accommodation have to inform in writing in this regard to the area SHO/Police Station.
- Download the tenant verification form from website: www.delhipolice.nic.in

DON'T HESITATE TO HELP CRIME VICTIMS ON ROAD

Now, instant medical aid for accident victims need not wait for Police questions

- Saving accident victims is now really easy
- Free of interrogation and complicated procedures ...
- You can now bring an accident victim to the hospital and leave immediately with or without revealing your identity
- Medical aid to the victim will begin instantly and need not wait for police questions
 - The priority is the victim; his safety; his welfare
 - So now save a life readily. It is free of harassment

There are clear instructions from the Hon'ble Supreme Court that doctors in government or private hospitals must promptly attend to the accident victims without waiting for the police to arrive

LET US FIGHT AGAINST TERROR TOGETHER

If you are a Rickshaw/Cart Puller, Taxi/Auto Driver, Fruit Vendor, Telephone Booth/Cyber Café Operator etc.

- Remain alert and vigilant about surroundings especially where your vehicle or rickshaw is parked
- Check your taxi/auto/rickshaw, including under-carriage and ensure that a passenger does not leave behind any bag or article
- Pay special attention at Railway Stations and bus stands. Report suspicious person or object
 - Maintain record of customers at Telephone Booths/Cyber Cafes

BE ALERT, BE VIGILANT, BE WATCHFUL!

Callus on 1090

JOIN US IN THE FIGHT AGAINST CRIME, CRIMINAL & TERRORISM