STANDING ORDER NO. Crime/07/2022

PUBLIC AS 'EYES AND EARS' OF THE POLICE

Action against terrorists in particular and against criminals in general, is undoubtedly the first and foremost responsibility of the police. All possible steps need to be taken to ensure that such elements do not succeed in their nefarious designs. If an incident does take place, it is an equally onerous responsibility to ensure that the accused are apprehended at the earliest. Such action by itself is a major deterrent. Development of criminal intelligence is one of the basic tools available with the police to prevent commission of offences or to detect those which have been committed. Criminal intelligence can be collected by various means including development of sources, eliciting information from criminals and informers, interrogation of criminals/other accused, keeping track on jail releases, studying modus operandi, surveillance, patrolling etc. etc. These measures are being taken by the police from time to time.

2. There is, however, one major source of criminal/terrorist related information/intelligence which is not being addressed in an institutionalized manner by the police. This includes individuals such as rehri/patriwalas/vendors, chokidars/security guards, car-parking attendants, three wheelers/TSR drivers parked in markets/colonies, porters, etc. These individuals should be briefed and their cooperation should be sought regarding information about movement of criminals/terrorists. They should be treated as the 'Eyes and Ears' of the police. Such individuals sitting on side-walks/ pavements, roads, railway platforms etc. see people moving up and down throughout the day. Over a period of time, they are able to gather a lot of information which never reaches the operational levels of the police or reaches in a limited manner. They get to hear about individuals indulging in crimes and their modus operandi. They are in a good position to see suspicious activities and movements of individuals particularly if an individual leaves behind a bag or any unidentified object in a suspicious manner. Beat Constables/Division Officers should be

in contact with such individuals on a day-to-day basis. At least one fortnightly meeting must be organized with rehri patriwalas, security guards/chokidars, three-wheelers/TSR drivers, taxi stands staff, parking lot attendants (authorized/ unauthorized), porters etc. by the Beat Constables/Division Officers. The SHO must hold a meeting with such individuals of each area atleast once a month. The ACP should also hold such meetings in each area once in 2 months and the DCP should also hold such meetings at least once in three months. This aside, a detailed record should be maintained regarding each of the meetings held, number of persons present and their occupation etc. The Beat Constable should have the names and categories of each of such individuals operating in his area clearly recorded in his beat book. If they have mobile phones, these should be available in the beat book. The consolidated record of all the Beats in this regard should also be maintained at the level of the Police Station in the 'Eyes and Ears Register' separately prepared for this purpose, by the SHO. The Beat Constable/Division Officer must encourage such individuals to contact them even if the information is sketchy or not very reliable. When fortnightly meetings are held at the Beat/Division level or monthly meeting with SHO, names of those who attended and the category to which they belong should be recorded so that the meetings become meaningful. Video recordings of such meetings taken by the SHO, should also be made by superior officers.

3. Besides the above-mentioned individuals, there are several other categories of citizens who can be motivated to act as "Eyes and Ears" of the police such as:

   i. Residents of colonies through the resident's welfare associations.
   ii. Traders through the market associations.
   iii. Nagrik Surkksha Samitis.
   iv. Persons working at STD/ISD booths.
   v. Cyber Cafe Staff.
   vi. Washermen, Barbers, Cobblers, Plumbers, Carpenters, key lock repairers, etc.
   vii. Students.
   viii. Petrol pump workers.
   ix. Doctors' clinic Staff and even doctors in slum/small areas.
   x. Domestic help providers/domestic helps.
   xi. TV/Fridge /Air Conditioner/Computer Mechanics/ Electrician.
   xii. Mother-dairy booth operators / Milk sellers.

xiii. Security and other staff of hotels/ guest houses /eating houses, particularly Dhabas. Focus should be on the dhabas at borders where normally truck drivers take rest, eat food and repair their vehicles.
xiv. Staff of cinema halls, places of entertainments, auditoriums.
xv. Guards/Security guards deployed in vital installations, government/private office buildings.
xvi. Property dealers/Kabaries.
xvii. Bank guards.
xviii. Mobile phone and card dealers.
xix. Bus drivers/conductors.
xx. Shopkeepers / Panwaries (Betel Leaves Sellers).
xxi. Cart Pullers – particularly in Old Delhi areas.
xxii. e- Rickshaw Drivers/Rickshaw wallahs.
xxiii. Auto Drivers/Taxi Drivers/ Drivers of Uber/Ola.
xxiv. News Paper vendors.
xxv. Zomato /Swiggy /Amazon/Flipkart delivery Boys.
xxvi. Sweepers/ Car Cleaners.
xxvii. Second-Hand Car Dealers.
xxviii. Dish/Cable Operators.
xxix. Internet Providers.
xxx. Parking Staff.
xxxi. Marriage Photographers.
xxxii. Subji wallahs/Fruit sellers.
xxxiii. Dhobi/Washermen.
xxxiv. Caterers.

4. This list is illustrative and not exhaustive and could include any other member of the community.

5. Terrorism and crime prevention are major priority areas for us and it is imperative that all possible stake holders are associated in our attempts to keep surveillance over activities of a suspicious nature. Unless we motivate various sections of the community, as above mentioned, in a positive manner, we will not be able to provide quality policing and safety/security to the citizens of the capital.

6. A special Helpline Number 1090 – Anti Terrorist Helpline, has been started which should be conveyed to each and every stake holder above mentioned. They should be motivated to give information directly to the local police officers or to the Helpline No. They may be assured that details of the callers to the helpline would be kept confidential. If they do not want to give their names, addresses,

etc. they would not be compelled to do so. Advertisements should also be taken out in this regard in the newspapers by the PRO.

7. The District DCsP, ACsP/Sub Divisions and SHOs must make concerted efforts to develop the 'Eyes and Ears' of Delhi Police. Their success in their assignments, to a great extent, will be measured by their success in implementing the scheme. Action taken should be reflected in the fortnightly law and order meeting by the Crime Branch based on statistics and information provided to them by the districts.

8. DCP/PCR shall ensure that helpline 1090 is manned 24x7 and all messages are recorded. Information received should be passed on by telephone to the concerned SHO/DCP. A confidential record be maintained. The caller has the option to disclose his identity or not. The helpline operator should try to make the caller feel as comfortable as possible and re-ensure him about the confidentiality of his identity. On the other hand, if the caller wants to disclose his identity, contact address/telephone number, should be recorded. The staff deployed for this helpline duty should properly be kept briefed with regard to efficient handling of the calls from Eyes and Ears. The I/C Command Room and the DCP/PCR shall be responsible to ensure proper functioning of the helpline / sanction of rewards in appropriate cases. The District/Unit DCsP should also ensure that informants are directly rewarded for any useful information provided if they have given their names/contact address/numbers and are willing to accept rewards.

9. The performance of district officers, particularly of the SHOs and the Police Station staff, would be measured on how successful they are in mobilizing public support and creating not only awareness amongst the stakeholders but also the desire to step forward and contribute. For this, the Police Station staff would themselves have to raise their performance bar and create confidence amongst all sections of the community.

10. The Spl. CP/Perception Management will supervise the management and implementation of this scheme as well as efforts made by fields functionaries and will brief CP/Delhi. Further in the field, the scheme will be supervised by Spl.CP/Zones/Joint CsP/Ranges/DCsP of districts/ACsP of sub-divisions respectively.

SUPERSESSION CLAUSE

This Standing Order supersedes the previous Standing Order No. 337/2010 issued vide No.12051-12300/Record Branch/PHQ dated 25.10.2010.

DISCLAIMER

It is made clear that this Standing Order is exclusively for internal smooth functioning of Police Department.

Rakesh Asthana

(RAKESH ASTHANA)
COMMISSIONER OF POLICE:
DELHI. 02.02.2022

No. 2401-2550 /Record Branch/PHQ dated Delhi, the 02-02-2022

Copy forwarded to:-

1. All Special Commissioners of Police, Delhi.
2. All Joint Commissioners of Police, Delhi including Jt. Director, Delhi Police Academy, Delhi/New Delhi.
3. All Additional Commissioners of Police, Delhi.
4. OSD to C.P., Delhi.
5. All Deputy Commissioners of Police, Districts/Units including PHQ, C.P. Sectt., FRRO and Deputy Director/Delhi Police Academy, Delhi/New Delhi.
6. DCP/HQ(IV)/PHQ with the direction to upload the Standing Order on Intra-DP.
7. LA to CP and FA to C.P., Delhi.
8. All ACsP/Insprs./PHQ.
9. PS/Reader to C.P., Delhi.
10. HAR/PHQ.
11. Librarian/PHQ.