No. 28/2010

CIRCULAR

In an incident, a disabled lady (on a wheelchair) while at work, lost her bag containing her wallet and keys. She called the Police Control Room at 100 No., but the call was later transferred to the local police. She was asked to come to the police station to lodge her report/complaint. She informed the Police Station staff that she was unable to come as she was a handicapped lady using a wheelchair and living alone but her request was not acceded to. This is not a proper response and the Police Station staff could have responded in a more humane by sending an officer to record her complaint.

Handicapped people are an integral part of our society and need special care, attention and have to be dealt in a more considerate and humane manner.

In view of this incident, the following steps for the safety and care of handicapped persons are desired to be taken:-

1. Handicapped person should be handled politely and courteously and no harassment should be caused to them in any manner.
2. Proper and patient hearing be given to them to make them comfortable.

3. Their complaints/grievances be dealt in proper and fair manner and progress made in their matter be apprised to them from time to time either personally or telephonically.

4. They should not be forced to visit Police Station to lodge their complaint which should be collected either from their residence or office as the case may be.

5. All out assistance should be given to them in the matters in which they need police assistance.

Mangesh Kashyap

(MANGESH KASHYAP)
DEPUTY COMMISSIONER OF POLICE,
HEADQUARTERS, DELHI.

No. 2351-2450/RB/PHQ, dated, Delhi the 06/08/2010.

Copy forwarded for information and necessary action to the:-

1. All Special Commissioners of Police, Delhi.
2. All Joint Commissioners of Police, Delhi.
3. All Additional Commissioners of Police, Delhi.
4. SO to Commissioner of Police, Delhi.
5. All Districts/Units DCsP including P/PTC, FRRO & IGIA, Delhi/New Delhi.
6. All ACsP/PHQ, LA to CP. FA to CP, Delhi & PRO.
7. All Insprs./PHQ.
8. SO to DCP/Hdqrs., Delhi.
9. HAR PHQ with 10 spare copies.