

No. C3-187299/2016/PHQ
Police Headquarters, Kerala
Thiruvananthapuram-695010
Dated: 01/11/2016

Circular No. 23/2016

Sub: **Public Relation Officers (PROs) at Police Stations** – reg.
Ref: Cir No. 49/20109 dated 30/11/2009

In a normal police station there are seats namely, the sentry; the GD charge and WCPO (manning the reception desk, which is vacant many a time) interact directly with public. Considering policing as a service delivery platform for host of activities a citizen interface akin to a bank or any other private institution will be desirable. An organization like police is not only structured and hierarchical but also mandated to collect and collate vast information about individuals and institutions. To implement all these, a fear free ingress by citizens to the police stations is a sine qua none to good & positive policing.

02. Many a time a police station is the last resort for an individual. People pray not to go to a police station or at times boast that they have never been to a police station implying they are good citizens and those who are going frequently are not. This mindset needs to change as police should behave as the protector of life and property of the citizens. So the idea of the PRO is mooted to smoothen this interface between Police and public.

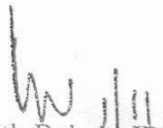
Duties & functions of PRO:

- PRO should be present on duty from morning 8 am to 8.PM at least.
- Receive all visitors of Police Stations.
- Receive and get all petitions registered and give receipts to petitioners then and there without delay.
- If any petition reveals commission of cognizable offences, he shall invite the attention of SHO/GD Charge.
- PRO should render necessary help to illiterate; differently abled visitors, women, children, senior citizens to draft their petitions.
- PRO will ensure that copy of FIR is given to the complainant as soon as the FIR is registered.
- Should not involve in disposal of petitions or investigation except, giving receipts and entering the disposal particulars in the registers meant for it.

- Act on applications received for GD entries, PM Certificates and other documents in accident cases and ensure the receipt by applicants.
- Ensure the time limit in RTI Act and Right to Service Act is adhered to.
- Ensure the formalities concerned with the persons who are arrested or locked up; such as proper feeding, body search, seizure of properties, care, health and safety as per 55A of CrPC etc. are carried out. If any discrepancy is noticed, he should invite the attention of SHO in to the matter.
- Maintain a register w.r.t. vehicles involved in all cases; in which particulars such as seizure, custody, release, produced before court etc. should be entered.
- Supervision of cleaning of Police Station/Suchithwa mission implementation.
- Coordinate relationship with other departments for collecting WC, PMC, MVI Certificate etc., in consultation with the SHO.
- Act as an interface between SHO, Investigating officers, Station Staff on one side and visitors on the other side.
- PRO should not be given any other duty except in utmost emergency.
- There will be one PRO per police station and a stand-by. Selection of PRO should be done by DPC himself and one day orientation training shall be provided to them by the DPC, wherein soft skills may be taught. PROs of reputed institutions can be used for training. A Police official (SCPO/ASI) having pleasing personality, knowledge of work should be selected.
- A permanent CUG number should be provided for the PRO in every Police Station which shall not change even if a new PRO is posted.
- PRO should be seated at a conspicuous place in police station with a lap top/desk top and printer.
- PRO should also have knowledge of Janamathri and Student Police Cadet Scheme and all such schemes of Kerala Police.
- The system of Public Relation Officer in a Police Station is meant for proper and quick service delivery by Police to the citizens and DPCs, SDPOs, CIs, SHOs must put all their efforts to make the system work properly.

Salient features of PRO System:

- PRO should be appointed for tenure of 6 months initially and may be extended as required after DPC evaluating the performance.
- PRO should be in neat uniform.
- PRO should have pleasant behavior to general public and police station staff.
- PRO should have empathy towards women, children and senior citizen.
- PRO should be well aware of the day to day activities in police stations.
- PRO should have a good understanding of the character of each and every police officer of the police stations.
- PRO should have general awareness of the basic laws dealing in day to day activities in police stations.


Loknath Behera IPS,
State Police Chief, Kerala

Distribution: All List B Officers

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DPCs shall start this with effect from 10/11/2016 without fail.

T/H 2045/2/11/16