



SAANJH : A Project under e-Governance

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Abstract: *e-Governance projects are running successfully in the state of Punjab. The state government is working efficiently towards the implementation of e-Governance. Saanjh Kendras are one of these projects which are implemented to provide 25 services of Police Department so that Punjab Police can be made citizen friendly. This research paper highlights the services available at Saanjh Kendras, Saanjh's organizational Framework and its characteristics. The effective steps taken by Punjab Government to implement this project effectively and its success in the state are also included in this research paper.*

Keywords: *CPSC (Community Policing Suvidha Centre), Framework, Platform, PSVW (Police Station Visitors Week), Saanjh.*

I. Introduction

e-Governance can be defined as the application of ICT (Information & Communication Technology) through which government ensures the delivery of its services to the citizens & other Government and Non-Government Organizations. Punjab Government has implemented a number of projects and the websites of Government Departments are also launched for the effective implementation of e-Governance. Along with other departments, Police Department has also been computerized so that citizens can register their FIRs online, check the status of their passport verification online and much more. But still there is a need that citizens have to visit the Police Station to get their work done and it is observed that there is an inherent fear among common citizens to enter the Police Station for civil work. Therefore, under e-Governance projects, Saanjh Kendras have been constructed separately from the Police Stations to provide 25 civil services of Punjab Police to the citizens. 20 of these services are time bounded under Right To Service Act, 2011. Punjab is the first state to initiate citizen friendly Saanjh project. The Deputy Chief Minister of Punjab, S. Sukhbir Singh Badal said that the basic endeavour behind the implementation of Saanjh Kendras was to reduce the interaction of general public and 'Khaki Police'. That is why, there is a special dress code for the employees at Saanjh Kendra other than 'Khaki Uniform'. The persons manning these Kendras are dressed in civil and corporate civil dress. The well constructed and furnished buildings of these Kendras provide them a unique identity.

II. Saanjh: Partnership of Community & Police

The very well-known and prestigious project named Saanjh was started in 2010 in Punjab state which has extended the concept of Community Policing Centre up to Sub-division and Police Station level. Even more significantly, Saanjh Kendras have been made the focal point of Police Community partnership. This project was allocated Rs. 30 crores 2010-11 and another Rs. 30 crores in the succeeding financial year 2011-2012. This project is designed to provide services to citizens immediately at state-wide IT platform. Recently Punjab Government has claimed that more than 500 Saanjh Kendras are implemented in the state which includes Kendras at 27 Police Districts, 114 Tehsils and 359 Police Stations. Saanjh Kendras give a look of corporate style office so that any citizen can approach these Kendras without any hesitation. The Deputy Chief Minister of Punjab, S. Sukhbir Singh Badal, has also approved the special and non-transferable cadre for Saanjh Kendras to create a permanent, dedicated and specialized civil face of Punjab Police. "Only computer literate, highly educated, polite youth with professional communication skills in Punjabi and English should be given opportunity to opt for this cadre. Employees opting for this cadre would permanently remain in this cadre and their job would be non-transferable back to the police" said S. Sukhbir Singh Badal. The eligible and interested Police Officials are in notice of the department and they may be transferred to the Saanjh Kendras.

III. Features of Saanjh

The Saanjh project has the following features:

- A. Saanjh project is an institutionalized set up of management of Community Police Resource Centers, named as Saanjh Kendras, at 27 Police Districts, 114 subdivisions and 359 Police Stations in the State.
- B. A Community Affairs Division headed by an IGP at Police Headquarters would supervise the functioning of the Saanjh Kendras across the State. Zonal IGPs and Range DIGs shall be the intermediary supervisory levels.
- C. To give a distinctive identity to the Saanjh Kendras, all Kendras have a uniformly designed building with standardized furniture, furnishings and layout.

- D. Every Saanjh Kendra would be run by a Police-Public Committee comprising of Police Officers, Representatives of Government Departments such as Health, Education, Women at the district and sub-divisional level and representatives from among Principals of Colleges, Professionals and Civil Society and Non-Governmental Organizations.
- E. A state-wide IT platform with centralized server at Police Headquarters linked to every Saanjh Kendra shall enable centralized data uploading and access providing citizens with copies of FIRs, untraced reports, No Objection Certificates, etc., at a click of a button, in a time bound frame. Every Saanjh Kendra would provide all services to be delivered by the Police Department as enshrined in the Right to Service Act within prescribed time limits to the people from a single window. The citizen from any part of the State would be able to approach the nearest Saanjh Kendra for obtaining information/services from any Police Station in the state including remote locations.
- F. All Saanjh Kendras are registered as self-representative registered societies under Registration of Societies Act, 1860.
- G. Saanjh Kendras are the platforms for the Partnership of Community and Police to plan and implement the locally connected community centred projects. The members of Saanjh committee and Designated experts like lawyers, counsellors including women, children, senior citizens, Non-resident Indians related controversies and other domestic-social disputes like fast driving, under-age driving etc. will be solved.
- H. Legal help, Women Shelter Home, Non-Governmental Organizations which are working for the welfare of the society without seeking any gain, Saanjh will make an approach to their special services.
- I. In Saanjh Kendras, training will be provided to Community members and Police Officers which are associated in the public dealings.
- J. Saanjh Kendras will make the citizens capable to reach these Kendras for more and more contacts of citizens with the Police at Tehsil and Police Station level, where a trained staff will contact with a citizen first and later the Police Station will provide the service.

IV. Organizational Model of Saanjh

State Level Advisory Committee: In this committee of 25 members, there will be an advisory committee in Police Headquarters for the planning and implementation of Community Policing Project. This society will be lead by DGP and it will also include Educational Experts and Police Practitioners.

The following is the 6-tier administrative model to implement Community Policing in the state:

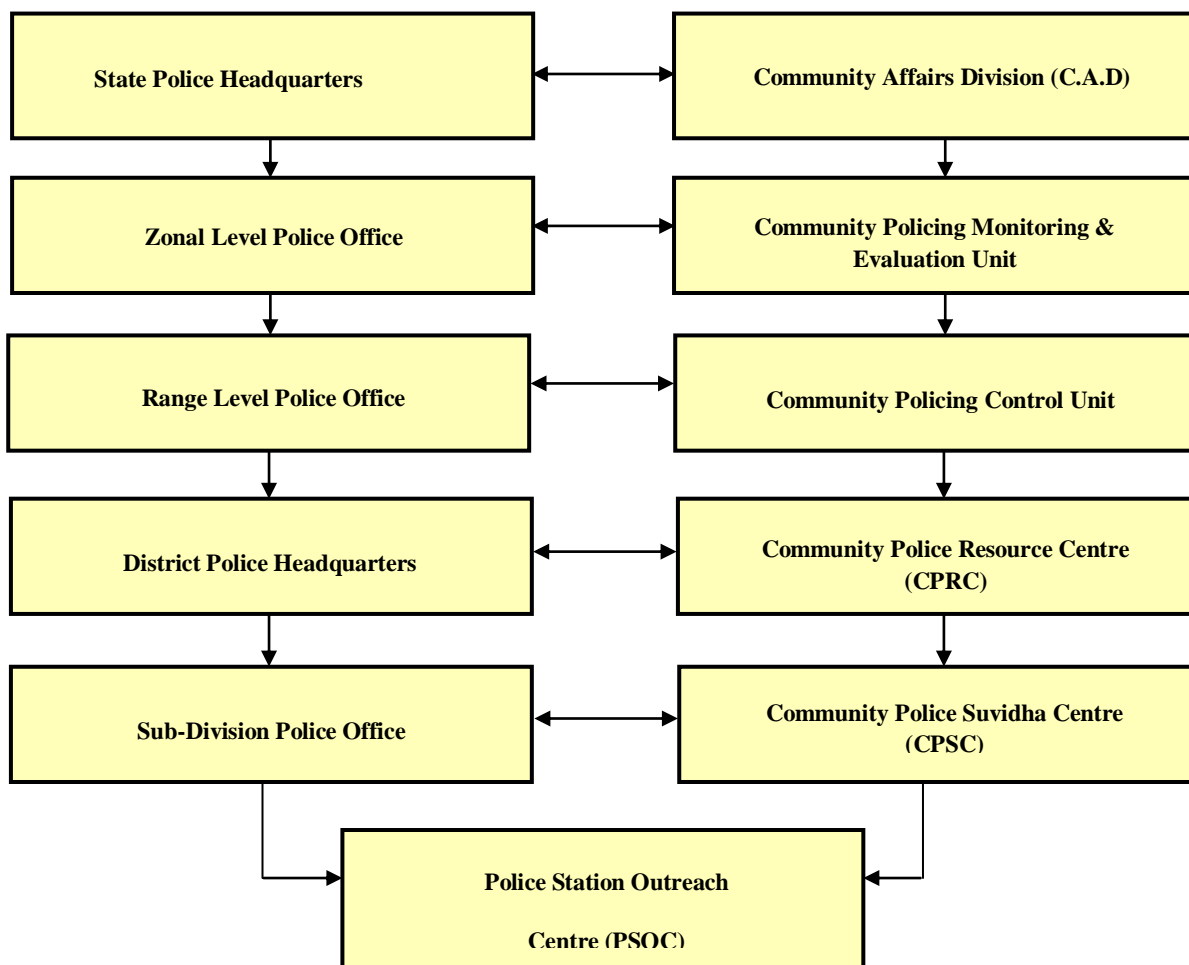


Fig. 1: Organizational Model of Saanjh Kendras

V. Services provided at Saanjh Kendras

- A. *NRI & Foreign Counter*
 - Registration of foreigners (Arrival & Departure)
 - M.R.G. Investigation- In case of missing passport in foreign
 - Complaints of fraud by travel agents
 - N.R.I. complaints & investigation
 - Extension of residential permits of foreigners
- B. *Verification Counter*
 - Tenant verification
 - Registration & investigation of servants
 - Passport verification
 - Police Clearance Certificate at time of foreign immigration (P.G.C.)
 - Vehicle verification
 - Character verification
- C. *Crime Information Counter*
 - Copy of FIR (First Information Report)
 - Copy of cancellation of untrained report
 - Missing vehicle
 - Missing articles & documents
 - Missing mobile set
 - Missing person/children
- D. *N.O.C.*
 - N.O.C for Arm licence
 - N.O.C for use of loud speakers
 - N.O.C for security in games, religious and social events
- E. *R.T.I. Counter*
 - Receives all application under Right To Information Act

VI. Timeline for services at Saanjh Kendras

The following is the timeline for the services which are provided at Saanjh Kendras under the Right To Service Act, 2011:

Table 1: Timeline of services at Saanjh Kendras

S. No.	Name of Service	Given Time limit (Working Days)	Designated Officer
1	Registration of foreigners (Arrival & Departure)	Immediate	Commissioner of Police or Senior Superintendent of Police of the concerned Police District
2	Extension of residential permit of foreigners	5 days	Commissioner of Police or Senior Superintendent of Police of the concerned Police District
3	Copy of FIR or DDR	Immediate/online	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
4	NOC for use of loud speakers	5 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
5	NOC for Fairs / Melas / Exhibitions	5 days	Station House Officer of the/ sponsored events etc. concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
6	Stranger verification (after receiving the verification from other district/state of which the stranger is a resident)	5 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
7	Tenant/ Servant verification (if resident of local area)	5 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
8	Tenant/ Servant verification (if	5 days	Station House Officer of the concerned

	resident of other district/state after receiving the verification from other district/state)		Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
9	Other verification related services	30 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
10	Copy of untraced report in case of road accidents	45 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
11	Copy of untraced report in cases pertaining to stolen vehicles	45 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
12	Copy of untraced report in theft cases	60 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
13	NOC for pre-owned vehicles	5 days	Station House Officer of the concerned Police Station or In-charge of Community Policing Suvidha Centre at the Sub-division
14	Service verification	10 days	Station House Officer of the concerned Police Station and Designated officer in the office of Commissioner of Police or Senior Superintendent of Police
15	Character verification	10 days	Station House Officer of the concerned Police Station and Designated officer in the office of Commissioner of Police or Senior Superintendent of Police
16	Verification for renewal of Arm licence	15 days	Station House Officer of the concerned Police Station and Designated officer in the office of Commissioner of Police or Senior Superintendent of Police
17	NOC for issuance/renewal of licence of Arm dealers	15 days	Station House Officer of the concerned Police Station and Designated officer in the office of Commissioner of Police or Senior Superintendent of Police
18	Issuance of NOC for setting up of petrol pump, cinema hall etc.	15 days	Station House Officer of the concerned Police Station and Designated officer in the office of Commissioner of Police or Senior Superintendent of Police
19	Passport verification	21 days	Station House Officer of the concerned Police Station and Designated officer in the office of Commissioner of Police or Senior Superintendent of Police
20	Verification for fresh arm licence	30 days	Station House Officer of the concerned Police Station and Designated officer in the office of Commissioner of Police or Senior Superintendent of Police

VII.Success of Saanjh project in Punjab

Saanjh project is implemented in Punjab as a platform for the Partnership of Community and Police. These Kendras are running successfully in the state. The unique appearance of the building of Saanjh Kendras and its visit gives an experience of a Corporate Office, not a Police Station. As a result, citizens are now able to approach the civil services of Police Department without any hesitation. The Deputy Chief Minister of Punjab, S. Sukhbir Singh Badal, has claimed that the crime rate has come down by 22 percent after Community Police initiatives, which is highly appreciable. Also, Punjab is the very first state to implement 'citizen friendly' Saanjh Kendras.

Recently, Mansa Saanjh Kendra has been adjudged the best Saanjh Kendra in state during the annual 'Police Station Visitors Week' (PSVW) programme organized by Altus Global Alliance through IDC (Institute of Development & Communication) in Chandigarh. Saanjh Kendra of Mansa was assessed as the top Saanjh Kendra by the citizens.

Mansa Police celebrated the Global Visitors Week in December 2012. In the same month last year, the District Police launched Saanjh vans to reach every corner of the district to create awareness among the citizens. The State Police have decided to adopt the idea of launching Saanjh vans in all over the state to create awareness among the citizens.

Mansa SSP Narinder Bhargav was awarded for the best and innovative Saanjh practices in the district.

VIII. Conclusion

Punjab Government has implemented a number of projects under e-Governance which are very appreciable. Saanjh project is designed to provide the civil services of the Police Department in the state. Innovative efforts done by Mansa Saanjh Kendra are not only appreciable but also a source of inspiration for other Saanjh Kendras in the state. These Kendras are operational at District & Tehsil level, that is why, citizens are not aware about these Kendras at rural level. In the future, Punjab Government should think to implement Saanjh Kendras at Sub-Tehsil level also. It is also required that steps must be taken to make the citizens aware about the operational Saanjh Kendras. Punjab Police must launch an awareness campaign to educate the people about the services provided at Saanjh Kendras and Police Out Reach Centres.

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