



## **Citizens' Charter**

### **Mission of Lakshadweep Police**

The objective of  
Lakshadweep Police is to  
Uphold the law fairly and firmly;  
To prevent crime; to pursue and bring to justice  
Those who break the law;  
To keep the peace in partnership with the community;  
To protect, help and reassure the people;  
And to be seen to do all this  
With integrity, common sense and sound judgment.

We must be  
Compassionate, courteous and patient,  
Acting without fear, or favor or prejudice  
To the rights of others,  
We need to be  
Professional, calm and restrained  
In the face of violence  
And apply only that force  
Which is necessity to accomplish our lawful duty

We must strive  
To reduce the fears of the public  
And, so far as we can,  
To reflect their priorities in the action we take.  
We must respond to  
Well-founded criticism with a willingness to change.

## **Preamble**

In accordance with the existing laws of the land, various Government and departmental orders and guidelines such as those issued by the NHRC, certain procedures have been evolved with respect of citizens' dealing with the police. For the purpose of easy understandability and wide reach, this Citizens' Charter is intended to provide a simplified outline of such procedures. It describes, in simple terms, what the citizens' rights are, what they can expect from the police and what is expected of them in turn.

## **CITIZENS' CHARTER**

The Lakshadweep Police presents its Charter for the citizens of Lakshadweep. It would be of immense help to us if we are informed on the non-compliance of any of the terms of the Charter.

### **HOW TO REACH LAKSHADWEEP POLICE**

Any person desirous of having an access to any police office or any police officer of this UT, can do so directly or indirectly in a manner as mentioned below:-

- Physical access
- Correspondence
- Telephone
- Inter-net and e-mail
- FAX

### **PHYSICAL ACCESS**

Any person can visit any Police Station/any Officer of the Lakshadweep Police in person to submit his complaint/information, to know the outcome of his complaint/case or to have the desired information.

### **AVAILABILITY OF POLICE OFFICERS FOR PUBLIC HEARING:-**

1. Superintendent of Police	Daily on all working days.
2. Deputy Superintendent of	Daily on all working days.

Police  
3. OIC PSs Daily

## **HOW TO REACH POLICE THROUGH CORRESPONDENCE**

Any person can have access even to the officers at the senior most level by corresponding with them in writing directly. Letters/complaints can also be put in the complaint/suggestion boxes placed at every Police Station and offices of DYSP/SP. Besides, these can also be given by hand and a receipt obtained for the same.

## **THROUGH TELEPHONE**

Any person who cannot visit a Police Station in person and who is not in a position to write can have access to the police on telephone. Everyone can contact the Police Control Room, which functions round the clock on Phone No.100, whenever in need of police assistance. The Police Control Room, besides attending the distress calls also provides required information about the name, designation and Phone Numbers of the Police Officers.

In case any emergency or exigency you can contact the following telephone numbers.

<b>Sl No</b>	<b>DESIGNATION</b>	<b>PLACE</b>	<b>PHONE NO.</b>
<b>1.</b>	Superintendent of Police	Kavaratti	04896-262258 (O) 04896-262750 (P) 04896-263390 (R) 04896-262624 (F)
<b>2.</b>	Dy. Superintendent of Police (HQ)	Kavaratti	04896-262367 (O) 04896-262332 (R)
<b>3.</b>	Dy. Superintendent of Police (Crime and Law & Order,SB)	Kavaratti	04896-262263
<b>4</b>	Dy.S.P, Kadmth	Kadmth	04897274227 (Kdt) 04894242260

			(Agt)
<b>5</b>	Circle Inspector of Police (HQ)	Kavaratti	04896-263446 (O) 04896-262813(R)
<b>6</b>	OIC (SB), PHQ	Kavaratti	04896-262740 (O)
<b>7</b>	OIC, Airport Security	Agatti	04894-242571 (O) 04894-242611 (R)
<b>8</b>	OIC Police Control Room	Kavaratti	04896-263100 (O) 04896-262186 (R) 04896-263561 (F)
<b>9</b>	Inspector & OIC PS Androth	Andrott	04893-234222 (O) 04893-232232 (R)
<b>10</b>	OIC Police Station, Amini	Amini	04891-273244 (O) 04891-273243 (R)
<b>11</b>	OIC Police Station, Kavaratti	Kavaratti	04896-262232 (O) 04896-262146 (R)
<b>12</b>	OIC Police Station, Minicoy	Minicoy	04892-222232 (O) 04892-222272 (R)
<b>13</b>	OIC Police Station, Kalpeni	Kalpeni	04895-252292 (O) 04895-252239 (R)
<b>14</b>	OIC Police Station, Agathi	Agathi	04894-242260 (O) 04894-242259 (R)
<b>15</b>	OIC Police Station, Kadmath	Kadmath	04897-274227 (O) 04897-274222 (R)
<b>16</b>	OIC Police Station, Kiltan	Kiltan	04898-272245 (O) 04898-272244 (R)
<b>17</b>	OIC Police Station, Chetlat	Chetlat	04899-276244 (O) 04899-276245 (R)
<b>18</b>	OIC, SB unit, Kochi	Kochi	0484-2668722 (O)
<b>19</b>	OIC SB Unit, Beypore	Beypore	0495-2414136 (O)

## WEBSITE & E-MAIL

Citizens are welcome to contact us on the following websites/e-mail addresses:-

Sl. No	Name of Office	e-mail ID
1	SP Lakshadweep	<a href="mailto:lak-sop{@}nic{dot}in">lak-sop{@}nic{dot}in</a>
2	Passport Cell, Kavaratti	<a href="mailto:passportoffice-lk{@}nic{dot}in">passportoffice-lk{@}nic{dot}in</a>

3	Control Room Kavaratti	<a href="mailto:phq-ctrlroom-lk@nic.in">phq-ctrlroom-lk@nic.in</a> <a href="mailto:controlroomkvt@hotmail.com">controlroomkvt@hotmail.com</a>
4	Police Station, Kavaratti	<a href="mailto:ps.oic.kvt-lk@nic.in">ps.oic.kvt-lk@nic.in</a>
5	Police Station, Agatti	<a href="mailto:ps.oicagt-lk@nic.in">ps.oicagt-lk@nic.in</a>
6	Police Station, Amini	<a href="mailto:ps.oicamn-lk@nic.in">ps.oicamn-lk@nic.in</a>
7	Police Station, Androth	<a href="mailto:ps.oicand-lk@nic.in">ps.oicand-lk@nic.in</a>
8	Police Station, Kalpeni	<a href="mailto:ps.oicklp-lk@nic.in">ps.oicklp-lk@nic.in</a>
9	Outpost, Bitra	<a href="mailto:ps.oicbtr-lk@nic.in">ps.oicbtr-lk@nic.in</a>
10	Police Station, Chetlat	<a href="mailto:ps.oiccht-lk@nic.in">ps.oiccht-lk@nic.in</a>
11	Police Station, Kadmath	<a href="mailto:ps.oickdt-lk@nic.in">ps.oickdt-lk@nic.in</a>
12	Police Station, Kiltan	<a href="mailto:ps.oicklt-lk@nic.in">ps.oicklt-lk@nic.in</a>
13	Police Station, Minicoy	<a href="mailto:ps.oicmin-lk@nic.in">ps.oicmin-lk@nic.in</a>
14	Special Branch, Kochi	<a href="mailto:ps.sboickch-lk@nic.in">ps.sboickch-lk@nic.in</a>
15	Special Branch, Calicut	<a href="mailto:ps.sboiccclt-lk@nic.in">ps.sboiccclt-lk@nic.in</a>

## TELEPHONE HELPLINES

**The following help lines have been started by Lakshadweep Police:**

Women in distress	Contact concerned Police Station's landline number
Missing Persons Helpline	Contact concerned Police Station's landline number
Police Control Room	100

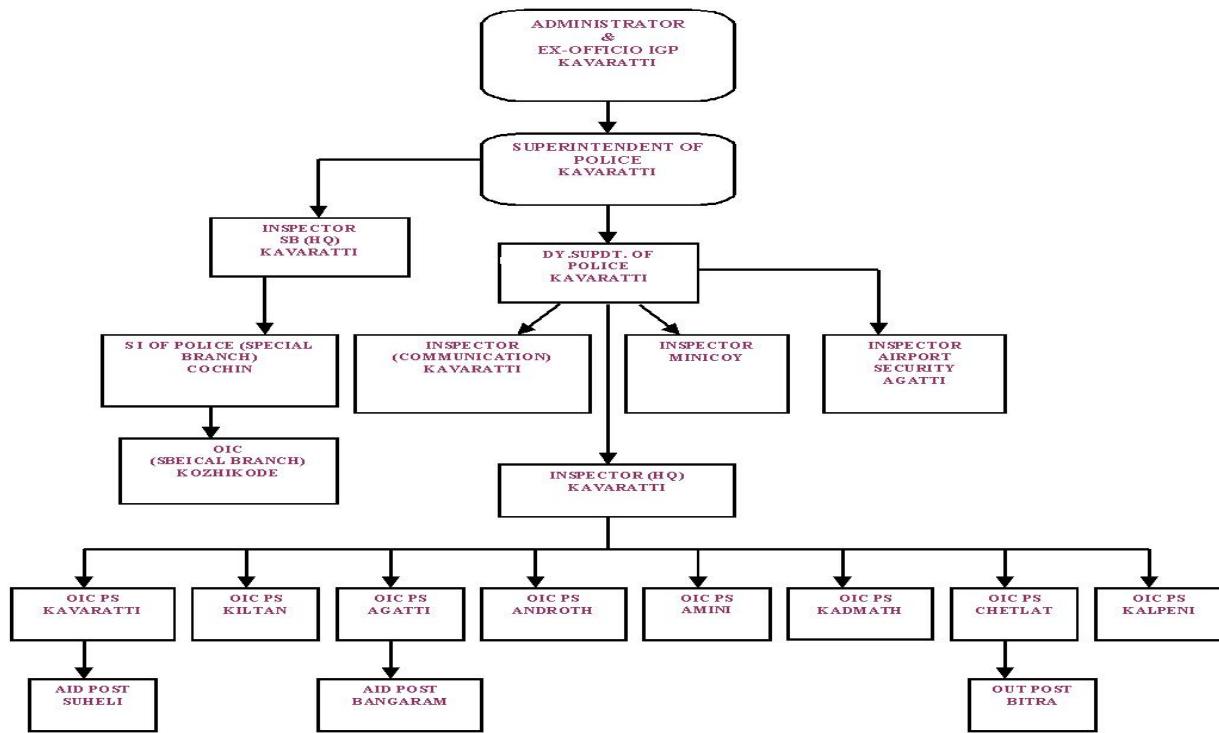
## PUBLIC INFORMATION OFFICERS AND APPELLATE AUTHORITY

Public Information Officer of Lakshadweep Police is Deputy Superintendent of Police (HQ) Kavaratti and first appellate authorities of Lakshadweep Police is Superintendent of Police under Right To Information Act-2005.

## LAKSHADWEEP POLICE SET UP

Presently there are 9 Police Stations in Lakshadweep at Kavaratti, Agatti, Androth, Amini, Minicoy, Kiltan, Chetlath, Kadmath & Kalpeni and 3 Out Posts in Bitra, Bangaram & Suhali. It is a uni district with "Superintendent of Police" and the Administrator is the ex-officio IGP of

this force.



**RIGHTS EXTENDED TO THE PERSONS ARRESTED, DETAINED IN POLICE CUSTODY AS PER NHRC GUIDELINES AND HON'BLE SUPREME COURT JUDGMENT IN C.W.P. NO.09/1994-JOGINDER KUMAR VS. STATE OF U.P. & ORS. AND IN C.W.P.NO.539/86-D.K.BASU VS STATE OF WEST BENGAL.**

### **PRE - ARREST**

- A person is not liable to be arrested merely on the suspicion of complicity in an offense.
- No arrest should be made in a routine manner on a mere allegation of commission of an offense made against a person.
- No arrest can be made merely because it is lawful for the police officer to do so. A police officer must be able to justify the arrest apart from his power to do so.
- No arrest should be made without a reasonable satisfaction reached after some investigation as to the genuineness and bonafides of a complaint and a reasonable belief both as to the person's complicity

and even so as to the need to effect arrest.

- e) There must be some reasonable justification in the opinion of the officer affecting the arrest that such arrest is necessary and justified. Arrest in cognizable case may be considered justified in one or other of the following circumstances
  - 1) The case involves a grave offense like murder, dacoity, robbery, rape etc. and it is necessary to arrest the suspect to prevent him from escaping or evading the process of law.
  - 2) The suspect is given to violent behavior is likely to commit further offences.
  - 3) The suspect requires to be prevented from destroying evidence or interfering with witnesses or warning other suspect who have not yet been arrested.
  - 4) The suspect is habitual offender who unless arrested is likely to commit similar or further offenses.
- f) Except in heinous offenses, as mentioned above, an arrest must be avoided if a police officer issues notice to the person to attend the police station and not leave station without permission

## **Arrest**

1. Police Officers carrying out an arrest or interrogation should bear clear identification and name tags with designation the particular of police personnel carrying out the arrest or the interrogation should be recorded contemporaneously, in a register kept at the police station.
2. The police officer making an arrest should also record in the case dairy, the reasons for making the arrest.
3. As Rule, use of force should be avoided while effecting arrest. However, in case of forcible resistance to arrest, minimum force to overcome such resistance may be used. Care must be taken to ensure that injuries to the persons being arrested, visible or otherwise, is avoided.
4. The Police Officer carrying out the arrest shall prepare a memo of 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 respectable person of the locality from where the arrest is made. It shall also be countersigned by the arrested and shall contain the time and date of arrest.

5. The dignity of the person being arrested should be protected. Public display or parading of the person arrested should not be permitted at any cost
6. Searches of the person arrested must be done with due respect the dignity of the person without force or aggression and with care for the person's right to privacy. Searches of women should only be made by other women officers with strict regard to decency.
7. The use of handcuff or leg chains should be avoided and if handcuffing is necessary it should be resorted to strictly in accordance with the law.
8. An arrested person being held in custody is entitled, if so requests to have one friend, relative or other person who is known to him or likely to take an interest in his welfare told as far as practicable that he has been arrested and where is being detained.
9. The police officer shall inform the arrested person when he is brought to the police station this right.
10. An entry shall be required to be made in the dairy as to who was informed of the arrest.
11. The police officer should send a copy of the case dairy with the reasons for making the arrest of the accused immediately to his supervisory officer.
12. 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 hrs of the arrest.
13. As far as practical women police officers should be associated where the person or persons being arrested are women. The arrest of women between sunset the sunrise should be avoided.
14. The arrested should, where he so requests, be also examined 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.
  - When the person arrested is brought to the police station, he should, if he makes a request in this regard, be given prompt medical assistance. He must be informed of his right. Where the police Officer finds that the arrested person is in a

condition where he is unable to make such a request but is in need of Medical help, he should promptly arrange for the same. This must also be recorded contemporaneously in a register. The female requesting for medical help should be examined only by a female Registered Medical Practitioner.

- As soon as the person arrested, Police Officer effecting the arrest shall make a mention of the existence of non existence or any injuries on the person or the arrestee in the register or arrest. If any injuries are found on person of the arrestee, full description and other particulars as to the manner in which the injuries were closed should be mentioned in the register, the entry so made shall also be signed by the police officer and the arrestee. At the time of release of the arrestee, a certificate to the above affect under the signature of the police officer shall be issued to the arrestee.
- If the arrestee has been remanded to Police custody under the orders of the Court, the arrestee should be subjected to the medical examination by a trained medical officer every 48 hrs during his detention in custody by doctor on the panel of approved doctor appointed by Director, Health Services of the concerned State or Union Territory. At the time of his release from the police custody, the arrestee shall be got medically examined and a certificate shall be issued to him stating wherein the factual position of the existence or of non existence of any injuries on his person.

15. Where children or juveniles are sought to be arrested, no force or beatings should be resorted to under any circumstances. Police Officers may, for this purpose, associate respectable citizens so that the children or juveniles are not terrorized and minimal coercion is used.
16. Where the arrest is without a warrant, the person arrested has to be immediately informed of the ground of arrest in language, which he or she understands. Again, for this purpose the police, if necessary, may take the help of respectable citizens. These grounds must have already been recorded in writing in police records. The person arrested should be shown the written reasons as well and also given a copy on demand.
17. Apart from informing the person arrested of the above rights, the police should also inform him of his right to consult and be defended

by lawyer of his choice. He should also be informed that he is entitled to free legal aid at state expense.

18. Information regarding the arrest and the place of detention should be communicated by the Police Officer effecting the arrest within 12 hours to the District/Central Police Control Rooms. Further at District / Central Police Control Room it should be displaced on day-to-day basis at a conspicuous place on a notice board. Every Police Station shall also display the details of arrestees at a conspicuous place for the knowledge of the public
19. Copies of all the documents including the memo of arrest, referred to above, should be sent to the illaqa magistrate for his record.

### **After Arrest**

- I. The person under arrest must be produced before the appropriate Court within 24 hours of the arrest.
- II. The person arrested should be permitted to meet his lawyer at any time during the interrogation.
- III. The interrogation should be conducted in a clearly identifiable place, which has been notified for this purpose by the Govt. The place must be informed of the place where interrogation is taking place.
- IV. The methods of interrogation must be consistent with the recognized rights to life, dignity and liberty and right against torture and degrading treatment.

### **OUR REQUEST TO THE PUBLIC**

- Inform the local 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 activities.
- To inform the local police about any suspicious activities which could adversely affect their safety and security.
- Do not touch or lift any suspicious object; inform the Police control room.
- Assist the local police in all possible manners for prevention and detection of crime and to maintain law and order.
- To inform the Costal Police/ local police about any suspicious movements of outside fishing boats / Yatch/Dhow etc in the territorial waters.

## **RECEPTION DESK/ WOMEN HELP DESK**

Reception Desk and Women Help Desk are functioning in each Island Police Station for seeking police help. Reception Desk of Police Station may be contacted on Police Station landline number. In each Police Station during day time Women Help Desk manned by Woman Police Official functions and for complaints relating to offences against women help may be sought from Women Help Desk on landline number of the Police Station.

## **DOCUMENTS ONE SHOULD ALWAYS CARRY WHILE DRIVING ON THE ROAD :**

- Driving License
- Certificate of Registration
- Certificate of Taxation (in case of commercial vehicle)
- Certificate of Insurance
- Permit and Fitness Certificates (in case of commercial vehicle)
- Pollution under Control certificate

Whenever, a police officer has any doubt over the authenticity of the documents produced by the owner/driver/conductor of the vehicle, he has the authority to seize such documents/vehicle, and wherever doubt arises that the driver of the vehicle, who is charged with an offense may abscond and may not respond to summons, the police officer has the authority to seize the license and forward the same to the court for taking cognizance.

## **SPECIAL BRANCH (TELEPHONE NO. 04896262740)**

Besides collection of intelligence, Deputy Superintendent of Police, Special Branch (HQ) having office at Kavaratti is also responsible for following assignments:-

- Verification of character and antecedents and passport verification should be done within 21 days of receipt of verification report.

## **POLICE CONTROL ROOM (TELEPHONE NO. 04896263100 )**

All the Islands in UT of Lakshadweep have wireless connectivity through HF sets and intra- Island connectivity through VHF & UHF sets.

Whenever any PCR call is receiving in the police Control Room, the same is being passed to the concerned police station for taking prompt action and also bringing the facts in the knowledge of senior officer to

ensure proper legal action. In case of emergency Police Control setup at Kavaratti may be called at telephone number 04896263100 and mobile number 9447482258/ Fax number 04896263561.

In addition to this internet facility has also been provided all the police Station in the Islands through State Wide Area Network (SWAN).

### **LAKSHADWEEP GRIEVANCES MANAGEMENT SYSTEM (LGMS)**

LGMS is operated at Police Headquarter Kavaratti in U.T of Lakshadweep regarding complaints/grievances made online or through Common Service Centre (CSC) from the Islands. Query regarding redressal of the complaints may also be made. Proper Action will be taken in this regard in a time bound manner. The Grievances Redressal Committee is meeting once in a month to review the grievances.

### **REGULATION OF RALLY/PROCESSION/MEETINGS AND OTHER FUNCTIONS (U/S 30 OF POLICE ACT 1861)**

Permission for conducting public meeting/ procession/ rally and other functions is being issued U/S. 30 Police Act 1861. Application can be given to concerned OIC PS with details of proposed programme, nature of programme venue, date and timing, expected gathering and other important aspects like VIPs attending the same. The OIC will issue permission with necessary terms and conditions after seeking approval from the Superintendent of Police, Lakshadweep. In case of any problem OIC PS concerned/DySP concerned may be contacted on his telephone number as given in list.

### **ANTI- HUMAN TRAFFICKING UNIT (AHTU)**

Anti- Human Trafficking Unit is functioning in the U.T of Lakshadweep at Police Headquarter Kavaratti with Superintendent of Police Lakshadweep as Chairman and Director Panchayath, Mukya Savika, Assistant Entomologist, Director Employment and Assistant Public Prosecutor as members. Any complaint relating to human trafficking can be made to Superintendent of Police Lakshadweep on telephone number 04896262258, Fax.04896262624 and email. [lak-sop{@}nic{dot}in](mailto:lak-sop{@}nic{dot}in)

### **FIRE PROTECTION AND CONTROL**

Fire Protection and Control is also looked after Police of U.T. of Lakshadweep. The Superintendent of Police is designated as the Chief Fire Officer. DYSP/Fire supervises works of all Fire Stations. There are 9 Fire Stations in each Island except Bitra. The OIC Police Station is designated as Station Fire Officer and equipped with Fire Tenders and other Fire fighting equipments.

In case of fire incident concerned Police Station landline number may be dialed.

### **COSTAL SECURITY POLICE**

Seven Coastal Police Stations are in functional in U.T of Lakshadweep at Kavaratti, Kiltan, Androth, Minicoy, Agatti, Kadmath and Chetlet for security of the Costal area of the Islands. In this, Kavaratti, Androth, Minicoy and Kiltan notified in the year 2008 and Agatti, Chetlath and Kadmath notified in the year 2011. There are six Interceptor boats to have surveillance in territorial water up to 12 NM.

On these numbers, the OICs of this Coastal Police Station can be contacted for seeking help and to give valuable information regarding security of the region.

1	Coastal Police Station Kavaratti	04896263055
2	Coastal Police Station Androth	04893234145
3	Coastal Police Station Minicoy	04892222162
4	Coastal Police Station Kiltan	04898272245
5	Coastal Police Station Agatti	04894242259
6	Coastal Police Station Kadmath	04897274227
7	Coastal Police Station Chetlath	04899-276244

### **PREVENTIVE INITIATIVES TO CHECK CRIME/TERRORIST ATTACKS IN LAKSHADWEEP**

Lakshadweep Police has taken the following anti-terrorist measures to combat terrorism:

**Eyes and Ears Scheme under coastal watch scheme:** - Lakshadweep Police has launched a scheme 'Fishermen As Eyes and Ears of the Police' with special emphasis to sensitize all the stake holders to keep a watch

and look for suspicious persons and share the information with local police immediately. Regular meetings are held by all the officers to sensitize and motivate them.

**Tenant verification:** In order to detect any terrorist or any person with a dubious character taking shelter in Lakshadweep as a tenant/ visitor, Lakshadweep Police special branch carries out regular tenant verification. The owners of the house are required to inform local police whenever they keep a tenant.

**Servant/ Labour verification:** In order to detect any terrorist or dubious characters taking shelter as servants/labour in any house or establishment, citizens are briefed in meetings regularly to get them verified at the time of employing them.

## **SOUND AND NOISE POLLUTION**

USE OF LOUD SPEAKERS, AMPLIFIED MUSIC, BURSTING OF CRACKERS AND BEATING OF DRUMS ETC. IS PROHIBITED BETWEEN 10.00 PM TO 6.00 AM