



PREFACE

Every citizen comes in contact with *the* police in some context or the other. Similarly the police have to keep in touch with the citizens from time to time. With a view to maintain law & order in the society the police **have** to keep working round the clock. Taking into consideration the close relationship between the public and the *police* it is extremely important that there should be a meaningful interaction between *the* two. The objective of publishing the Charter is to bring about transparency in the working of the Police Department and to make available to the Public, all necessary help and cooperation from the police.

The Citizens' Charter incorporates basic information about the structure of the Police Department, its staffing pattern, working **of** the Police Stations, procedure for registering complaint, etc. It also contains information about what the citizen should do at the time of motor accident or in difficulty during rail travel, etc. Such and other very useful information has been included in this Charter.

The Citizens' Charter also gives information on what is a bailable and non-bailable offence, procedure to be followed during search and Panchanama, the various licences issued through the Police Department and other legal information have also been incorporated in the Charter. It also includes important information useful to

women such as action taken **to** prevent atrocities against women, treatment to be given **to** juvenile delinquents, etc.

Since the publication of ~~the~~ Charter is the first attempt *of* its kind, it is possible that there may be some lacunae in it. Hence suggestions *to* **improve** it are most welcome.

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