



# CITIZEN'S CHARTER

## PREAMBLE OF THE CONSTITUTION OF INDIA

**WE, THE PEOPLE OF INDIA**, having solemnly resolved to constitute India into a **SOVEREIGN, SOCIALIST, SECULAR, DEMOCRATIC, REPUBLIC** and to secure to all its citizens:

**JUSTICE**, social, economic and political:

**LIBERTY** of thought, expression, belief, faith and worship;

**EQUALITY** of status and of opportunity and to promote among them all **FRATERNITY** assuring the dignity of the individual and the unity of the nation.

## **OBJECTIVES OF THE POLICE:-**

- *Need to preserve social order led to the emergence of Police as an instrument of social control.*
- *Police in a democratic polity is an instrumentality of the rule of law.*
- *Demands on police for achieving quick results, while dealing with deviance and disorder, are common place.*

## **This Citizen's Charter seeks to create awareness about the:-**

- ❖ *People's rights and duties vis-à-vis Police.*
- ❖ *Procedure prescribed by the rule of law in combating crime and criminals.*
- ❖ *Constitutional and legal safeguards against arbitrary exercise of powers by police.*
- ❖ *Un-sustainability of expectations and demands, where follow up action*
- ❖ *Pre supposes transgression of legal limits or calls for bypassing or circumventing the rule of law.*
- ❖ *People friendly initiatives taken by Goa Police.*

## Goa Police to Help You

“Goa Police resolves to give people efficient, law abiding and responsive law enforcement machinery.”

### **HELP GOA POLICE TO SERVE YOU BETTER**

#### **INTRODUCTION**

Goa has an area of 3702 Sq. Kms. It was liberated from the Portuguese Colonial rule on 19.12.1961. It became a full-fledged State in the India Union in May 1987. As per 2001 census, the population of the State is 13,43,998. Administratively, the State is organised into two districts, North Goa comprising of six talukas and South Goa comprising of 5 talukas. In all there are 383 villages of which 233 are in North Goa District and 150 in South Goa District. As per the 2001 census, there are 44 towns of which 14 are Municipalities and remaining are Census towns. The State is bestowed by nature with lovely coastal track along the Arabian Sea and the beautiful hill range of Western Ghats. Goa being an important tourist destination in the country, has over 110 kms of coastline dotted with beaches like Calangute, Anjuna, Vagator, Baga, Miramar, Colva, Arambol, Palolem etc. which attract over 1 million tourists every year. There are 46 Police stations in the State of Goa at the service of the people. Most of these Police Stations are headed by the Police Officers of the rank of the Police Inspectors who are assisted by other officers and men.

#### **GOA POLICE IN THE SERVICE OF THE PEOPLE**

8<sup>th</sup> June 1961 is a very significant date in the history of Goa, as it symbolises the transfer of authority from Military Administration to Civil Administration 62 years ago. Police is a very important arm of the Civil Administration, thus Goa Police celebrates this week as Goa Police Day and the entire week as Goa Police Week. During the week, utmost priority has been assigned to development of police community relationship and programmes like plantation of trees in close cooperation with the Forest Department, seminars & meetings for educating the public on road safety & crime prevention awareness etc. are conducted. These symbolise our commitment to service, before self while performing our responsibilities in a straight upright and professional manner within parameters of law with utmost transparency without having any fear, favour or prejudice. Goa Police has made steady progress by adopting various steps to change its motto from being a force to a service. Field Marshall Kitchener has stated that “THERE IS A GREAT CIVILIZING POWER IN POLICEMEN”. A power, by which, he can make an impact on the society to the extent that he can be instrumental in changing the society. If one goes through the history of Indian Police, there are many instances where Policemen in the line of duty have favourably contributed in bringing about a change in the society.

#### **FUNDAMENTAL DUTIES OF THE CITIZENS OF INDIA AS PER THE CONSTITUTION OF INDIA**

Fundamental duties: - it shall be the duty of every citizen of India

- a) To abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem.
- b) To cherish and follow the noble ideals which inspired our national struggle for freedom;

- c) To uphold and protect the Sovereignty, unity and integrity of India;
- d) To defend the country and render national service when called upon to do so;
- e) To promote harmony and the spirit of common brotherhood amongst all-the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women;
- f) To value and preserve the rich heritage of our composite culture;
- g) To protect and improve the natural environment including forests, lakes, rivers and wild life, and to have compassion for living creatures;
- h) To develop the scientific temper, humanism and the spirit of inquiry and reform.
- i) To Safe guard public property and to abjure violence;
- j) To strive towards excellence in all spheres of individual and collective activity, so that the nation constantly rises to higher levels of endeavour and achievement.

### **RIGHTS OF VICTIMS/COMPLAINANTS OF CRIMES**

- ✓ Whenever any cognizable offence (where a police officer can arrest the offender without warrant) is committed,
- ✓ The aggrieved person or any other person can file an FIR orally or in writing with the Officer-in-charge of a Police Station
- ✓ In case of refusal to register a cognizable offence, the complainant can send his complaint by post to the Superintendent of Police who can start the process of investigation.
- ✓ A copy of FIR is given free of cost to the informant.
- ✓ After registration of FIR, investigation is taken up.
- ✓ Thereafter findings are sent to the Court under section 193 BNSS and complainant is duly informed.
- ✓ When adequate evidence comes on record, the case is sent for trial.
- ✓ When evidence is inadequate, the case is sent as untraced.
- ✓ When it is found that no offence was committed, the case is sent for cancellation.
- ✓ Where a case is sent as untraced or cancelled, the informant can represent his case before the Court, who hears the person before accepting the police report.
- ✓ Section 187(1) BNSS. prescribes that every investigation shall be completed without unnecessary delay though no time limit is fixed for completion of investigation.
- ✓ A complainant or a victim, in case of a grievance that investigation has not been proper or speedy, can represent to the superior officers who can issue appropriate directions including further investigation.
- ✓ If a person is unable to go to a police station to lodge his complaint, he can send it by post.
- ✓ People can also inform about commission of a cognizable offence or its likelihood to the Police Control room at telephone No.112, a round the clock toll free number. Systems exist to immediately depute local police officers and PCR vehicles to the spot to take appropriate action

**If a complaint discloses commission of a noncognizable offence, police cannot suo-moto proceed with investigation and only a competent Court can authorize an investigation. So complainant must lodge his complaint with Judicial Magistrate u/s 175(3) BNSS.**

### **Article 20 of the Constitution of India prohibits:**

- ✓ Conviction or greater sentence for an offence under ex post facto criminal law
- ✓ Prosecution and punishment for the same offence more than once.
- ✓ Compelling a person accused of any offence to be a witness against himself

### **Article 21 protects against arbitrary:**

- ✓ Arrest
- ✓ Detention and
- ✓ Deprivation of life and personal liberty.

## **Article 22 guarantees a person arrested for any offence:**

- ✓ Right to be informed as soon as may be of the ground of arrest,
- ✓ Right of freedom to consult and to be represented by a lawyer of his own choice.
- ✓ Right to be produced before a Magistrate within 24 hours of arrest and detention beyond the said period only on the order of the Magistrate.

## **Free legal aid is provided to those who cannot afford the same.**

### **GOA STATE LEGAL SERVICES AUTHORITY**

#### **1. WHO IS ELIGIBLE FOR FREE LEGAL SERVICES:**

It is provided not only when trial commences but also during police custody or during production before the Magistrate for the first time or for remand from time to time. Eligible persons for free legal aid in Goa are:

- a. *A member of a Scheduled Caste or Scheduled Tribe;*
- b. *A victim of trafficking in human beings or beggar as referred to in Article 23 of the constitution;*
- c. *A women or a child;*
- d. *A mentally ill or otherwise disabled person;*
- e. *A person who is a victim of a mass disaster, ethnic violence, caste atrocity, flood, drought, earthquake or industrial disaster; or*
- f. *An industrial workman; or*
- g. *In custody including in a Protective Home, Juvenile Home, Psychiatric Nursing Home, etc. or*
- h. *Any citizen of India whose annual income from all sources does not exceed Rs. 25,000/ (Rupees Twenty Five Thousand only), if the case is before a Court other than Supreme Court, and less than Rs. 50,000/- (Rupees Fifty Thousand only) if the case is before the Supreme Court.*

#### **2. WHOM TO APPROACH AND APPLY FOR FREE LEGAL SERVICES:**

- a. *In case of matters pending before High Court, the Member Secretary, State Legal Services Authority for Goa State, New High Court Building, High Court Building, Penha de Franca, Porvorim -Goa.*
- b. *In case of matters pending before District Court/District Authority, the Secretary of the respective District Legal Services Authority, North/South Goa District i.e. 1st Additional Adhoc District and Asst. Sessions Judge, Panaji and 1st Additional Adhoc District and Asst. Sessions Judge (FTC), respectively.*
- c. *In case of matters pending before any Court/Authority in a Taluka, the Chairman of respective Taluka Legal Services Committees i.e. Civil Judges, Senior Division of the respective Taluka of North/South Goa District.*

## **Section 47 BNSS provides for Communication of:**

- a. *Grounds of arrest to the accused person.*
- b. *Right to be released on bail if a person is arrested not for a non-bailable offence and that he may arrange for sureties on his behalf.*

## **Section 46, 53, 57 and 78 BNSS. put in effect Constitutional provisions to prevent arbitrary exercise of power to arrest.**

- a. *An arrested person cannot be subjected to more restraint than is necessary to prevent his escape. (Section 46 BNSS).*
- b. *Use of handcuffs is permitted only in exceptionally rare cases to prevent escape or violence, keeping in view the propensity of the arrested person.*
- c. *Medical examination of an accused by a medical practitioner. (Section 55 BNSS).*

- d. *Expeditious production of a person arrested without a warrant subject to provision regarding bail, before a Magistrate or the Officer in charge of a police station. (Section 57 of BNSS).*
- e. *No detention of a person arrested without warrant beyond 24 hrs in the absence of a special order of a Magistrate under section 187 BNSS (Sec. 58 BNSS).*
- f. *Production before a Magistrate within 24 hours of person arrested in execution of warrant. (Sec. 58 of BNSS).*

**Section 44, 49, 103 and 185 BNSS. while empowering search also lay down safeguards.**

- a. *Safe custody of articles seized from the person of an arrested person and giving of a receipt in this regard. (Sec. 49 BNSS).*
- b. *Association of witnesses, search in their presence and signing of the search list by them; occupant or his representative to be allowed to be present during the search and providing of a list of seized articles to the person searched. (Sec. 103 and 185 BNSS).*

**Section 478, 480, 482 along with Sections 47(2) and 187 BNSS. provide for the procedure for release on bail.**

- a. *Bail, on production of proper surety/bond, is a matter of right in case of bailable offences. (Sec. 478 BNSS).*
- b. *In non bailable cases, the arrested persons or his counsel can move the appropriate Court for bail, which may be granted or denied keeping in view the legal provisions and the fact and circumstances of the case.*

**Special rights of women and children:**

- a. *A woman can be searched, only by another woman with strict regard to decency. (Section 49 and 103 BNSS).*
- b. *Any female occupant, who as per custom does not appear in public and not being the person to be arrested, has to be afforded reasonable opportunity to withdraw before entering a place for arresting a person who may be hiding there. (Sec. 44 BNSS).*
- c. *No male under the age of 15 years or a woman can be summoned by police as witness to depose about the facts and circumstances in a case under investigation at any place other than the place in which such male person or woman resides. (Sec. 179 BNSS).*
- d. *Nothing is an offence which is done by a child under seven years of age. (Sec. 20 BNS).*
- e. *Nothing is an offence which is done by a child above seven years of age and under twelve, who has not attained sufficient maturity of understanding to judge the nature and consequences of his conduct on that occasion. (Sec. 21 BNS).*

**The Juvenile Justice (Care and protection of Children) Act, 2000 inter- alia prohibits**

- a. *Lodging of children in jails and Police lock-ups and lays down procedure including norms for investigation and trial in cases of juvenile crimes.*
- b. *Publication of names and other details of Juvenile who are involved in any proceeding under the act.*
- c. *Trial of Juveniles with adults.*
- d. *It provides that in matters concerning bail normally a juvenile shall not be denied bail. It also sets out procedure for rehabilitation and social reintegration of Children.*

### **Salient features of the Goa Children's Act, 2003:**

- a. It takes a holistic view of the child. At present, the child is broken up to a number of parts depending upon which Ministry/Dept. is concerned e.g. Health, Education, and there are very limited linkages. Different legislations and schemes therefore adopt different approaches to dealing primarily with the same issue. What every child really needs is to be seen as a child in totality.
- b. The Act clearly enunciates the definition of a child, and the age of a child.
- c. It has included "foetus" as a child.
- d. The Act deals equally with children who could be considered to be "not disadvantaged". At present, all initiatives are aimed at the "disadvantaged" child, forgetting that even other children are facing problems, be it from unsupervised access to the internet (including pornographic sites and material) or heavy pressure in schools, or simply the absence of a playground and other play facilities
- e. Certain Provisions on sexual abuse of a child, not contained in the Indian Penal Code, have been incorporated in the Act. A review of all Central legislation is acutely felt. The Act has attempted to identify and include provisions necessary to protect the child in today's times.
- f. The provisions of the Directive Principles of State Policy pertaining to children have been made legally justiciable. The 93rd Amendment to the Constitution making education a fundamental right is a similar step in enforcing a Directive Principle. The Act goes several steps further and makes all the Directive Principles pertaining to children, a right.
- g. The provisions of UN Convention on the Rights of the Child have been made legally justiciable.
- h. All Children's Homes shall be registered and regularly inspected.
- i. Child labour, including domestic labour, is prohibited.
- j. Extensive provisions for protecting a child from child abuse, as it is actually happening, have been incorporated. The Act has taken a bold step in recognizing the actual forms of child abuse which are taking place, and in attempting to prevent them. Onus has been placed on Hotels and other establishments, and on persons "keeping" children with them.
- k. Sale of a child, or of a body part/organ of a child, is prohibited. Certain cases have been reported from other States where children were being kept in orphanages and literally „bred“ for their body parts, including blood. The Act prohibits this.
- l. A Child Friendly Tourism Code shall be evolved. Child Prostitution is prohibited.
- m. Dedication of a child is prohibited. It was reported that after Karnataka banned dedication, some families travelled to Goa to carry on the practice here. This point very firmly establishes that efforts to create a Child friendly Society have to be taken by all States.
- n. A Children's Fund shall be set up.
- o. A State Commission for Children shall be established.
- p. A Special Children's Court shall be constituted.
- q. Special Provisions for the Girl Child, the Differently Abled, on Education and on Health and Nutrition have been included.

### **Setting up of Goa Police Women and Child Protection Unit:**

Goa Police Women and Child Protection Unit have been created at Police Head Quarters, Panaji in order to provide special treatment to the Women and Children who are victims of Crime. This Goa Police Women and Child Protection Unit is functioning from Women Police Station where most of the staff is ladies and as such the Women and children can lodge a complaint with these lady officers.

Members of the Public can contact the Women and Child Protection Unit over the following phone numbers: AHTU Panjim 0832-2428992 / AHTU Margao 0832-2710767 1098, 1091.

### **CID CRIME BRANCH**

The Crime Branch deals with collection of criminal intelligence, investigation of cases entrusted to it, under the supervision of SSP (CID). It also assists the other Police Stations in the investigation of the heinous offences.

The service rendered by the Crime Branch to the public members are grant of NOCs in respect of transfer of vehicles and enquires into antecedents of individual who apply for Conductor badge licence in connection with Motor Vehicle licence. This is done within 7 days.

### **STATE CRIME RECORDS BUREAU**

State Crime Records Bureau which is also a part of the Crime Branch operates/maintains the vehicle inquiry counter. Applicants desirous of transferring vehicles registered outside Goa have to apply in the prescribed format designed by NCRB and a certificate is issued after checking the data bank of NCRB.

### **POLICE TRAINING SCHOOL VALPOI**

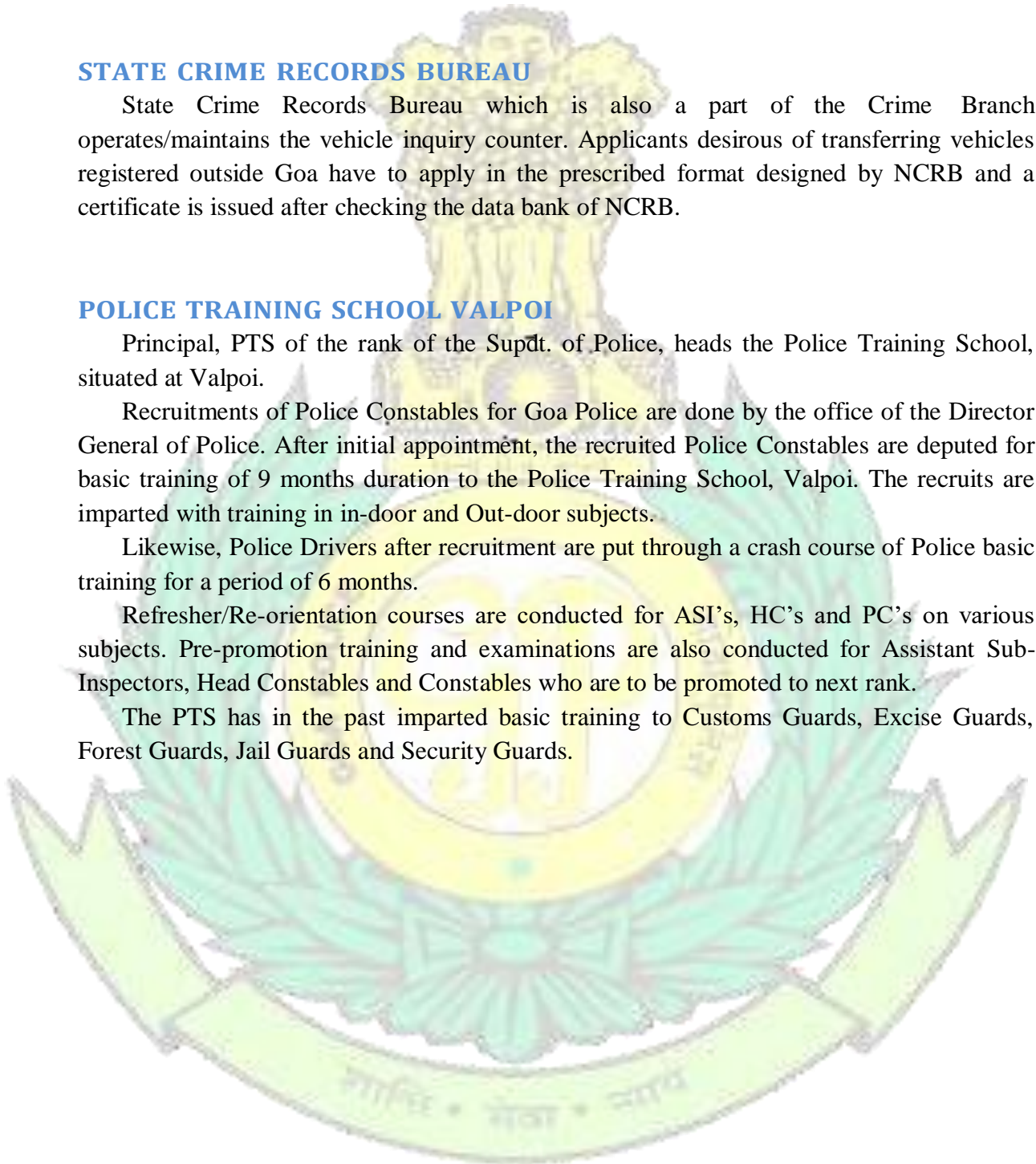
Principal, PTS of the rank of the Supdt. of Police, heads the Police Training School, situated at Valpoi.

Recruitments of Police Constables for Goa Police are done by the office of the Director General of Police. After initial appointment, the recruited Police Constables are deputed for basic training of 9 months duration to the Police Training School, Valpoi. The recruits are imparted with training in in-door and Out-door subjects.

Likewise, Police Drivers after recruitment are put through a crash course of Police basic training for a period of 6 months.

Refresher/Re-orientation courses are conducted for ASI's, HC's and PC's on various subjects. Pre-promotion training and examinations are also conducted for Assistant Sub-Inspectors, Head Constables and Constables who are to be promoted to next rank.

The PTS has in the past imparted basic training to Customs Guards, Excise Guards, Forest Guards, Jail Guards and Security Guards.



## **GUIDELINES TO BE FOLLOWED WHILE EFFECTING ARRESTS.**

The Hon'ble Supreme Court, has laid down specific guidelines required to be followed while making arrest. The principles laid down by the Hon'ble Supreme Court are given hereunder:

- i. *The Police personnel carrying out the arrest and handling the interrogation of the arrestee should bear accurate, visible and clear identification and name tags with their designation. The particulars of all such Police personnel who handle interrogation of the arrestee must be recorded in a register.*
- ii. *That the Police officer carrying out the arrest shall prepare a memo of the arrest at the time of arrest and such memo shall be attested by at least one witness, who may be either a member of the family of the arrestee or a respectable person of the locality from where the arrest is made. It shall also be counter signed by the arrestee and shall contained the time and date of the arrest.*
- iii. *A person who has been arrested or detained and is being held in custody in a Police station or interrogation center or other lock-up, shall be entitled to have one friend or relative or other person known to him or having interest in his welfare being informed, as soon as practicable, that he has been arrested and is being detained at the particular place, unless the attesting witness of the memo of arrest is himself such a friend or a relative of the arrestee.*
- iv. *The time, place of arrest and venue of custody of an arrestee must be notified by the Police where the next friend or relative of the arrestee lives outside the district or town through the Legal Aid Organization in the district and the Police station of the area concerned telegraphically within a period of 8 to 12 hours after the arrest.*
- v. *The person arrested must be made aware of his right to have someone informed of his arrest or detention as soon as he is put under arrest or is detained.*
- vi. *An entry must be made in the dairy at the place of detention regarding arrest of the person which shall also be disclose the name of the next friend of the person who has been informed of the arrest and the names and particulars of the Police officials whose custody the arrestee is.*
- vii. *The arrestee should, where he so request, be also examine at the time of his arrest and major and minor injuries, if any present on his/ her body, must be recorded at that time. The "Inspection memo" must be signed both by the arrestee and the Police officer effecting, the arrest and its copy provided to the arrestee.*
- viii. *The arrestee should be subjected to medical examination by the trained doctor every 48 hours during his detention in custody by doctor on the panel of approved doctors appointed by Director, Health Service of the concerned State or Union Territory, Director, Health Service should prepare such a panel for all Tehsils and Districts as well.*
- ix. *Copies of all the documents including the Memos of the arrest, referred to above, should be sent to the Magistrate for his record.*
- x. *The arrestee may be permitted to meet his lawyers during interrogation, though not throughout the interrogation.*
- xi. *A Police Control Room should be provided at all districts and State Head Quarters where information regarding the arrest and the place of custody of the arrestee shall be communicated by the officer causing the arrest, within 12 hours of effecting the arrest and at the Police Control Room should be displays on a Conspicuous Notice Board.*

## **Salient features of The Goa Right to Information Act, 1997**

**Sec 3. Right to Information** – Subject to the provision of this Act, every citizen shall have right to obtain information from a competent authority.

**Sec 4. Procedure for supply of information** –

1. A person desiring information shall make an application to the Competent Authority giving the particulars of the matter relating to which he seeks information:



Provided that where a person cannot, for valid reasons, make a request in writing, the Competent Authority may either accept an oral request which may subsequently be reduced in writing or render reasonable assistance to such person in making a written request.

2. Upon receipt of an application requesting for an information, the Competent authority shall consider it and furnish the information required by the applicant or pass orders thereon refusing the request as soon as practicable and in any case, within thirty working days from the date of receipt of application: Provided that where such information relates to the life or liberty of an individual, the Competent Authority shall either furnish information or pass order refusing the request within 43 hours on receipt of the application.
3. The information shall be supplied in writing either in English or in the Official Language.

**Sec 5. Restrictions on Right to Information** – The Competent Authority may, for reasons recorded in writing, with hold-

- a) Information, the disclosure or contents of which will prejudicially affect the sovereignty and integrity of India or security of the State or International relations or Public Order or administration of justice or investigation of an offence or which leads to incitement to an offence;
- b) Information relating to an individual or other information, the disclosure of which has no relationship to any activity of the Government or which will not sub-serve any public interest and would constitute a clear and unwarranted invasion of personal privacy.
- c) papers containing advice, opinion, recommendations or minutes submitted to the Governor for discharge of his constitutional functions and any information, disclosure of which, would prejudicially affect the conduct of the Centre-State relations, including information exchange in confidence between the Centre and the Government or any of their authority or agencies.
- d) Trade and commercial secrets or any other information protected by Law;
- e) Information whose release would constitute a breach of Parliament or Legislative Assembly Privilege;

Provided that the competent authority shall, before withholding information under this clause, refer the matter to the Legislature Secretariat for determination of the issue and act according to the advice tendered by that Secretariat:

Provided further that no appeal shall lie under section 6 against an order withholding supply of information under this clause;

- f) Information whose disclosure would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes or in public interest:  
Provided that information which cannot be denied to the State Legislature shall not be denied to any person.

## **CRIME PREVENTION TIPS**

1. Law puts an obligation on every citizen to help Police fight crime. Render all assistance to the Police.
2. Report to the Police about any stranger moving in suspicious circumstances.
3. Keep your neighbours informed if you are leaving your house unattended for some days.
4. Park your vehicles only at authorised parking places.
5. Lock the doors of your vehicles preferably using central locking system.
6. Keep your doors shut at all times. Confirm the identity of any visitor before opening your door.
7. Inform Police Control Room on Telephone Number 112, in case of any kind of emergency.
8. Adopt “Neighbourhood Watch Scheme” in consultation with your local police station.
9. Get verification of servants done through the police.
10. Watch for any suspicious looking object at crowded places.

## HELP GOA POLICE TO SERVE YOU BETTER

1. Just Dial 112, whenever you are in need of Police assistance.
  - a. When you see an accident on the road which requires medical attendance.
  - b. When the road is blocked due to Motor Vehicle accident.
2. When you see a suspicious object such as a bag, briefcase, doll, etc. abandoned in a public place, it could be a bomb.
3. When a public servant is demanding a bribe for doing your legitimate work.
4. Whenever you notice a suspicious person moving in your neighbourhood.
5. Whenever you see any illegal activity going on dial 112.

## DO's & DON'TS

- ✓ Keep your doors locked and windows covered even in daytime.
- ✓ Properly check whether the doors and windows of your house are closed and locked when you are going out.
- ✓ Fix grills on windows and glass panelled doors.
- ✓ Keep side doors pad locked and main door bolted.
- ✓ Use slam-shut locks instead of pad locks.
- ✓ Install magic eye and safety chains on doors. Look through the magic eye and ensure the door chain is secure, before opening the door to a stranger.
- ✓ Leave a light burning when you go out of town
- ✓ Inform your neighbours about your absence from your home for a long or short period.
- ✓ Insure all valuable properties like VCR, TV etc.
- ✓ Mark valuables with an identification number like your Ration Card, Passport or Driving licence number.
- ✓ Provide lights at the exit points of your house.
- ✓ Install an alarm system and learn how to use it.
- ✓ Monitor your alarm system and arrange for guard response.
- ✓ Stow away ladders and tools.
- ✓ Make your home appear lived in.
- ✓ Do not keep huge amount of cash and ornaments in the house. Use Bank lockers.
- ✓ Do not keep the keys of the receptacles in which the valuables are kept in the keyhole or nearby places.
- ✓ Do not sleep near an open window during the night. A burglar could snatch the ornaments from you. Keep your bedroom locked from inside.
- ✓ Do not disturb the scene, if you notice theft in your house, wait for the arrival of police otherwise it will lead to tampering of evidence like fingerprints, footprints etc.
- ✓ Do not allow any stranger to enter your house, when you are alone without finding out his identity. Beware of persons coming to your house under the pretext of repairing/selling things, conducting meter readings etc.
- ✓ Do not wear heavy ornaments while travelling alone.
- ✓ Do not open your bag containing valuable like cash and ornaments, while travelling in public places.
- ✓ Do not go alone with cash and jewellery during the night time.
- ✓ Do not record a message on answering machine telling people you are on holiday or away.

## STEPS FOR PERSONAL SAFETY

- ✓ Always stop and think about the risk
- ✓ Always identify a visitor before opening the door.
- ✓ Never allow young children to open the door to visitors.
- ✓ Always ask representatives to provide identification.
- ✓ Avoid walking alone at night.
- ✓ Walk in busy well-lit roads, towards traffic.

## HOW TO PREVENT BAG SNATCHING WHILE TRAVELLING

- ✓ Carry your purse close to your body and slightly to the front.
- ✓ Your purse should be closed and fastened at all times. Do not leave it on a counter.
- ✓ Do not carry your keys, cheque book or credit-cards in your bag carry them in a jacket or other pockets on your person.
- ✓ Do not carry more money than necessary.
- ✓ If someone attempts to take your bag, give it up rather than risk personal injury.

## BEWARE OF UNVERIFIED SERVANTS IN YOUR HOUSE

- ✓ Get your domestic help's antecedents verified.
- ✓ Give his/her photograph as well as address to the nearest Police Station for verification or can be submitted online at <https://citizen.goapolice.gov.in>
- ✓ Get his/her background verified from previous employer.
- ✓ Avoid giving access to his relatives and friends.
- ✓ Avoid displaying jewellery and valuables in the house.

## PREVENT VEHICLE THEFTS

- ✓ Do not keep vehicles in your house compound without locking.
- ✓ Two wheelers should be kept in the safe places after tying with a chain and lock.
- ✓ When you park your vehicle in the parking area, ask somebody to keep an eye over it.
- ✓ Never leave the vehicle door unlocked. Nor the windows partially open. Make sure that quarter glasses are properly secured.
- ✓ Never leave the key dangling in the ignition.
- ✓ Double-check all doors (including the boot) to ensure that they are properly secured.
- ✓ Etch registration number of your car on the rear & front window screens and windowpanes.
- ✓ Do not leave valuables in your car even if it is locked.
- ✓ Cut down on extra fittings, as these tempt prospective thieves.
- ✓ Install a car alarm
- ✓ Never leave important documents in the glove box or boot
- ✓ Never identify your key ring with your name
- ✓ Do not offer a lift to anyone you do not know.
- ✓ If someone needs assistance, stop some distance away and communicate through locked doors and partially opened window. Always stay in the car with the engine running. Tell them you will send help.
- ✓ In case of theft, immediately inform nearest Police Station, dial 112.

## PEOPLE FRIENDLY INITIATIVES TAKEN BY GOA POLICE.

### Redressal of Public Grievances.

A Public Grievances Cell, Vigilance Cell and Human Rights Cell is functioning in the office of Director General of Police, PHQ, Panaji and is headed by PI Vigilance under the supervision of IGP, Panaji.

The public Grievances Cell deals with the complaints received from members of the public against public and complaints against Police. The Superintendent of Police North, Porvorim, The Superintendent of Police South, Margao and Superintendent of Police, Head Quarters, Panaji are designated as the Public Grievances officers. Every Tuesday from 10.00 hrs to 13.00 hrs is fixed for hearing of public grievances. Complaint boxes are installed at places, which are readily

accessible to the public. On receipt of the complaints, the same are sent to concerned District SPs for enquiry and for necessary action and acknowledgement is sent to the complainant/petitioner with instructions to contact the concerned District SPs for further information. However, in important and serious cases, reports are sought from the concerned SPs.

The complaints against Police are being personally enquired into by Senior Police Officers and suitable disciplinary action is recommended against the defaulters. The complaints received through National Human Rights Commission are personally monitored by concerned SP and enquiry report is submitted to Superiors and after obtaining necessary approval from the superiors, a detailed factual report is sent to N.H.R.C

## **PROCEDURE WHOM TO CONTACT IN RESPECT OF PASSPORT VERIFICATION**

The verification of applications for passport will now be carried out only by the special Branch. Dy. S.P. SB, Panaji may be contacted.

### **DO NOT PAY BRIBE**

### **LEND A HAND IN ENSURING CLEAN PUBLIC SERVICE**

### **INFORM GOA POLICE ABOUT**

1. *Any Public servant demanding bribe*
2. *Any public servant amassing wealth and assets by illegal means.*

### **CONTACT:**

- ❖ Anti-Corruption Bureau, Mobile No. **7875756148**.

## **ANTI NARCOTIC CELL WIN HANDSOME REWARDS WHILE SERVING THE COMMUNITY**

### **WIN HANDSOME REWARDS WHILE SERVING THE COMMUNITY**

If you have any information about a Drug peddler and such information can lead to detection of Narcotic Drugs and Psychotropic substances, tip off the police at once.

You will not only be serving the community but also earning handsome rewards for yourself which may be upto 10% of the estimated market value of the drugs. Your identity will not be disclosed if you so desire.

Information can be passed on either in person to Anti Narcotic Cell, Police Head Quarters at Panaji or on telephone to any one of the following officers:

<b>Sr. No.</b>	<b>Designation</b>	<b>Phone No.</b>
1	Inspector General of Police, Goa	0832 - 2428738
2	Dy.SP, ANC	0832 - 2421879
3	PI ANC	0832 - 2428439

In case of emergency you can also pass on information to Police Control Room, Panaji at phone no. 7875756000.

**AVOID DRUGS**, they damage and destroy Health, Career, Family, and Social Life. **“Drugs”** can land you in Jail up to 20 years. Say No to **“Drugs”**.

## **HELPLINE**

Dial **112** for Police

Dial **101** for Fire Brigade

Dial **108** for Ambulance

Dial **1098** for Child Help Line

Dial **1091** for Women Help Line

Visit our website at: <https://citizen.goapolice.gov.in>

