Citizen Charter

The Tamil Nadu Police has implemented various citizen welfare measures to ensure safety, accessibility, and trust-building with the public. Some key initiatives include:

1. Community Policing Initiatives

Friends of Police (FOP): Engages citizens as community volunteers to assist in maintaining law and order.

Home guards: The home guards assist the police in maintaining internal security, helping the community in emergencies, and promoting communal harmony

Beat System: Police personnel regularly visit neighborhoods to address grievances and ensure a sense of security.

2. Women and Child Safety

All-Women Police Stations: Dedicated stations to address issues faced by women and children, including domestic violence and harassment.

Amma Patrol: Special patrol teams focusing on the safety of women, children, and elderly citizens.

Child-Friendly Police Stations: Designed to handle cases involving children in a sensitive manner.

Help Desks for Women: Located at police stations to provide immediate assistance.

3. Helplines and Online Services

Emergency Helpline (Dial 112): Integrated with police, fire, and ambulance services.

Kavalan App: A mobile app for reporting emergencies, harassment, or crimes, and to track nearby police resources.

E-Services: Online platforms for filing complaints, checking FIR status, and other police services.

National Cyber Crime Reporting Portal (NCRP): The NCRP is a website & Dedicated platforms to address cybercrime grievances. online. (https://cybercrime.gov.in/)

4. Traffic Safety Measures

Road Safety Awareness Campaigns: Conducted to educate citizens about traffic rules and safe driving practices.

Traffic Monitoring: Advanced surveillance systems and enforcement of traffic regulations to reduce accidents.

Emergency Accident Response Teams: Quick response units to assist accident victims.

Central Equipment Identity Register (CEIR) : The Central Equipment Identity Register (CEIR) portal is a government service that helps track and manage mobile devices in India. The CEIR portal allows users to: Report lost or stolen devices, Block or unblock devices, and Access details about second-hand phones. (https://www.ceir.gov.in/Home/index.jsp)

5. Welfare of Vulnerable Groups

Senior Citizen Safety Program: Regular visits to the homes of elderly people living alone to ensure their safety.

Special Care for Differently-Abled Individuals: Provisions for accessible infrastructure and priority handling.

6. Awareness Campaigns

Programs against drug abuse, human trafficking, and sexual harassment.

Educational initiatives in schools and colleges about safety, cybercrimes, and law compliance.

7. Disaster Management and Relief

Active involvement in flood relief, rescue operations, and disaster management.

Coordination with local bodies for evacuation and rehabilitation during natural calamities.

8. Grievance Redressal

Weekly Grievance Days: Public can directly meet senior officials to report complaints.

Social Media Engagement: Police use platforms like Twitter and Facebook for real-time grievance redressal.

9. Special Units and Programs

Anti-Narcotics Wing: Focus on curbing drug-related offenses.

Crime Prevention Teams: Preventative measures against theft, burglary, and fraud.

NRI cell: The NRI Cell is a unit of the Tamil Nadu Police and the National Commission for Women (NCW) that handles complaints from Non-Resident Indians (NRIs).

10. Kaaval Karangal.

"KAAVAL KARANGAL" is an initiative of Greater Chennai Police which commenced on 21.04.2021 with the helpline number **"9444717100" (24x7).** Our mission is to "Respect Human" and "Serve the Humanity".

The nature of work is, received call from public and informed to station patrol vehicle and NGO's through rescuing the destitute, uncared and mentally unsound persons by giving proper medical care, protection, counselling support, lodging them in good caring shelters, tracing the families of the rescued persons and reunited with their family. The unclaimed dead bodies are buried with dignity with the help of the volunteers by performing the last rites.

These measures reflect the Tamil Nadu Police's commitment to fostering a safe and inclusive environment for all citizens.