

## POLICE DEPARTMENT OF DADRA AND NAGAR HAVELI

### CITIZEN CHARTER

The headquarter of the Dadra and Nagar Haveli Police is situated at Silvassa. The Deputy Inspector General of Police is the overall in-charge of police forces of both the UT's i.e. Daman & Diu and Dadra and Nagar Haveli. The Superintendent of Police, DNH is the head of District Police of Dadra and Nagar Haveli. He is assisted by Addl. Superintendent of Police & Sub Divisional Police Officer. The Police Department of Dadra and Nagar Haveli has 2 (Two) Police Station, 13 (Thirteen) Out-Post, 04 (four) Police Post and various units i.e. Crime Branch, Traffic Unit, Local Intelligence Branch, Bomb Disposal Squad, District Investigation Unit, M.T. Section, Crime Against Women Cell, Juvenile Justice Unit, Dog Squad and Mounted Police.

### OUR VISION

To be a world class police service, with people friendly, responsive and professional workforce.

### MISSION OF DADRA AND NAGAR HAVELI POLICE

*The purpose of*

*Dadra and Nagar Haveli Police is to*

*uphold the law fairly and firmly;*

*to prevent crime; to pursue and to bring to justice*

*those who break the law;*

*to keep the peace in partnership with the industry and public;*

*to protect people, and help tribal population residing*

*in remote forest areas.*

*We must be*

*professional, courteous and*

*acting without fear, or prejudice.*

## OUR CITIZEN AND CLIENTS

1. **Partnership in functioning:** Working together with all partners / citizens to improve our services to communities.
2. **Protection and Re-assurance:** reducing the threat of crime, the risks posed by offenders and criminal groups, thereby reducing harm to the public.
3. **Visibility and Accessibility:** Providing local policing that is more visible and accessible to meet the needs of our communities.
4. **Flexibility and Responsiveness:** Providing a truly flexible policing service that understands our communities and adapts the service to meet those needs.
5. **Community and Individual Needs:** Listening, through effective community engagement to ensure our services meet local and national priorities.

## OUR SERVICES TO CITIZEN, CLIENTS AND SOCIETY

1. Registration of FIR/NCR and investigation of the cases, arrest of accused, recovery of stolen property.
2. Maintenance of Law and order, ensuring Security of VVIP, VIP and Vital installations, and courts.
3. Improve management of road traffic;
4. Recording report regarding missing persons and children and tracing them.
5. Verification of servants/chowkidars and tenants.
6. Granting permission for loud speakers, rallies, political/religious function.
7. Security audit of banks, various industries/factories.
8. Render service to everyone in distress, immediately.
9. Providing documents for filling claim in Motor Accident Claim Tribunal.
10. Helping rape victims and other victims of heinous crime.

11. Organizing meeting with industrialists/hoteliars/Bankers/Mercantile Traders Associations to sort out their problems relating to their safety, security and maintenance of peace in their locality. Organization of meetings at P.S. level and District level.
12. Promote collaborative partnerships between the communities, local authorities and the Police Service;
13. Enhance supervision at the service delivery level to ensure effectiveness ;
14. Ensuring criminal intelligence and development;
15. Liaise with other agencies to tackle anti-social behavior and disorder;
16. Combat terrorism and other organized crime in the territory;
17. Promote co-operation among the criminal justice systems with a view to improving the administration of justice;
18. Increase the number of offenders brought to justice especially in areas of crime against person and property;
19. Enhance police visibility and responsiveness;
20. Enhance the capacity of specialized support units in the service;
21. Develop mechanism to handle domestic violence and child abuse;
22. Establish a national policy on policing;
23. Improve coordination between private and public security services;
24. Dadra and Nagar Haveli is providing a very effective and transparent access to citizen through :
  - Police Control Room (Pilot Nos.) 0260-2645666/100
  - Help Line
    - (i) 2642130,
    - (ii) 2644676,
    - (iii) 2632666
  - Women Cell / Women in Distress 0260-2633001/100

## **GRIEVANCE REDREASSAL MECHANISM**

Public Grievance Cell is functioning at the office of the Sub Divisional Police Officer, Dadra and Nagar Haveli, Silvassa. The written allegation / petition / complaint from the member of public are received in this office. The petitions containing allegation of the aggrieved persons are endorsed to the officers for enquiry or causing to be enquire.

Any person under the territory if denied by the Police Station concerned to take action on his complaint, he may submit petition to the Public Grievance Cell addressing to the Sub Divisional Police officer, Dadra and Nagar Haveli, Silvassa for proper enquiry and action.

Proper Supervision of all public grievances is being carried out by superior officer. Proper disposal of all grievances is done in time bound manner.

## **EXPECTATION FROM OUR CLIENT / PUBLIC**

1. Improving the quality of communication and the level of trust between the police and the public.
2. To inform the local police about the persons living in the area without any regular means of livelihood and living a lavish life or persons involved in any type of nefarious activities.
3. May inform the local police about any suspicious activities which may affect their safety and security.
4. The particulars of the domestic servants and the tenants may be sent to the local police for verification to prevent entry of criminals and anti national elements in their houses.
5. To observe Traffic rules, follow the lane system and cooperate with traffic police for smooth mobility and for avoiding inconvenience to others.
6. May not touch or lift any suspicious object, but inform Police Control Room.
7. To adopt various home security and vehicle safety measures advised by the local police to prevent thefts or other crimes.
8. To assist local police in all possible manner for prevention and detection of crime and to maintain law and order.

## **OUR COMMITMENTS**

1. Provide a service that we are proud to deliver.
2. Deliver the service that you expect.
3. Deliver a service that understands you as an individual and your circumstances.
4. Make the best use of our people and our resources.
5. Together, to all be responsible and accountable for delivering our commitments.

## **REVIEW OF CITIZEN'S CHARTER**

The Citizen's Charter will be reviewed annually for further improving our response to the public.

### **Contacts:-**

1. The Deputy Inspector General of Police,  
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2. The Superintendent of Police,  
Dadra and Nagar Haveli,  
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Tel. No. (0260) -2643022  
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3. The Addl. Superintendent of Police  
Dadra and Nagar Haveli,  
Silvassa – 396 230  
Tel. No. (0260) -2640905
4. The Sub Divisional Police Officer,  
Dadra and Nagar Haveli,  
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