

No.DGP/20/195/Community Policing Scheme/ 177/2019

Maharashtra Rajya Police Mukhyalaya  
Shahid Bhagat Singh Marg, Colaba,  
Mumbai – 400 001.

Date. 5 /06/2019.

**Standing Order Number 03/2019**

- Ref: 1) G.R.No.DIS/2002/CR-84/Special Branch-I(b) Mantralaya,  
Mumbai, dtd.30/09/2002  
2) This office Circular No.DGP/20/195/Community Policing/  
376/2017, dtd. 20/12/2017

**Sub: Standard Community Policing Schemes of Maharashtra Police**

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There are more than 67 community policing programs in various units of the state catering to different target groups It has also been observed that programs initiated with great fanfare fall into disuse over a period time with the change of guard. The needs, aspirations and requirements of the various groups of people have been changing over a period of time. It is the need of the hour that various schemes are reviewed regularly and standardised to address the changing crime scenario and the needs of the society.

2. The following general principles have to be followed in all the Community Policing Schemes. They are as under:

1. Careful selection of **Manpower**: as per the GR mentioned above. The ACP/ PI has to head the Community Policing Cell (CPC) in Police Commissionerate's and districts respectively.
2. All Community Policing Schemes have to be **oriented towards Security, safety and service** of people. They have to fulfil the gap between the aspirations as well as the needs of the community and the police services that the department is mandated to render by law. Such schemes should be aimed at creating a positive impact on prevention of crime.

3. **Training** of personnel involved on the basis of standard manual/guidebook to maintain the quality and nurture the program for fulfilling its objectives.
4. Some of the Community Policing Schemes involve **Collaboration** with other departments, with two-way communication, sharing of resources and decision making.
5. Above referred Govt Resolution may be used for **budgeting** expenses for the Community Policing Schemes.
6. Sharing of **best practices and unique experiences** with others, is necessary. Regular personal review and support from the Unit Commander is a must.
7. **Systematic Documentation** to professionalise the services offered under these schemes will help in continuous improvement and suitable modification from time to time. This will also help in enhancement of Public trust in the Police and dissolve many misconceptions about the police work.
8. **Regular communication** with the community about the achievements of the Community Policing Schemes in the form of press releases and visits by opinion makers will enhance the credibility of such Community Policing Schemes and the State Police. All this has to be done keeping in mind the need for respecting individual privacy.

3. The following schemes in the standard format will be taken up in all units immediately. They are :-

1. Bharosa
2. Senior Citizen Cell ( Jetha Nagarik Kaksha)
3. SJPU - Special Juvenile Police Unit & CARE (Counselling And Reformative Education)
4. Police Kaka / Didi
5. Jagruk Nagarik (Alert Citizen)
6. Buddy COP
7. Mohalla committee/Peace committee
8. Mahila Suraksha Samiti

The last two initiatives namely Mohalla committee/Peace Committee and Mahila Suraksha Samiti have been in existence for a long period and laid down standard procedure for the constitution of the members, frequency of meetings and themes of discussion are already in existence. They should be continued as per the relevant GRs and improved depending on the local requirements. Periodic engagements with members of the community is essential and hence concerted effort need to be made to ensure that they take place.

4. With regard to the other initiatives mentioned above, guidelines given in the annexures should be followed. Maharashtra Police Academy / RPTCs will organise training programs, workshops in best practices, counselling process etc. on regular basis.

(Annexure A to F )

*Sudodh Kr Jaiswal*

( S.K. Jaiswal )

Director General of Police,  
Maharashtra State, Mumbai

Sub:- Maharashtra Police - Bharosa

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There are already Women Grievance Redressal Cells in many units for a long time. Growing urbanisation, migration of families to urban centers, increased number of nuclear families, non-availability of senior family members to guide , long working hours , ambitious couples, long digital life etc have increased problems in number of families. This has necessitated the need for multi-agency professional services from the government agencies. Bharosa Cell will expand and professionalise services of the Women Grievance Redressal Cell. Bharosa cell will provide multiple services like counselling, legal assistance, police protection, medical help, psychological services, temporary shelter etc under one roof.

2. The various features of Bharosa are as under:

1. **Place** : selection of office for Bharosa has to be done keeping the comfort of and ensuring easy access to the victims. It has to be visible to the public.
2. **Personnel** :Bharosa is a multiagency integrated centre. It consists of :-
  - a. Police personnel: police personnel with aptitude to serve, extrovert in nature, endowed with abundant skills of communication,optimistic in life (noneycical) be selected besides rank and qualification. Services of many lady officers and women constables who are graduates in social work(BSW/MSW), BEd, Psychology etc. may be utilised for Bharosa Cell.
  - b. Lawyers: District Legal Services Authority ( DLSA) may be approached to provide lawyers.
  - c. Experienced Social workers/ professional counsellor's be appointed on voluntary basis. In some places local bodies can appoint them and provide their services to the cell.

- d. Services of reputed Psychologist be provided at the cell. If number of cases are less, their services may be tied up and they are to be called as per requirement.
- e. Services of Doctors ( Medical/Gynaecology/Psychiatry) may be made available on call from the local Medical College/District Civil Hospital.
- f. Services of the Protection officers from the Women and Child department be tied up with the local unit specially to handle Domestic violence cases.
- g. Temporary shelter for the victim may be tied up with already existing local govt setup or reputed private NGO

### **3. Ambience and facilities**

- a. Pleasant atmosphere with welcoming attitude needs to prevail at the center. Simple Interiors with proper furniture, welcome desk, visitors place etc along with display of proper signages in Marathi and English to be provided.
- b. Each counsellor needs to have separate cabin to maintain privacy. A minimum of four to six cabins are suggested.
- c. Since the Bharosa cell attracts sometimes the entire family consisting of children and senior citizens, a play area for the children is also desirable.

### **4. Procedure:**

1. Application can be received in person, through government's offices or by email.
2. Proper entry and registration will be made after receiving application and case number will be allotted to the applicant and file will be created.
3. As per the nature of the complaint, file will be forwarded to the enquiry officer / counsellor / doctor /legal adviser.
4. Bharosa Cell officer will make phone call or send notice to the Applicant and Non-applicants asking them to remain present in Bharosa Cell for enquiry. Every case will be rigorously followed by Bharosa Cell up to its final disposal.

5. After counselling, compromise between applicant and non-applicant will be made or problem will be solved and file will be closed. There after follow up will be taken after regular intervals.
6. If compromise does not happen, then applicant will be directed to approach the concerned police station, court or concerned protection officer for further disposal.
7. Data base of every case will be maintained.
8. Privacy of each individual has to be absolutely maintained to enhance trust and credibility of Bharosa Cell.

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## ANNEXURE 'B'

### Sub :-Senior Citizen Cell

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Migration of youths for education as well as for jobs in urban & semi urban areas and more and more nuclear families cause senior citizens to remain alone at homes and also has given rise to several issues like safety & security of senior citizen, property disputes in families, physical & mental harassment by family members & others, issues regarding services offered by various Govt. agencies such as Banks, MSEB, treasury etc., To address these issues, Senior Citizen Cell has been formed in some units. D.G.P., M.S. vide circular dt. 28/01/2013 has instructed to form Senior Citizen Security Committees at all units. ACP/Dy.SP is expected to hold meeting of Senior Citizens Security Committees every month. The meeting of Senior Citizens Security Central committee is to be conducted by C.P./ S.P. every two months. Officers & men from the Police stations have also been instructed to visit at least five senior citizens every day. A Senior Citizen Cells need to be established at every unit.

#### 2. This Senior Citizen Cell ( SCC) will work :-

- 1 to assist senior citizens in various issues being faced by them especially by lonely senior citizens.
- 2 to coordinate & monitor efforts made by P.S. to provide necessary assistance to senior citizens.

#### 3. Each Senior Citizen Cell (SCC) will have the following features:

1. **Place** : The office of the cell should be easily accessible to senior citizen. Adequate & comfortable seating (senior citizen friendly) may be arranged. The place should be invariably on the ground floor of a building ( or higher floors with lift) with all essential facilities including a ramp

## 2. Structure –

- a. PI/API may be posted as Incharge of the cell. The Officers & men should have helpful attitude with good communication skills, extrovert & sympathetic in nature. Graduates in Social works or in Education ( B.Ed.), or Psychology may be preferred.
- b. Experienced **Social workers/ Professional Counsellors** be appointed on voluntary basis. Assistance of local bodies or established NGOs may be taken to provide counselors, if possible.
- c. **Helpline**- A dedicated 24x7 helpline (**1090**) be established at Senior citizens cell/ control Room. The record of calls received at helpline & action taken be maintained properly.
- d. To assist senior citizens across the jurisdiction, Police Station Incharge may form Whatsapp Groups of senior citizens residing within PS Jurisdiction. One PC/ASI rank staff may be asked to act as admin of the group. One SI/HC rank officer be appointed as nodal officer to monitor all activities pertaining to senior citizen.
- e. Regular meeting at Police station level be conducted every month. Senior Citizen cell may monitor the activities undertaken at PS level.
- f. Coordination with Jyeshtha Nagrik Sangha or similar organizations may be taken by Police station In-charge.

## 4. Assistance to be offered at the SCC.

Senior citizen may approach the cell either personally, through helpline or may send an application. Proper record of his complaint & documentation of its disposal may be kept at senior citizen cell.

- a. The issues relating to safety & security must be looked into by the Incharge of concerned Police station.
- b. All the necessary legal assistance be provided to senior citizens whose complaints fall within the provisions of 'Maintenance & welfare of Parents & Senior Citizen Act 2007'.

Attention of all Unit commanders is drawn towards provisions of chapter 5 & 6 of 'Maintenance & Welfare of Parents & Senior Citizen Rule 2010. Rule 19 & 20 should be followed in letter & spirit.

- c. In addition to the security related issues, senior citizen may approach senior citizen cell with various complaints, which may be dealt with in the manner suggested as below :-

d.

Sr. No	Services	How to provide it
1	Medical assistance	Through NGO (Helpage India)
2	Temporary Shelter	NGO/ Vruddhashram
3	Complaints pertaining to banks, MSEB, Municipal Corporations, Treasury etc	By communication with concerned agency
4	Property disputes	Counselling or guidance by professional counsellors
5	Safety/Security	I/C of concerned P.S.

5. Monthly report of the activities undertaken by Senior Citizen Cell be sent to this office by 10<sup>th</sup> of ensuing month.

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**Sub :- S.J.P.U. (Special Juvenile Protection Unit)/CARE**

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S.J.P.U. (Special Juvenile Protection Unit) is to be established under The Juvenile Justice (Care and protection of Children) Act. 2015 u/s 107(2) to maintain the continuity and standard procedure for protection and reformation of the *Juveniles in conflict with Law*.

**1. Objectives :-**

- a. To protect every right of children.
- b. To help rehabilitate *Juvenile in conflict with law* with help of various government agencies and NGO's.
- c. To dissuade the juvenile to commit repeated crimes.
- d. To co- ordinate between police station and Juvenile Justice Board.
- e. To know the reasons behind every crime and analyse it.
- f. To organize various programs to keep them away from criminal environment.
- g. To expedite the investigation, charge sheet and pending trials in court
- h. To keep effective Surveillance on juveniles to prevent them to commit crime in future.
- i. To update every information regarding *Juveniles in conflict with law*.
- j. Effective co-ordination between police, S.J.P.U., probation officer, Education officer and JJB.

**2. Stakeholders under SJPU (CARE)**

- a. *Juveniles in conflict with law*
- b. Juvenile traffic violators.
- c. Special Juvenile Protection Officers (S.J.P.O.)
- d. Child Welfare Officer
- e. Child and women development officer.
- f. Education officers
- g. NGO's

**3. Proposed programmes under CARE (Counselling And Reformative Education) by SJPU:**

**4.A.** To arrange various programs on every second and fourth Saturday in association with various government agencies and NGO to engage them in good activities conducive environment and regular counseling to them.

- a. To arrange various sports activities
- b. To show informative/ motivational movies
- c. To arrange guest lectures by motivational speakers.
- d. To impart various professional skill development training with help of government agencies, industry and NGO .
- e. To arrange de-addiction camps for juveniles.
- f. To conduct various welfare activities including employment to Juveniles according to their skills with the help of public private partnership.
- g. To inculcate sense of ownership to the society where that *juvenile with conflict in law* resides.

**4.B.** To organize **seven session counseling** with the help of local NGO :-

- a. How to become happy and successful.
- b. Every friend is necessary.
- c. This is what life is all about.
- d. No complaint, No blame, No excuses.
- e. Impossible is temporary.
- f. True patriotism.
- g. Mastering your emotions.

5. A monthly report of the activities undertaken in the scheme be reviewed by every unit commander.

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## ANNEXURE 'D'

### Sub :- Police Kaka / Police Didi

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These days students are exposed to various menaces such as eve teasing, ragging, drugs menace, cyber crimes & all forms of violence etc. These issues can harm their future permanently, if not helped out, in time. Police Kaka/Police Didi can offer them necessary assistance in such situations thereby creating Police - Student relationship based on mutual faith & trust. The examples of timely help by police will encourage other students to come forward to seek help. The Police Kaka /Didi will act as Protector, Friend & Guide of the students to ensure safety & security of students.

#### Structure :

1. Police Inspector of the Police station shall monitor this scheme in his Jurisdiction. He shall appoint PC to ASI Police Kaka/Police Didi for every school in his jurisdiction. Police Didi shall be appointed exclusively for Girls school. Each Police Kaka/Police Didi shall look after 2-3 schools within the jurisdiction of PS.
2. One PSI of PS will act as nodal officer for this scheme & he will closely monitor functioning of all Police Kaka/Police Didi working under the jurisdiction of PS. The nodal officer may prepare WhatsApp group of Police Kaka/Police Didi working under the jurisdiction of PS.
3. Where the complaints like eve teasing, violence around school premises are reported, Police Kaka/Police Didi may take necessary assistance of concerned Beat Marshals/Beat staff (& or Damini Squad wherever in existence) to take effective action.
4. The functioning of this scheme will be regularly monitored by Community Policing Cell (CPC) in Commissionerates /Districts. The InCharge officer of cell may prepare WhatsApp group of all the nodal police officers working in the unit.

## Functions :

### 1. Visits:

- a. Police Kaka/Police Didi shall regularly visit schools assigned to them as per the schedule of their visit. Police Inspector of the PS shall prepare schedule of visit regularly.
  - b. The Name & contact no. of Police Kaka/Police Didi be displayed at prominent place in the school assigned to them.
  - c. During the school visits Police Kaka/Police Didi will acquaint themselves with Principals/ Head Master/ Head Mistress & teachers of the school. They will remain in their regular contact.
  - d. Police Kaka/Police Didi will maintain school visit register. They will make all entries of all important issues noticed by them during the visit.
2. Apart from their regular visits, Police Kaka/Police Didi will attend all important functions arranged in the school & will brief students & teachers regarding various police functions/Police duties being undertaken by the Police

### 3. Interactive Awareness Programs:

- a. Police Kaka/Police Didi will encourage & assist schools to arrange various programs to educate students regarding legal provisions pertaining to eve teasing, traffic and road safety ,cyber crimes & provisions of Information Technology Act 2008, legal provisions regarding ragging, awareness about drugs menace, sexual abuse etc. The curriculum of *cyber awareness program* having different content for different age groups will be desirable, viz.separate programs suitable for students upto 7<sup>th</sup> Standard, 8<sup>th</sup> to 10<sup>th</sup> standard & for 10<sup>th</sup> to 12<sup>th</sup> standard may be prepared.
- b. Police Kaka/Police Didi will encourage & assist schools to arrange special sessions for spreading awareness about *Good Touch & Bad touch*. These sessions may be conducted exhaustively considering rising no. of cases of sexual abuse amongst minors. A detailed power point presentation being sent with this standing order may be shown along with necessary briefing.

4. Safety measures: Police Kaka/Police Didi will encourage schools to undertake necessary safety measures within the school campus. Any major aspect affecting safety & security of students will also be brought to the notice of P.I. of concerned P.S.
5. Police Kaka/Police Didi will be seen as representatives of Maharashtra Police amongst the students & Teachers. Needless to say , they will have to be courteous, while approaching teachers & students. They are also expected to send the message through their behavior in & around the school campus that the law breakers & anti social elements will be dealt with very firmly.
6. Unit Commanders may arrange necessary trainings programs for improving the traits which Police Kaka/ Police Didi would require to carry out his/her duty proficiently. These trainings may include public speaking, emotional intelligence etc.
7. A monthly report of the activities undertaken in the scheme be reviewed by unit commanders.

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Sub :- Maharashtra Police – JagrukNagarik

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As part of Community policing and crime prevention education an **'awareness campaign'** for the citizen be initiated to make them aware and alert them about certain aspects of safety and security. The said campaign is called **"Jagruk Nagarik"( alert citizen)**. These will also bring people closer to the working of police and make them appreciate the difficulty and complexity of police work.

2. A team of Police officials will be organizing this **campaign** by approaching housing societies, government offices, schools, colleges, malls, multiplexes and hospitals to spread awareness about the **safety and security of people**.

3. Objectives

- 1) To build relationship with community through interaction with local agencies and members of the public creating partnership and strategies for reducing crime and disorder.
- 2) to make citizens **aware** about **crime** happening around them and preventive measures that can be taken up.  
(Ex. Chain snatching, Street Crime, Drugs & Narcotics crime, Crime against Senior Citizens, Women and Children, Cyber Crime, Bank frauds)
- 3) to improve the **participation** of the citizens in crime prevention work with police.
- 4) to make citizens aware about their role when they notice an **unclaimed** object or suspicious vehicle and person.

4. Methodology

- 1) A team of police officials of local police station at a different level will organize **meetings of citizens** by visiting housing societies, schools, colleges, hospitals, government offices, malls, multiplex etc to create **awareness** about the **'Alert Citizens'** campaign (Jagruk Nagarik)
- 2) Each session may be of 60-90 minutes
- 3) During meetings citizens may be encouraged to **share information** regarding various incidents/crime occurring around them to the nearest police station and control room.

- 4) Citizens may be encouraged to share information regarding **suspicious**/terrorist activities and suspicious objects, vehicles and persons.
- 5) Formation of citizens What's App groups police station wise and keeping citizens connected with local police stations.

4. Coordination with citizens in problem solving.

- 1) Citizens be encouraged to inform traffic department / control room regarding **traffic jams**.
- 2) To guide citizens in assisting and helping **senior citizens**.
- 3) To invite citizens participation in various areas of **safety and security of women** and prepare plans accordingly.

5. To coordinate with other initiatives being implemented by Police in collaboration with citizens.

- 1) Peace Committee meetings, Women Safety and Security Committees etc.
- 2) Bharosa Cell, Buddy Cop, Police Kaka/ Police Didi.
- 3) R.S.P (Traffic), Traffic Advisory Committee (TAC) etc.

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**Sub :- Buddy Cop**

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**1. INTRODUCTION**

Various initiatives are being implemented in Maharashtra for the safety of women in the background of few unfortunate incidents, in which, women have lost their lives. To prevent such incidents in future and to provide a sense of security to working women, especially those working in I.T. Industry who have to work in late night shifts, an Initiative known as 'Buddy COP' is being introduced. Buddy Cop will provide 24x7 response system for protection and assistance to these working women. This initiative needs special emphasis be made more operational in Police Stations which have more IT hubs/ Industries in their jurisdiction.

**2.OBJECTIVES**

1. Police Personnel (P.C. to A.S.I.) may be appointed as Buddy Cop for the women working in the jurisdiction of concerned police station.
2. Buddy Cop will be available 24x7 to respond to the emergencies of women working in their jurisdiction.
3. Buddy Cop will remain in contact with the women in distress for emergencies through phone call or What's App.
4. Buddy Cop will attend to the distressed women for help personally in extreme emergencies.

### **3. GOALS**

1. Women Security and Safety is a matter of action.
2. To provide a safe and secure environment for working women.
3. To encourage working women to file complaint against the misbehaving persons by ensuring the 24x7 police support and response.
4. Prohibiting any untoward incidents in future and to ensure safety and security at workplace.
5. To raise the standards of security at workplace for working women.

### **4. STANDARD OPERATING PROCEDURE**

1. The police stations where number of working women is considerable may be selected under this project. Further, all such police stations where I.T. Companies, Banks, number of single women living in hostels for education or jobs is more may be selected under this project.
2. Around ten Police Personnel from such police stations be selected as Buddy Cop. The appointed personnel should be technically capable and will be trained for Buddy Cop Project.
3. Appointed Buddy Cop will create a What's App group consisting of a Buddy Cop, Chowkey In-charge officer, Senior Police Inspector of Police station and around 100 to 150 working women residing or working in the jurisdiction of buddy cop. The women in group will contact Buddy Cop over phone calls or What's App in case of emergencies.
4. Buddy Cop will decide whether the complaint requires urgent attention.

5. In case of extreme emergencies, police machinery will provide necessary help to the women and to buddy Cop.
6. In cases other than emergencies, the Buddy Cop will contact Senior Police Officers & will help the concerned women to file a complaint at Police Station. Senior Officers will ensure that heinous acts in respect of women will not be neglected / ignored/ unattended.
7. Senior Police Officers will take special efforts to implement Buddy Cop Project efficiently. Senior Police Officers will conduct review meeting of Buddy Cops and will guide them. They will co-ordinate with the Companies/industries for getting maximum participation of working women by encouraging them, to ensure safety and security of working women. They will also take feedbacks from the working women and Buddy Cops periodically and undertake necessary changes in Buddy Cop Project.

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No.DGP/27/Non-Residential Building/2019  
Maharashtra Rajya Police Mukhyalaya,  
Shaheed Bhagatsingh Marg, Colaba,  
Mumbai- 400001.  
**Dtd. :-05/07/2019.**

**STANDING ORDER No.06/2019**

Subject :- Non residential buildings -Architectural Plans-  
Maximum functional utility- Cost-effectiveness-reg.

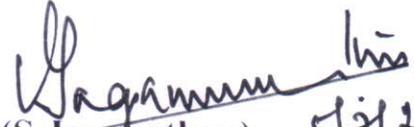
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The Director General of Police, during his official visits to various units inspected new office buildings constructed and handedover by MSPHC Ltd to the units. Appealing architecture and prominent elevation are some of the striking features of these buildings which is good. However, equally important for any public building is functional utility, better ratio of utilizable floor space to built-up area, natural lighting, ventilation, etc. Though some of the new administrative buildings are large and impressive, there is scope for improvement on the above mentioned parameters. To mention some of functional defects, there is problems of acoustics in class-rooms of some of the PTCs. Likewise, in some of the new hostels, there is no provision for keeping personal belongings. Entire toilet block of hostels in PTC is constructed in western type. In some buildings, corridor space is much more than what is necessary. This leads to unnecessary cost escalation which can be better utilised by creating additional covered space. These observations of the DGP go to suggest that the unit commanders are not applying their mind while signing off on the architectural plan prepared by the executing agency.

2.

All unit commanders are hereby directed that they should thoroughly study the plan before approving the same. Should there be a need, they can consult other architects and building planners. Primary criteria for giving approval to the architectural plan should be effective and efficient utilization of space. Being Government building, it should avoid obviously ostentatious and unnecessary grand design elements.

After the unit commanders approve the plan, it shall be forwarded to the office of the DGP for further necessary action.

  
(S. Jagannathan) 5/7/2019

Addl. Director General of Police (P&C),  
For Director General of Police  
Maharashtra State, Mumbai.

To,

ADsG: CID (Crime), Spl.Ops, Training, Traffic, Railways, SRPF,  
ATS, DPW, Force One.

Commissioner, SID, Mumbai.

All Commissioners of Police (Including Railways)

IGsP: ANO, PCR, Director, MPA Nasik, MT, MIA, SRPF Pune &  
Nagpur, PAW.

All Range IGsP and DIG Gadchiroli

All Superintendents of Police (Including Railways)

All Principals of PTCs / UOTC

All Commandants SRPF Group I to XVI