DELHI POLICE

CIRCULAR NO. 28 /2023

GUIDELINES FOR PINK BOOTHS & INTEGRATED POLICE FACILITATION BOOTHs (IFPBs)

INTRODUCTION

Police is the most visible arm of the Government. A person in distress usually approaches police by calling emergency response number '112' or rushes to a Police Station or Police Post for redressal of his grievances. To ensure enhanced geographical outreach to citizens, especially women, Pink Booths and Integrated Police Facilitation Booths (IPFBs) have been set up at various places in Delhi.

OBJECTIVE

The main objective of these Pink Booths and Integrated Police Facilitation Booths (IPFBs) is to act as a 'First Point of Contact', especially for women. However, it has been observed that often these booths are left unmanned, as there is no fixed time for opening and closing of these booths. Unmanned Pink Booths and IFPBs defeat the very purpose of establishing these booths.

This Circular is being issued to ensure uniformity in practice of deployment of staff in Pink Booths and IFPBs.

SUGGESTED DEPLOYMENT PLAN

1. In view of the varied requirements of Police Stations, SHOs may select any one of the below mentioned timings for deployment at IPFBs, which best suits their specific requirements:

(i) 8 AM to 4 PM
(ii) 2 PM to 10 PM

2. Similarly, for deployment at Pink Booths, SHOs may select any one of the following suggested timings:

(i) 8 AM to 4 PM
(ii) 10 AM to 6 PM
(iii) 12 Noon to 8 PM

3. CPCR shall map all the IFBs and Pink Booths on CPCR-GIS so that the nearest PCR Vans can be effectively allocated to a group of IPFBs and Pink

Booths which they can visit and get stationed temporarily during their patrols for added visibility. The DCP/PCR shall issue a separate order in this regard.

4. The selected duty timings shall be mentioned on a Display Board in bold letters, outside the booths. It would clearly spell out that the booth shall be open and operated from _____ to _____ hour. The concerned ACP, SHO or Inspector (L&O) should also visit the booth once in a week.

DUTIES OF THE STAFF AT PINK BOOTHS & IFPBS

The following shall be the duties and functions of the staff deployed at Pink Booths and IFPBs:

(i) It will be the duty of the staff deployed at these booths to attend all the visitors and complainants and ensure that their purpose of coming to these booths is achieved in the best possible manner.
(ii) The record of the details of the visitors and purpose of their visit shall be properly maintained.
(iii) To avoid misuse of these booths, it should be kept locked beyond the selected duty hours.
(iv) The Pink Booth and IPFB should preferably provide some online services of Delhi Police such as online registration of E-FIR regarding thefts, vehicle thefts, lost mobiles & articles, tenant & servant verification, senior citizens registration, etc.

(SANJAY ARORA)
Commissioner of Police:
Delhi.

No. 4451-4600 /Record Branch/PHQ dated Delhi, the 08/11/2023.

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