



# Citizens' Charter

## Objective

- To prevent and detect crime;
- To pursue justice for all;
- To uphold the law fairly and firmly;
- To be seen to do all this with integrity
- To protect, help and reassure the people
- To maintain peace in partnership with the community;
- To show compassion and patience.
- To act without fear, favour or prejudice
- To accept suggestions with a willingness to change;
- To remain professional, calm and restrained in the face of violence;
- To apply only that force which is absolutely essential for our lawful duty.

## CITIZENS' CHARTER

Police is an important part of the Criminal Justice System and broadly provide services which, inter alia, are the Prevention and Detection of crime; and the Maintenance of Law and Order in civil society. The public has the right to complain to the police in case they are victims of any cognizable or non-cognizable offense. The public may also submit petitions to the police for redressal of their grievances.

The Police Station, at the cutting edge of the Police Department, is the most important point of delivery of the services mentioned above. It has a defined jurisdictional territory as notified by the Government under the relevant law. The Police Station provides services to the public as defined in various laws and judgments of various courts delivered from time to time.

Further details of services provided by police are as under:

### 1. COGNIZABLE OFFENCE

- (a) If the complaint lodged falls under a Cognizable offense as per 154 Cr.P.C. then a case will be registered in the prescribed format "FIR" and a copy of the FIR will be given to the complainant **free of cost** after obtaining the signature of the complainant as acknowledgment (mandatory). FIR will be dispatched to the Ilaka Magistrate on the same day or on the next day depending on the time factor. A final report will be sent to court for disposal.
- (b) If the complaint pertains to the theft of a motor vehicle or property, the complainant will have the option to lodge an e-FIR by logging on to Delhi Police website <https://delhipolice.gov.in>.
- (c) The complainant has every right to enquire about the status of his complaint and its progress. The status of the investigation will be intimated by the investigating officer, if not otherwise engaged with any other urgent work.

### 2. NON-COGNIZABLE OFFENCE

- (a) If the complaint lodged falls under Non Cognizable offence as per section 155 Cr.P.C. suitable action will be taken as per law.
- (b) A non-cognizable report (NCR) can also be electronically lodged for lost articles/ documents/property by logging on to the Delhi Police website <https://delhipolice.gov.in>.

### 3. PETITIONS

- (a) Petitions will be received with due acknowledgment on the copy of the petition by the person receiving it. The SHO / I.O. will enquire with both the petitioner and the counter-petitioner to ascertain and resolve the issue. The conclusion too arrived at will be intimated.
- (b) The concerned person who is authorized to reply to the petition will intimate the petitioner on the final disposal/ action taken on it.

### 4. GRIEVANCES REDRESSAL

- a. The name and telephone numbers of all supervisory police officers are prominently displayed at each police station. A detailed list of officers is also available at the Delhi Police website so that the public can know about them and can approach them directly if required.
- b. Public can meet the supervisory officers if felt necessary. The time of availability of supervisory officers for meeting with the public is prominently displayed at each Supervisory Officer's office.

- c. Online grievance redressal option/platform is also available on the Delhi Police website <https://delhipolice.gov.in>, where email addresses and contact numbers of all Delhi Police units are available.
- d. Besides, the Delhi Police Vigilance Branch can also be contacted at [dcp-vigilance-dl@nic.in](mailto:dcp-vigilance-dl@nic.in)

## **5. SERVICES FOR VULNERABLE GROUPS**

- a. **Finding Missing Persons and Children – 23241210 & 1094**  
Delhi Police, in its efforts to be of help to people in need, takes special care in finding and locating missing persons and children.
- b. **Women's Safety - 1091 & 1096(Helplines)**  
[www.spuwac.in](http://www.spuwac.in)  
Delhi Police's utmost priority is to make the city safe and secure for women. In order to keep women safe in the city special helplines have been started in the city. Women Help Desks are present in all Police Stations with female staff. Crime Against Women (CAW) Cells are functional in all districts. At the central level, a Special Unit for Women & Children (SPUWAC) deals with women-related crimes. Self Defence training camps are also being organized. The various steps taken by Delhi Police for safety and security of women in Delhi are available on the website [www.spuwac.in](http://www.spuwac.in).
- c. **Safety for Senior Citizens- 20819034, 23746100/69975**  
[inspr-scscphq-dl@delhipolice.gov.in](mailto:inspr-scscphq-dl@delhipolice.gov.in) **Helpline- 1291**  
The Senior Citizens Security Cells (SCSC) are functioning at PHQ as well as in all the districts of Delhi Police to contact elderly persons who are living alone through telephones for their safety and render other assistance. Senior citizens living alone or with spouse and living with family but remain alone during day time for a long period are registered by Delhi Police. They can also register themselves by contacting on telephone numbers 20819034, 23746100 Extn. No.69975 or through Senior Citizen Mobile App or Helpline No.1291 or through Delhi Police website <https://delhipolice.gov.in> or through SHO/ACP/DCP office of their area.
- d. **Special Cell for North-Eastern Residents – 1093 (Helpline)**  
A special Cell has been set up to address policing issues pertaining to the persons hailing from the North-Eastern parts of the country, A special Helpline (1093) for attending/accepting distress calls from the people of North Eastern Region is also available.
- e. **Foreigners Cell - 8750871111(Helpline)**  
To handle issues pertaining to foreigners such as their safety, security and common policing issues which may affect foreigners as a group in the capital city of Delhi, a Helpline No. 8750871111 has also been dedicated for foreign nationals, and a Joint CP-rank officer has been designated as the Nodal Officer.
- f. **Scheduled Castes & Scheduled Tribes Protection Cell- 23214672**  
In order to ensure effectiveness and efficient handling of complaints/matters relating to atrocities, a SC/ST Protection Cell is functioning in the Crime Branch of Delhi Police.

## **6. OUR SPECIAL SERVICES:**

- a. **Verifications and Police Clearance Certificates—**  
Special Branch, Delhi Police (Telephone No.23236234 & 23236040) is entrusted with the duty of providing various verification facilities to government organizations and private individuals for various purposes. Delhi Police provides verification services for Passport, Emigration, Job and other essential requirements.

- b. **Licensing** - Delhi Police has an exclusive Licensing Branch (Telephone No.26262260) to provide various licenses viz. arms, eating joints, publication of newspaper and journals etc. in a smooth and time-bound manner.
- c. **Traffic Management** -  
The Traffic Unit of Delhi Police specializes in the management of traffic through regulation and enforcement of traffic laws. Traffic Helpline on phone numbers 25844444 & 1095 are available round-the-clock to lodge any traffic-related complaint. For any traffic-related complaint/suggestion, e-mails can be sent to [jcpt.dtp@nic.in](mailto:jcpt.dtp@nic.in). The Facebook page of the Delhi Traffic Police is also used for education and dissemination of real-time information regarding traffic conditions and the status of prosecution. The traffic Website provides traffic-related information at <https://traffic.delhipolice.gov.in>.
- d. **Domestic Help Verification** - In order to prevent any crime by any undesirable person taking employment as domestic help, Resident Welfare Associations, Trader Associations are requested to get their Helps verified at the time of employing them. Domestic Help verification drives are carried out regularly by Delhi Police. Domestic Help Verification form can be downloaded from website: <https://delhipolice.gov.in>.
- e. **Tenant Verification** - In order to detect any person with dubious Credentials taking shelter in Delhi as a tenant, Delhi Police carries out regular tenant verification. The owners of the house are required to inform local police whenever they keep a tenant. Tenant Verification form can be downloaded from website: <https://delhipolice.gov.in>.
7. **WEB & MOBILE APPLICATIONS FOR BETTER SERVICE DELIVERY**  
In an endeavour aimed to make life simpler for the citizens and to facilitate easy processing of complaints with the help of technology, Delhi Police has successfully switched to reporting for the convenience of people of Delhi. Some e-applications e.g. **Lost Report App** (for any lost article), **Himmat App** (for women's safety), **Motor Vehicle Theft - Mobile & Web App** (for lodging FIR of vehicle thefts), **Traffic Mobile App** (for traffic-related information), **Police Clearance Certificate App (PCC)** and **Character Verification Report App (CVR)** have already been launched and others are in process.
8. **OUR RESOLVE TO FIGHT CORRUPTION:**  
Delhi Police places prime emphasis on fair and corruption-free delivery of its services. The Vigilance Branch (Tel. No. 1064 ) (e-mail: [dcp-vigilance-dl@nic.in](mailto:dcp-vigilance-dl@nic.in)) handles all complaints against police officers indulging in acts of corruption, negligence and malpractices. Delhi Police has also provided whatsapp No. 9910641064 to register any complaint of corruption against a police official. Complainants can send audio or video clips to this whatsapp number.
9. **OUR COMMUNITY OUTREACH:**  
Delhi Police has undertaken several community policing initiatives like (i) **Neighbourhood Watch Scheme** (ii) **Aap Ka Update** (iii) **Yuva Domestic Help/Tenant Verification** (v) **Eyes & Ears Scheme** (vi) **Pehchan** (vii) **Jan Sampark** (viii) **Police MitraNolunteer programme** etc.
10. **GENERALINSTRUCTION**  
Problems, if any, experienced by the general public should be brought to the knowledge of the Supervisory Officers of the concerned unit, or to the Vigilance Branch for redressal. For getting service delivery, details of important telephones, Helplines etc. are at **Annexure-"A"**.
11. **OUR APPEAL**  
"Every Citizen is a policeman without uniform". Only with your continuous co-operation, Delhi Police will be able to improve its service deliveries. Please help us serve you better by following a few of our requests at **Annexure-" B"**.

## ANNEXURE "A"

## Important Telephone numbers and Helplines.

Access	Unit	Link
Physical Access	Police Station	Reception/Public Facilitation Desk and Women Help Desk Post Box 171 GPO
	Senior Officers	District DCP Office
	Vigilance	Single window compliant Enquiry Cell, PHQ
	Traffic	Deposition of fine at offices and application for obtaining permission for peak hours for LTV ,HTV etc. mentioned on traffic website,
Helplines / Telephone Numbers	PCR	112
	Eves & Ears	1090
	Women Safety	1091 &1096
	Senior Citizen Help	1291
	Tourist Police	8750871111
	North Eastern State Help	1093
	Anti Corruption	1064 & 9910641064
	Traffic Helpline	1095 & 25844444
	Vigilance	1064 & 9910641064
	Missing Persons Helpline	1094 & 23241210
	Metro Helpline	1511
Railway Helpline	1512	
Online Access	<a href="https://delhipolice.gov.in">https://delhipolice.gov.in</a>	For lodging Lost report, Safety App for Women, MV Theft, Theft e-FIR, PCC, CVR, Copy of FIR and Phone Number
	Delhi Police One Touch Application	DP contact, Traffic Sentinel, Delhi Police website, Traffic police website, Licensing website, SPUWAC website, PCC App CVR App, Lost report, Traffic App, Himmat App, Helpline numbers, MV theft and other thefts e-FIR.
	Senior Citizen Help	Delhi Police Senior Citizen App, (Email ID <a href="mailto:inspr-scscphq-dl@delhipolice.gov.in">inspr-scscphq-dl@delhipolice.gov.in</a> )
	Juvenile Issues Police Clearance Certificate and Character Verification Report	<a href="http://www.dpju.in">www.dpju.in</a> <a href="https://delhipolice.gov.in">https://delhipolice.gov.in</a>
	Accident (Claims)	<a href="https://mact.delhipolice.gov.in/">https://mact.delhipolice.gov.in/</a>
	Missing person, unidentified dead bodies, stolen vehicles and stolen/ lost mobiles	<a href="https://zipnet.delhipolice.gov.in/">https://zipnet.delhipolice.gov.in/</a>
	Vigilance	E-mail ID <a href="mailto:dcp-vigilance@nic.in">dcp-vigilance@nic.in</a>

A list of Assistant Public Information Officers, Public Information Officers and First Appellate Authorities of Delhi Police designated under Right To Information Act• 2005, are also available in all the district Police Station.

**OUR REQUEST TO PUBLIC**

Inform the police about persons living in the area without any regular means or livelihood and living a lavish life or persons involved in any type of nefarious activity.

Inform the police about any suspicious activities which could adversely affect the safety and security of your locality.

Adopt various home security and vehicle safety measures advised by the police to prevent thefts and other crimes.

For house safety, install sturdy doors with magic eye, door chain & auto lock, and look through the magic eye before opening the door to any stranger.

The particulars of your domestic help must be sent to the police for verification.

Take the services of only those plumbers/electricians/carpenters / labourers who are known or recommended by RWA.

Use security devices such as Door Locks, Steering Wheel Lock, and Padlock with Chain, Motorcycle Wheel Lock, etc. to prevent theft of your vehicle.

If you are a landlord or a property dealer, do not let out your premises without satisfying yourself about the antecedents of the tenant.

If you own a Guest House, Lodge or a Hotel insist on identification documents before booking a room for the guest.

To ensure protection of your hard-earned money, never carry huge amounts of cash publicly when alone, on foot or in a two-wheeler, and keep information about cash including, transportation, movement etc. confidential.

Cheque/Credit Card/Electronic Transactions are better options than to carry huge cash.

Don't become a victim of cyber fraud. To prevent cyber fraud:-

- Create a strong password using alphanumeric characters and don't share it with anyone. Change the password regularly.
- Check authenticity of any offer through search on the internet and by first verifying it from the concerned company/institution.  
Don't respond to spam mails, or e-mails which contain claims of having won prize, lottery etc.
- See that your Credit Card is used in front of your eyes. Check your Credit Card statement regularly. Ask your bank to give mobile alert on any transaction made through your Credit Card.

Observe traffic rules and avoid confrontation with fellow motorists over traffic violations.

Always wear seat belt before starting your car for your own safety and don't use mobile phone while driving.

Park your vehicle at authorized parking lots and sites only.

Don't hesitate to help crime victims on road. Now, instant medical aid for accident victims need not wait for police to arrive.

Avoid use of loud speakers, amplified music, bursting of crackers and beating of drums etc. which is prohibited between 10.00 pm to 6.00 am. It causes:-

- Health hazard for the sick.
- Distraction to students.
- Stress for children/infirm.

Do not touch or lift any suspicious object; inform police by dialing 100.

Assist the local police in all possible manners for prevention and detection of crime and to maintain law and order.

Remember: You can be of immense assistance to us. Help us serve you better.