



OFFICE OF THE COMMISSIONER OF POLICE: DELHI.
POLICE HEADQUARTERS, JAI SINGH ROAD, NEW DELHI-110001

C I R C U L A R

No. 17 /2025

**Guidelines for Regular Interaction between Police Officials
and RWAs/ MWAs etc**

1. Introduction

To strengthen Delhi Police's engagement with citizens, ensure continuous feedback on policing standards, and foster active citizen participation in public order management, a structured mechanism for regular interaction with RWAs, MWAs is essential. These guidelines aim to institutionalize interactions, build police-public trust, and address community concerns proactively.

2. Mechanism for Interaction with RWAs/MWAs

All Districts shall prepare a PS Wise list of RWAs/MWAs etc, in their respective jurisdictions. In places where the RWAs/MWAs have jurisdictional overlap at the PS Level, District DCsP may earmark the responsibility of interaction to any of the Police Stations, as deemed fit.

Weekly meetings shall be held with the RWAs/MWAs by the SHOs of the concerned Police Stations.

3. Suggested Topics of Discussion

The following topics of discussion should be incorporated as part of the interactions being held:

- i. Public Safety Issues-** Crimes against women, senior citizens, and other vulnerabilities.
- ii. Individual grievances-** Grievance redressal of small/petty issues on a real time basis

- iii. **Community Policing Schemes-** Promote participation in schemes like Neighbourhood Watch Scheme, Prahari, Nigahebaan etc
- iv. **Awareness Programs-** Cyber hygiene, cybercrime, and gender-sensitive safety measures.
- v. **Beat Staff Feedback-** Concerns about behavior, corruption, or inefficiency of Beat and Division staff should be addressed.
- vi. **Patrolling Plans-** Specific patrolling plans, deployment patterns in the interest of security of the area, may also be discussed to recognize the role of RWAs/MWAs as active stakeholders in the process.
- vii. **Organized Crime** – Instances of such crime and vulnerable areas.
- viii. **Civic Issues** – Issues relevant to crime and law and order management.
- ix. **Traffic Congestion** – Areas pertaining to traffic congestions and remedial measures including encroachment removal, etc

4. General Instructions:

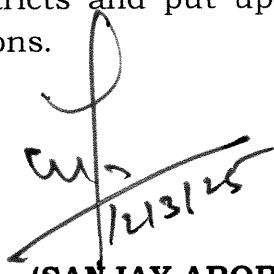
- i. A weekly schedule of the Programs intended to be conducted may be prepared and shared with the Special Branch for record keeping.
- ii. The suggestions received during the interactions may be documented for collation and dissemination to all Police Stations.
- iii. The Complaints received during the Interactions should be disposed off in a time bound manner and it should be ensured that they are uploaded on ICMS.
- iv. The issues raised by the citizens during the meeting should also be compiled and action taken be documented.
- v. The Civic issues raised by the residents especially those having law and order ramifications should be documented and shared with PHQ for taking up with GNCTD.
- vi. It should be ensured that the interactions are as broad-based and inclusive as possible for unbiased feedback.

5. Role of Supervisory Officers

- i. ACsP/Subdivisions should also participate in the interactions in any one of the meetings of their subdivision on a weekly basis.
- ii. DCsP/Districts may devise a roster of all Unit ACsP to participate in one meeting in a week.
- iii. DCsP/Addl. DCsP/Districts may also participate in these interactions once a month.

6. Role of Special Branch

- i. Special Branch shall keep a record of all interactions held at the Police Station level including the schedule, date and time of meetings, record of discussion, issues suggested and Action Taken.
- ii. The area officer of the SB assigned to concerned PS should attend the meetings and submit his/her findings.
- iii. A proforma in which the data shall be collected from all Police Stations by the Special Branch, is enclosed at Annexure A.
- iv. Special Branch shall compile the data for all districts and put up a summarised report for perusal of the senior formations.


(SANJAY ARORA)
Commissioner of Police
Delhi.

No. 2701-2850 /Record Branch/PHQ, Delhi, dated 12 /03/2025.

Copy 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.

ANNEXURE-A

Proforma for Audit By Special Branch

Date and Time of interaction	Issues raised	Attendance Sheet (Copy to be enclosed)	Complaints		Action taken on issues of last meeting	Attended by SHO/ACP/DCP	Awareness Activity conducted	Any Civic issue raised
			Obtained	Uploaded on ICMS				