

### 3. WORK ENTRUSTED TO POLICE STATIONS

At the Police Station, immediate cognizance is taken of the complaint received there and action is initiated on it. Some special noteworthy features in this respect are as detailed below :—

- (1) Every citizen has a legal right to lodge an oral or a written complaint of an offence to the Station House Officer or his superior at any police chowky or a police station.
- (2) It is the duty of all the police officers and the police personnel to give a patient hearing to all citizens who visit or come to complaint at the police stations, to take immediate legal action thereon and to clearly inform them about the action taken on the complaint.
- (3) After a complaint of a cognizable offence is given, it should be immediately registered and it is the right of a complainant to receive a copy of the First Information Report (FIR). Similarly, in the case of a non-cognizable offence, after registering the same in the register of non-cognizable offences the number of the non-cognizable offence registered is given to the complainant and he is advised to approach the Court.
- (4) Police cannot evade registering an offence on the plea of want of jurisdiction. It is necessary that the offence is registered and the same is sent to the police station concerned.

- (5) To understand the mode of working of the different sections of the police station, boards displaying general information in this regard are displayed in the police stations as well as in the office of Deputy Commissioner of Police. In addition to it, notice boards displaying information in regard to the Protection of Human Rights have also been displayed for the benefit of the citizens.

The Station House Officer also acts as a “Public Relation Officer”, with a view to assist the common man in getting information about the general working of the police station and also for the immediate redressal of their complaints or grievances whenever they come to the police station.

If the complainant is not satisfied about the action taken on his complaint by the Station House Officer, he should approach the Senior Police Inspector. Despite this if he *is* not satisfied, he can approach the Assistant Commissioner of Police/ Deputy Superintendent of Police or the Deputy Commissioner of Police or the Superintendent of Police.



*“Even if the incident has not taken place in the jurisdiction of this police station, I shall register the complaint and send it to the concerned police station today itself.”*