

## **Establishment of Citizen Feedback Cell**

**By Ahsan Younis, PSP**

**District Toba Tek Singh**

In order to make District Police Toba Tek Singh more accountable and responsive to public, a citizen feedback cell has been established at the District Police Offices Complex T.T. Singh. The Feedback Cell is operational since 1<sup>st</sup> January 2012, however due to a road accident on 7<sup>th</sup> January 2012 the undersigned could not be able to submit the details of this Feedback System. This Citizen Feedback Cell has been established in pursuance of Inspector General of Police, Punjab's T.P. message No.9294-9338/LOG dated 23.08.2011 which emphasized for establishment of a Citizen Feedback Cell to collect feedback from the complainants. The Citizen Feedback Cell is being used to gather feedback from all the clients of the District police so that the public grievances against the police officials can be redressed and necessary action be taken at the earliest. The establishment of Citizen Feedback Cell is helping the District Police to improve the standards of police service and deter misconduct by the police personnel.

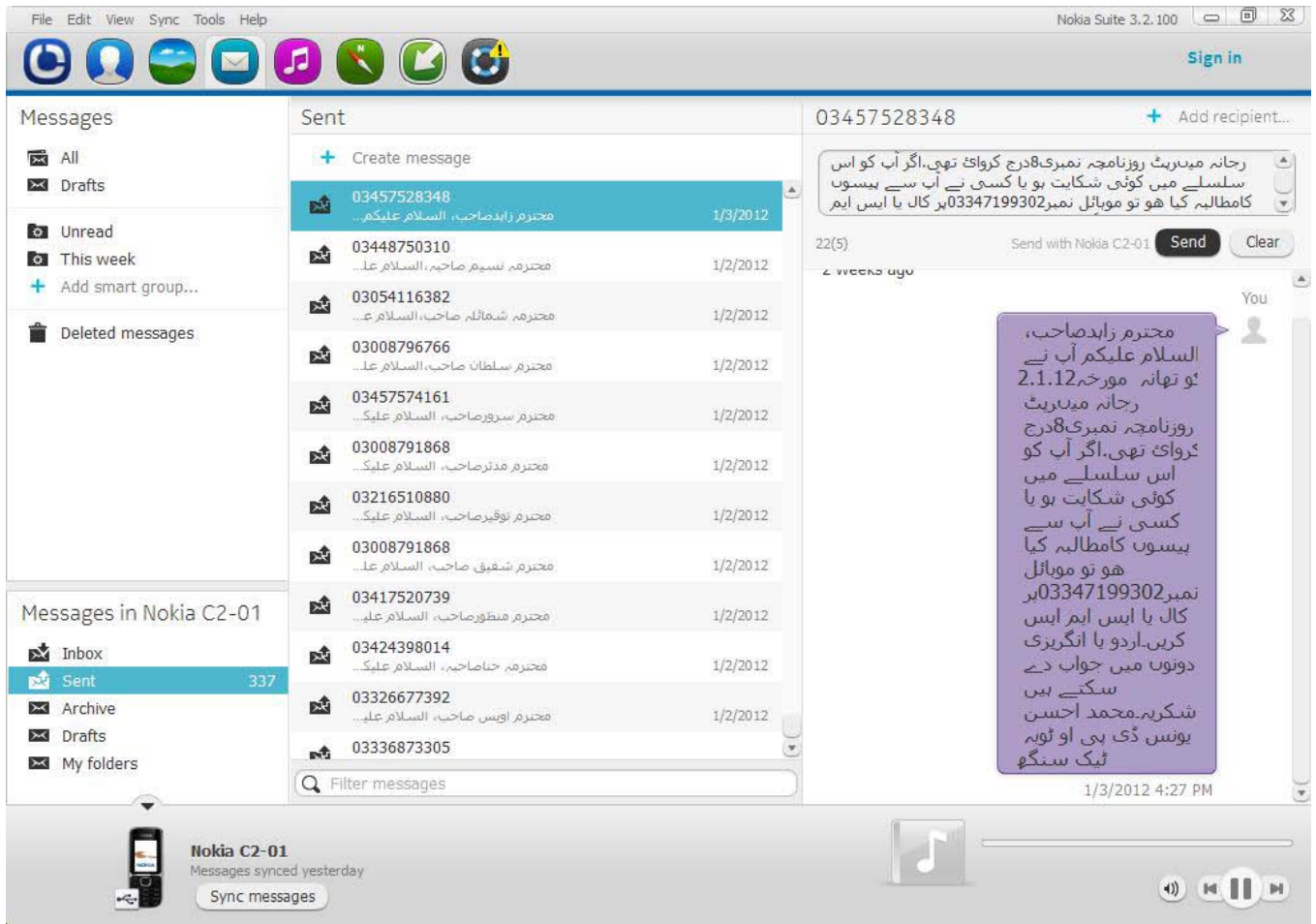
2. This system has following salient features:

- i. Computer Recording of all the calls made to and received from complainants.
- ii. Sending SMS to all the persons who visited any police station or Police office of District Toba Tek Singh for their complaints, asking them for any complaint of corruption, misconduct etc against the Police Personnel
- iii. Landline and Mobile phone for receiving public complaints.
- iv. Immediate action by Senior Officers where required.

3. The above mentioned Central Feedback Cell gathers feedback of the services provided from the following categories of complainants/applicants of district police:

- i. Applicants visited Complaint Cell of DPO Office.
- ii. Complainants visited SDPO offices
- iii. Complainants visited Police Stations.
- iv. Applicants asking for Security Clearance and Character Certificates.
- v. Applicants of Driving Licenses.
- vi. Complainants of FIRs.
- vii. Persons who make Calls at "Rescue 15".
- viii. Applicants visited PS for Misc Reports (loss of documents, *Superdari* of vehicle etc.)

4. The above mentioned Cell is equipped with a Telephone, Computer, and mobile phone with dedicated landline and mobile numbers. Every day phone calls (through landline) are made to each and every complainant/applicant of previous day from the above mentioned categories and their feedback is sought with respect to the level of service provided and any malpractice on the part of police. All these phone calls are recorded and saved on the computer as a permanent record. Moreover, a personalized SMS is sent to the same applicants as well, through computer software to seek their complaints or any feedback that can enhance the standards of services rendered by the District Police.




5. Once all the calls are made the received, the feedback is compiled category-wise on a Performa which includes contents of the phone call along with a link of the call recording, return SMS if any and actions that are to be taken for the redress of the complaint. Day wise report is saved in the computer and in printed form as well. DPO and SDPOs can listen to these phone calls and call back the complainant where necessary.






6. The feedback receiving at the Citizen Feedback Cell is not only aiding the District Police T.T. Singh to improve the standards of service delivery, but it is also very helpful in finding the opinion of general public towards the Police. In the messages and calls received to the Cell, people freely and candidly share their experience of the behavior and working of the personnel of District police T.T. Singh whom they interacted with. Some of the citizens who visited the Police Stations complained about the kickbacks extorted from them by Moharrar or Computer Operators. However, it is encouraging to note that majority of the people who came into contact with the officials of District Police for any reasons were either appreciative or expressed their satisfaction with the performance of Police. Some of the messages received to the Citizen Feedback Cell are as follows;






## **CENTRAL FEEDBACK SYSTEM AT DISTRICT POLICE OFFICE**

### **TOBA TEK SINGH**

Sr. No.	Name & Cell No.	Reference	Call	SM S	SMS Reply	Grievance	Action Taken
1.	M. Talib 03006562298	FIR No.04/12 u/s 381A PPC dated 02.01.12  PS City T.T. Singh		Yes	Wajbul ahtran jnab d.p.o.sahb mary sath chashte sahb ny bht asha taywen kia woh mary cal ky thek 7 mint bad moka py pohncg gy thy sbabir sahb s.i ny bht asha slok kia kse ny pasoin ke damand nhe ke js jgh ap jasy ashy	No Grievance. Satisfied with the services provided.	N/A


					officer hoin to wha awam ko shakit nhe ho skte khada ap ko aor ap ke family ko apny hfzo aman mein rkhy mein ap ka bht mshkor hoin thanks bhai		
2.	M. Ramzan Mujahid 03143412172	FIR No.8/12 u/s 379 PPC dated 02.01.12 PS City T.T. Singh		Yes	w/salam! no complaint against any official. but it is requested that my lost money may kindly b recovered.	No Grievance. Satisfied with the services provided	N/A
3.	Rana Zafar-ur- Rehman 03006560225	FIR No.10/12 u/s 379/440, 148/149 PPC dated 02.01.12		Yes		Copy of FIR not received.	Applicant requested to come to the office and get the copy.
4.	M. kashif Javeed s/o m. Akram 03139926078	Character Certificate		Yes	Respected sir, D.P.O M AHSAN YOUNAS sb.  Main ne 31st december ko C/certificate k liy aplication di the aur 2nd january ko mujhy c/certificate mil gya. Ye mera police officers se milny ka pahla tajrba tha aur mujhy khushi hui k muharar se le kr DPO sab tk sub ne acha taawun kia, sir mujhy police se koi shikayat nhe aur mujhy umeed hai next time jab b mujhy police department se koi kam ho ga to ap log esi trh khush ikhlaqi se paish aayen gy. God Bless u. Thanks Hafiz M.Kashif javed	No Grievance. Satisfied with the service provided	N/A
5.	Ehsan Aslam s/o M. Aslam 03457558281	Character Certificate		Yes	no sir koi aisa koi masala ni he ? THANKS	No Grievance. Satisfied with the service provided	N/A
6.	Muhammad Usman 03457553163	Naqal Report # 10 dated 04.01.12 PS Rajana		Yes	sir muj say 200 RS liye hen computer operator nay aor humara time west kiya passport office time finsh ho giya tha jab hum f s d pohnch aor bat b thek trekay nhen kartay thay sir in ka beheviar thek nhen thana rjana walay	Computer operator demande d Rs.200 from me and I had to wait for 2-hours to get the	An official inquiry is being carried out by ASP/UT against the said official on





						copy of Naqal Report.	the application of complainant
7.	Maqsoodan Bibi w/o M. Azam 03414292351	Application # 15-5 Dtd.04.1.12 PS Sadar Kamalia		Yes	Cheema brought the culprits to PS but later on let them go. The accused are now harassing me again.	Complaint against the IO	Enquiry is being carried out by the ASP Sadar Toba Tek Singh
8.	Muhammad Imran 03452030399	FIR #21/12 u/s 489F PPC Dated 04.01.12 PS City T.T. Singh		Yes	Thank you Sir , I am very satisfied from your team members and there is no demand for money. Sir , especially the cooperation of AS	No Grievance. Satisfied with the service provided	N/A
9.	Mukhtaran Bibi 03066733785	FIR # 5/12 u/s 376 PPC Dated 05.01.12 PS City Gojra	Not Attending	Yes	Kise ne koi mtalba nhe kya. Abi tak jo mujram tha wo nhe pakra गया	Accused has not been arrested as yet	Directives have been passed to SHO to expedite the arrest of the accused.
10.	Shoukat Ali s/o Abdullah 03438338357	Application # 5 Dtd.05.1.12 PS Aroti	Switched off	Yes	Police nay abhi taak koi khas koshish nahi ki meray bhai ko doodhnay mein	Police didn't tried to trace my lost brother.	SHO has been directed to look into the matter
11.	M. Mohsin s/o M. Akram 03479289699	Application # 16 Dtd.09.1.12 Sadar Gojra		Yes	Mujh say ASI Liaquat nay 1500 ropay rishwat li hay aur mera kaam bhi nahi kia	I gave 1500 Rupees to ASI Liaquat as bribe.	An enquiry has been conducted by DSP HQ T.T. Singh
12.	M. Atta ur Rehman s/o M. Ramzan 97 JB 03008797097	Character Certificate	Not attending	Yes	I am very thankful sir.Ap aur ap k staff ko salam i think to say toba police zenda bad.once again thank .u	No Grievance. Satisfied with the service provided.	N/A

7. Right now this system is at its initial stage. Once fully operational case investigations will also be brought under its ambit as that is also one area where most of the public complaints against police are related with.

8. Moreover, it has been made mandatory for all offices and branches of district police to keep a permanent record of all the applications and sending a carbon copy

9. Similarly, another effort has been taken to ensure the timely registration of FIR and earliest possible disposal of public complaints reported to Police Stations. It has been observed that the most of the complaints received to the police stations are not being reported to supervisory officers. The Moharrar and SHO use delaying tactics to evade the registration of FIR and the complaints that are submitted to the police stations are being kept pending even after the lapse of months. Since the visit o complainant is not being recorded properly so often a situation occurs when during enquiry SHO or other Police Officer deny the very reporting or visit of the complainant to the Police Station. In order to remove this anomaly Receipt Books have been printed and distributed to each of the Police Stations. The purpose of these books is to document the visit of every complainant to the PS and to record the outcome of the complaint with the time taken by the concerned police to whom it was marked to dispose of the same. The Receipt book has got 4-foils. One foil is being given to the applicant, second is sent to Central Feedback Cell, third copy is being kept in the record of PS and fourth one is being dispatched to the Central Feedback Cell that contains the details of the outcome of the complaint.

<p>ضلع ٹوبہ ٹیک سنگھ سرکل گوجرہ</p>		<p>دفتر پولیس سر میل نمبر 21</p>
<p>رسید وصولی درخواست برائے ریکارڈ</p>		
<p>تاریخ وصولی درخواست: _____</p>		
<p>نمبر درخواست: _____</p>		
<p>مقرر احوالات درخواست: _____</p>		
<p>نام پولیس افسر / قاضی سیکورائے کاروائی / مارک ہوئی</p>		
<p>(نوٹ) = درخواست دہندہ کی حفاظت کی صورت میں ذیل نمبروں پر رابطہ کر سکتا ہے۔</p>		
<p>کمپلینٹ سیکل DPO افسر نمبر 046-2510815 / سڑک پولیس افسر نمبر 046-2510815 / سڑک پولیس افسر نمبر 0333-6861123-046-2515905</p>		
<p>(نوٹ) = ایمرٹنی کی صورت میں روٹیکس 15 بہال کریں۔</p>		
<p>تاؤد تھلا پنچان کپلینٹ سیکل دفتر پولیس ٹوبہ ٹیک سنگھ</p>		

 ضلع نوشہرہ سرکل گوجرہ	 ضلع نوشہرہ سرکل گوجرہ	 ضلع نوشہرہ سرکل گوجرہ	 ضلع نوشہرہ سرکل گوجرہ
<b>رہید وصولی درخواست برائے سائل</b> نام درخواست دہندہ صاحب ایڈریس تاریخ وصولی درخواست نمبر درخواست نام تعلقہ اضلاع درخواست درخواست نام و پتہ دفتر حکومتی کارروائی دارک ہونی صاحب ایڈریس درخواست پر کیا کارروائی میں آئی کی مستثنیٰ نام و پتہ وصول کنندہ پولیس افسر معتمد قحانہ	<b>رہید وصولی درخواست برائے دفتر DPO</b> نام درخواست دہندہ صاحب ایڈریس تاریخ وصولی درخواست نمبر درخواست نام تعلقہ اضلاع درخواست درخواست نام و پتہ دفتر حکومتی کارروائی دارک ہونی صاحب ایڈریس درخواست پر کیا کارروائی میں آئی کی مستثنیٰ نام و پتہ وصول کنندہ پولیس افسر معتمد قحانہ	<b>رہید وصولی درخواست برائے دفتر DPO</b> نام درخواست دہندہ صاحب ایڈریس تاریخ وصولی درخواست نمبر درخواست نام تعلقہ اضلاع درخواست درخواست نام و پتہ دفتر حکومتی کارروائی دارک ہونی صاحب ایڈریس درخواست پر کیا کارروائی میں آئی کی مستثنیٰ نام و پتہ وصول کنندہ پولیس افسر معتمد قحانہ	<b>رہید وصولی درخواست برائے سائل</b> نام درخواست دہندہ صاحب ایڈریس تاریخ وصولی درخواست نمبر درخواست نام تعلقہ اضلاع درخواست درخواست نام و پتہ دفتر حکومتی کارروائی دارک ہونی صاحب ایڈریس درخواست پر کیا کارروائی میں آئی کی مستثنیٰ نام و پتہ وصول کنندہ پولیس افسر معتمد قحانہ

10. The purpose of establishing such a Feedback system is to bridge the gap between public and police. This system tends to enhance the level of service delivery, accountability and fair dealing by the police personnel and will generate realization on the part general people that their complaints against the malpractices of police officials are being responded and their grievance are redressed without delay. It is hoped that this practice will enhance the public trust on police functionaries and resolve the creditability issues of police department as a whole.