

POLICE ORDER No. 200

Price aid to
the Public.

The Thana Officers are required to take prompt and effective measures in the registration and investigation of cognizable cases and in dealing with information involving breach of peace. They are also required to tender necessary assistance to the members of the public in distress who approach them for such assistance. Though it is necessary to ascertain the appreciation in the the complainants, informants and the members of the public who seek Police assistance in above matters about the manner in which the assistance is rendered by the Police and keep a record of the same, as yet no system has been introduced for doing the same. It has now been decided to introduce some scheme for this purpose and to begin with Police-stations of Rourkela (Plant Site Township and Raghunathpali), Berhampur town, Puri town, Cuttack town (Lalbag and Manglabag Police-Stations) and Bhubaneswar (New Capital Police-station) will be taken up first for the purposes of this scheme.

The Superintendent of Police, Rourkela, Ganjam, Puri and Cuttack shall purchase post cards from the money which will be allotted to them for this purpose. Post-cards at the rate of about 1,000 or more according to the amount of work involved in the above Police-stations should be purchased for each Police-station. A separate account should be opened in the District Office for these post-cards in which separate pages should be provided for each Police station where the post-cards are supplied. Before issue to each Police-station, the post-cards will be serially numbered police-station wise, e. g., Plant Site Police-station serial number 1/65 2-65. New Capital Police-station serial number 1/65, 2/65. and soon. The name of the Police-station and the serial number should be given on the right hand top corner of each postcard. Instead of writing the name of the Police-station in hand, small rubber stamps can be purchased and used for this purpose. In the space provided for writing the address, the name and address of the Superintendents of Police concerned should be similarly stamped, so that the post-card will be received back by them wherever they are posted. After they are numbered, they should be supplied to the Police-station concerned, where a separate account of their postcard shall be similarly maintained showing the receipt and expenditure.

The Thana Officers shall hand over a post-card to each person seeking police help for the purposes mentioned in para. 1 above with a request to drop the postcard in post office after writing his own appreciation about the nature of Police help asked for, the manner of the help rendered and his opinion about the work and conduct of the Police. At the time of handing over the post-card, the thana Officer should check up that the name and the address of the Superintendent of Police as stamped in the place provided for the address are clear and legible to ensure their proper delivery. Where there is any illigibility or omission, they should be corrected. The serial number of the post-card handed over should be mentioned in brief in the charge-sheet cases, final report in infal report cases and in the Station Diary in other cases.

The Superintendent of Police, on receipt of the post-card should take immediate action to recognise the good service done, if any, by the police or take suitable measure for improvement of Police efficiency if and where necessary. At the close of each month he should arrange all the postcards Police-stationwise and pass them on to the Range D. I.-G. with his comments. The D. I. G. in his turn, should peruse the cards and the comments of the Superintendent of Police and take action if and where necessary and thereafter transmit all the cards to the Inspector-General of Police together with the comments of the Superintendent of Police and his own comments for scrutiny and record. Prompt and valuable services rendered and appreciation of the public shall be extracted by the Superintendent of Police immediately and sent to the A. I.-G. of Police for publication in the monthly news-letter.

Adverse inference should be taken against the Thana Officers, the postcards from whose Police-station do not reach the Superintendent of Police after they are handed over to the persons concerned as instructed above. In case where it is genuinely believed that the postcards have lost during postal transit and delivery, the matter should be taken up with the Postal authorities. Superior Police Officers should check up the working of this system during their periodical inspection and also by surprise visits.

The services of the Thana Officers who implement this scheme effectively and efficiently will be suitably recognised by the Inspector-General of Police at the State level and suitable entries shall be made to that effect, in their service records.

It is hoped that the Superintendents of Police and the Thana Officers should implement this scheme whole heartedly to achieve the purpose for which it is being introduced. It will not only improve good relationship between Police and the Public, but will also provide an effective means to counteract unjustified criticism of the Police work and action. Further, this scheme will also enable the Police to ascertain their own latches and short-comings about their manner of approach to their basic problems in relation to public work which can be rectified to improve their efficiency and consequently to earn a good name.

This scheme will be given effect from the 26th January 1965.

(Previous Police Order Reference No. 19 of 1964)