



STUDY ON MANPOWER ASSESSMENT OF RURAL POLICE STATION

MARCH 2013



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**STUDY ON MANPOWER ASSESSMENT OF A RURAL
POLICE STATION
(ON THE BASIS OF RURAL POLICE STATION RAGHUNATHPALLY,
ANDHRA PRADESH)**

Police is the visible face of the state. Police personnel in adequate strength is crucial for enforcing rule of law, maintaining public order or controlling crime. The assessment of manpower requirement of a police station in rural or urban area is the result of systematic study of duties and functions of police personnel in the station in the changing cultural and socio-economic scenario.

1. Overview of a Police Station

BPR&D has already prepared a document for Chandigarh Police on Manpower Requirements in Urban Police Stations. The Bureau has been receiving a number of requests from various states for preparation of a similar document on Manpower Assessment of a typical Rural Police Station. Workload in a Rural Police Station varies from State to State depending on various factors such as terrain, crime, Law and order, VIP duties, sensitive area prone to communal violence, Naxal activities, movement of criminal gangs etc. Topography of the location such as forests, change of course of river etc influence workload of Policing. Hence any model of manpower of a Rural Police Station prepared by the Bureau is subject to change or modification depending upon the local factors and ground realities of the area.

According to the latest statistics available, India has 31,66,414sqkms of area with a total sanctioned State Police Force of 21,24,596. It has over 6,40,000Villages and 7,935 Towns. Every policeman serves a population of 568 with a Police to Population Ratio (PPR)of 176.2 per lakh (1,00,000) of population Police ratio per 100 sq kms of area is 67.1. Number of Police stations functional in India are- 14,185 and Police Posts- 8,368 with 47 cities having Police Commissionerates. (Source: Data on Police Organisations in India as on 01.01.2012 published by the Bureau of Police Research and Development).



This Study is based on Raghunathapally police station located in Warrangal District of Andhra Pradesh which is approximately 90 Kms away from Hyderabad and 40 kms from District Warangal. The total population of the district is 3,52,644. A police station in Andhra Pradesh generally covers 15 to 20 villages with a population of 50,000. The population of Raghunathapally, a rural police station is 52646 (Male 26431, Female 26215). The details of crime/other crime, frequency of related duties, enquiries and petition received during the period 2010-2012 within the jurisdiction of Raghunathapally, Rural Police Station are as under:-

(A) Frequency of Duties and Crimes Details

SI No.	Heads	2010	2011	2012
1.	Crime data (All Cases)	135	195	150 till date
2.	Summons Served	450	370	245
3.	Warrants Executed	15	20	15
4.	Process Executed	465	390	260
5.	Court Work	2x6 days	2x6 days	2x6 days
6.	VIP Escorts Provided	280	300	290
7.	L&O Traffic Duties performed	690	900	650
8.	Prevention Duties/ Beat Duties	168	120	150
9.	Non- FIR/Minor Offences	714	1178	1204



(B) Other Crimes and Duties

SI No.	Heads	2010	2011	2012
A	Suicidal Deaths	24	34	26
B	Road Accidents			
	Fatal	15	12	05
	Non Fatal	17	14	11
C	FSL	15	24	18
	PME	15	12	05
	MC's	70	90	70

A lot of complaints are received in a rural police station due to personal rivalry, land disputes, inter-caste problems and violence. Such type of complaints are required to be attended promptly, effectively and judiciously by a responsible officer of the rank of S.I./A.S.I and H.C to prevent escalation of the situation in areas of jurisdiction of police station, since these types of petitions are likely to be converted in FIR at later stage after investigation. Besides these, the replies are also forwarded to the civilians/civil authorities under RTI Act, Human Rights Commission and the Judicial Courts, etc.

(C) Details of Petitions Received/Enquiry

SI No.	Heads	2010		2011		2012	
		FIR	Non FIR	FIR	Non FIR	FIR	Non FIR
A	Enquiry/Petition Received	135	714	195	1178	150	1204

Keeping in view the above duties and functions of a Rural Police station, adequate and effective manpower is required to deliver the best services to the public with dedication and accountability.

2. Primary Duties of a Police Stations

The under mentioned duties are regularly performed by the Police Personnel in a Police Station: -



- ✓ Registration and Investigation of crime.
- ✓ Attending to calls and complaints from the public and maintaining the Daily/Station Diary.
- ✓ Maintaining a reporting room round the clock.
- ✓ Custody and escort of arrested persons.
- ✓ Maintaining more than 25 records of the Police Station.
- ✓ Maintaining a Malkhana.
- ✓ Security of the police station premises.
- ✓ Service of summons and warrants to various departments.
- ✓ Inquiry into complaints.
- ✓ Carry out verifications of persons and premises.
- ✓ Ensure presence of witnesses for evidence.
- ✓ Producing before court all case properties seized during investigation of a case.
- ✓ Keeping surveillance and check on 'Bad characters', History sheeters, proclaimed offenders, and Anti-social elements.
- ✓ Gather, co-relate and process information from public about crime and public order.
- ✓ Control crime and maintain public order by deploying pickets strategically, mounting patrolling in beats, conducting anti sabotage checks at public places, ensuring access control at various important and vulnerable targets.
- ✓ Securing the places of public functions/visits by VIPs.
- ✓ Making arrangement for safe passage/travel of VIPs in the PS jurisdiction.
- ✓ Involving community through programmes like peace/communal harmony committees, checking on senior citizens, liaising with associations, etc.
- ✓ Community Policing and other proactive measures.
- ✓ Maintain Wireless Communication.
- ✓ Maintain computer and the server.
- ✓ Proper deployment of vehicles provided to the rural police station.
- ✓ Maintaining amenities at the police station such as mess, canteen etc.
- ✓ Maintain Duty Roster and ensure supervision.
- ✓ Evacuate the injured persons from the remote areas/victims from accident place to the Hospital.
- ✓ Develop intelligence network for crime control.



- ✓ Attending to law and order situations such as :
 - Preventing crimes against Govt. property including damaging roads, cutting of trees, encroachment of Govt. land, etc. Personal Rivalry, caste violence, land disputes, thefts, crime against women, domestic violence, etc.
 - Making police arrangements when people gather in large numbers in mosques, temples, church etc. on specific days or during festivals.
 - Coordinate with Gram Panchayat/Gram Sabha for maintaining law order in the area of jurisdiction.
 - Prompt action to clear the road accident site and shifting the injured persons to hospital.

3. Unaccounted Duties in a Police Station

Besides providing manpower for the above primary duties, a number of tasks that never get mentioned have to be performed on regular basis by a Police Station. For instance:

- ✓ Police intervention is sought in family feuds arising out of property disputes. The parties do not want to register case but still want police help to sort out the disputes.
- ✓ Removal of encroachment from roads, government lands, in local village market, etc.
- ✓ Providing Police for demolition work.
- ✓ Removal of unclaimed dead bodies of unidentified human beings and animals from the place of occurrence.
- ✓ Complaints against use of high volume loudspeakers during night are required to be attended immediately.
- ✓ Missing children, women, boys and girls who have run away from homes have to be escorted by police to safe homes or even to their native villages.
- ✓ Disputes between neighbours regarding construction/repair/extension of house often require police intervention without registering the case.
- ✓ Provide security for various haats, cultural events, sports activities, etc.
- ✓ Provide security for local 'melas' in the villages and to keep proper surveillance of unwanted activities of the visitors and villagers.



- ✓ Reply to RTI matters which require adequate efforts and proper attention with adequate manpower to respond.
- ✓ Provide guards for vehicles involved in accidents, not removed by owners/insurance companies.
- ✓ Provide staff to take care of victims in accident cases till the family members arrive.
- ✓ Protection to archaeological monuments and other sites of importance.
- ✓ Checking of servants, verification of their antecedents, etc. requires a lot of manpower.
- ✓ Verification work relating to birth certificates, and other aspects related to security of the villagers and Nation
- ✓ Contract labourers, servants, farm labourers are often not paid their wages as per law or their wages are held back so that they return to their 'master'. Instead of approaching the Labour Department for their wages, etc. they come to the Police Station for help. For the police, this is an extra job.
- ✓ If power transformer gets burnt or drain gets choked and overflows in an area, the affected villagers, come to the police station requesting for intervention
- ✓ Enquiry into complaints of non-payment or short payment to labourers in developmental schemes is often referred to PS for verification by the superior authorities.
- ✓ There may be cases of vehicle break-down at night/day of VIPS or senior officers who want immediate help from the police. They want their vehicles repaired at the earliest since villages do not have proper place for their stay.

Thus Police at the Police station level carries out large number of unaccounted for duties which may not be in accordance with the law or the laid down procedure and practices but the members of the public and others expect these functions to be carried out by police. Hence for the purpose of assessment of the manpower of a Rural Police station, we may divide duties of a rural police station in three categories: -

- (a) **Statutory duties,**
- (b) **Operational duties and**
- (c) **Unaccounted duties.**

The statutory duties in a Police Station are those which have to be performed **irrespective of other emergency calls.**



The operational duties of a police station are those which are required to be performed to discharge the functions of a police station such as patrolling, investigations, 'bandobust' duties and picket duties etc.

The Unaccounted for duties include those tasks that never get mentioned and have to be performed on regular basis.

4. Staffing Norms for Statutory Duties of a Police Station

4.1 Reporting/Reception Room

The first interface of the complainant with police takes place in Reporting/Reception Room. When a complainant comes to a Police Station, he expects that someone would hear his complaint and have it recorded for initiating necessary action immediately. The complainant is normally in a very agitated state and therefore, the first police officer who deals with him has to:

- ✓ Make him/her feel comfortable
- ✓ Listen to the complainant.
- ✓ Try to connect the sequence of events, people and issues involved.
- ✓ Convert the complaint into writing.
- ✓ Decide about the course of action required to be taken.
- ✓ Inform the Officer In-charge and Investigating Officer etc.
- ✓ Dispatch the required police party to the place of occurrence
- ✓ Send required wireless messages
- ✓ Inform senior police officers and court, as required
- ✓ Start the process of recording the required information in the relevant record registers of the police station

As per Section 44 of the Police Act, 1861 which says ".....it shall be the duty of every officer in-charge of a police station to keep a general diary in such form as shall, from time to time, be prescribed by the State Government and to record therein all complaints, charges preferred, names of persons arrested, the name of complaints, the offences charged against them, the weapons or property that shall have been taken from their possession or otherwise and the names of



witnesses who shall have been examined.” Therefore, the fact of his coming to police station, his time of arrival, facts of his complaint and the number of police party dispatched with him to the scene of crime, the action taken by the police party and their time of arrival back in the police station etc. are noted in a running record called ‘Daily Diary’ (General Diary) in duplicate. Carbon copy of the General Diary has to be sent to Circle Inspector's Office for the Inspector's perusal.

The above tasks are performed by Duty Officer. It requires high level of skill and knowledge of police working and investigation. It is a complex work requiring multi-tasking capabilities. This officer not only has to handle complainant but he has to coordinate with various agencies for necessary follow-up action. It is therefore, essential that the Duty Officer should be well experienced SI/ ASI given the fact Station Officer In charge is of the rank of an Inspector. However **01 HC and 01 constable** would be needed to support the Duty Officer to ensure maintenance of records and to coordinate various activities within and outside the department for early and effective action in respect of each and every complaint.

Recommendation of BPR&D

The BPR&D recommends that three shifts system of 8 hours each with the manpower of 01 ASI, 01 HC and 01 Constable per shift be given in the Reporting/Reception Room of police station for proper action.

Summary: ASI-03, Head Constable-03 and Constables -03.

4.2 Police Station Security

The security of a police station is very important component keeping in view the security of Malkhana, collected evidences including accidental vehicle, seized items kept outside the Kote and weapon/equipment issued to police personnel for performing duties. The Gate Sentry of a police station is the first respondent to public/victims who visit the police station in the need of hour.

Generally, a guard of 01 HC & 04 constables is sufficient to protect the police station and to attend the visitors at the gate of police station. However, the strength for the security of police station and other aspects are directly related with local circumstances i.e. naxal affected areas and high crime zone etc.



Recommendation of BPR&D

BPR&D is of the view that a guard of 01 Head Constables and 04 Constables is sufficient for security of a rural Police Station. However, this may be increased at local level keeping in view the sensitivity of the areas within the jurisdiction of the police station.

Summary: Head Constable -01 and Constables -04.

4.3 Escort Duty

The escort duty performed in Urban and Rural Police station is of different nature. However, a police station has to provide police escort for following purposes: -

- ✓ Escorting of arrested persons to Court within 24 hours.
- ✓ Escorting of arrested persons to hospital for medical examinations.
- ✓ Escorting victims to hospitals for medical examination.
- ✓ Escorting material evidence to Court.
- ✓ Escorting government money.
- ✓ Escorting vehicles involved in traffic accidents for inspection of Motor Vehicle Department
- ✓ Escorting children who are lost/victims of crime back home or to safe custody.

The Courts have banned the use of handcuffs on prisoners/under trials. As a result, adequate number of policemen is required for escorting the criminals/under trials to ensure their proper security and safety during movements from one place to another and in police station itself.

Recommendation of BPR&D

BPR&D is of the view that staff of ASI-01, HC-01&Cts-04 is sufficient to provide escorts in Rural Police Station.

Summary: ASI-01, HC-01 and Constables-04.

4.4 Malkhana (Store Room)

Case properties seized as part of investigation of a case are required to be kept in safe custody in the police station. When a case



property or a personal property of an accused is seized, following steps are initiated by the Malkhana Incharge: -

- ✓ The facts are recorded in daily diary/station diary register and entered in malkhana register which allocates a specific unique number to each property seized.
- ✓ The description and these unique numbers are then entered in crime register.
- ✓ Depending upon the type of property (bulky, perishable, expensive etc.) proper storage is ensured.
- ✓ The safe transfer of case property to Forensic Science Laboratory for examination is ensured.
- ✓ The production of case property before Court, as and when required, is ensured.
- ✓ The transfers of all the case properties/exhibits seized are recorded and authenticated through cross entries in various registers of the police station.
- ✓ A physical verification report of this and other case properties is prepared every fortnight.
- ✓ Disposal of case properties/exhibits as per Court orders is ensured.
- ✓ The auction of case properties that are perishable or ordered for disposal by court is arranged and the proceeds of the sales are deposited in treasury.

A number of case exhibits like four wheelers, two wheelers, weapon are kept in the Police Stations. During trial these case properties are kept in the Courts Malkhana but due to lack of space, these case properties continue to be kept in PS Malkhana. In other words, a major responsibility of the Court has been transferred to a Police Station.

Recommendation of BPR&D

BPR&D is of the view that a staff of HC- 01 and Constable- 02 would be adequate in each rural police station for proper maintaining of the record, keeping in view effective investigation and further presentation in the Court.

Summary: The BPR&D recommends HC -01 and Constables -02 for this job.



4.5 Police Station Records

Police functioning is entirely dependent on records. The authenticity and upkeep of these records have direct bearing on police performance by making “facts” available to the Court in support of any police action. In any Police Station, there are a number of permanent statutory records which store the information about crime, criminals etc. in a systematic manner. Some of these records are continuous running records while others are initiated afresh every year. Some of these are:

- FIR book
- Daily Diary (General Diary)
- Crime Register
- History Sheet Register
- Information Sheet Register
- Beat Wise Crime Register
- Beat wise Criminal Register
- Inquest Register
- Summon Warrant Register
- Court Case Pairvi Register
- Proclaimed Offender Register
- Standing Order Register
- Village Crime Note Book Register (in five parts)
- Arms License Register
- Inspection Note Register etc.

Besides these registers, a number of registers from time to time are also maintained for recording important information such as beat wise list of senior citizens, location of banks, schools & colleges, list of respectable persons of the area, list of missing persons, Vehicle Patrolling register, complaint register, unidentified dead bodies (UIDB) register etc. The input in these records comes from various sources such as crime, criminals, beat officers, complaints, courts, licensing authorities etc.

The officer performing such duties is required to provide important information to the various Govt. departments including Human Rights Commission. Maintaining of records in a Police Station



is a very important task of police functioning, which require adequate and experienced manpower.

Recommendation of BPR&D

BPR&D is of the view that staff of HC-01 and Cts-02 is sufficient for maintenance the police station records.

Summary: HC -01 and Constables -02.

4.6 Dak Duty (Tapal Duty)

A police station has a high volume of dak/correspondence relating to crime, criminals, accused, arrested persons, victims, petitions etc. to be sent on a daily basis to Courts, PHQ, Civil Administration and other offices. Due to lack of civil transport in rural police jurisdiction, proper transport is required for timely delivery of the dak to Higher HQ and other Govt. Offices.

Recommendation of BPR&D

BPR&D is of the view that 2 Constables would be adequate for this duty with 1 motor cycle.

Summary: Constables -02 Motor cycles -01

4.7 Process Service & Court Duties

Every police station gets summons and warrants for execution from various courts in the country and also from other departments. Additional Sessions Court, Local Courts, Negotiable Instrument Special Courts, Consumer Courts, Enforcement Courts of land owning agencies and of other departments such as customs, excise, Directorate of Enforcement etc. Police Station has to execute them within and outside its jurisdiction. BPR&D recommends a staff of **HC- 01 and Constables.-02** for such duties.

Regular co-ordination is to be maintained with the designated Court of police station for gathering the information regarding cases coming up for investigation, bail matters likely to come up for hearing in near future. A close link between court and the police station is to be maintained. BPR&D recommends **HC-01** called Naib Court to perform these duties.



Witnesses and material evidences are to be produced before court by the police station. On every date of hearing, the respective witnesses have to be briefed by the police station regarding the evidence they have to depose before the Court. **HC-01** who has sufficient experience in investigation has to be present in Court to coordinate with all the witnesses and presentation of **evidence properly** before the Court.

Recommendation of the BPR&D

BPR&D is of the view that 03 Head constables and 02 Constables will be adequate to handle the process service and other Court related duties. **Summary: Head Constables -03 and Constables -02.**

4.8 Wireless & Communication

The wireless communication is the heart of PS working. It connects the PS with all other units for coordination, keeps track of various deployments, transfer of information, data, and receive important and urgent crime related information through messages for immediate action. Therefore, communication room is required to be manned round the clock for better functioning and effective action. Hence adequate manpower is required to maintained the communication room.

Recommendation of the BPR&D

BPR&D agrees with the recommendations of State Police for the strength i.e. ASI-1 (T), HC-3 (T) and Constable (T) -03 for police station control room.

Summary: ASI (T) -01, HC(T) -03 and Constables -03.

4.9 Drivers/Vehicle Norms

UNDP sponsored study had suggested the following requirement of vehicles for: -

- (a) Urban police Stations: 3 light vehicles and 3 motor cycles,
- (b) Semi-Urban Police Stations: 2 light vehicles and 2 motor cycles



(c) **Rural Police Stations: 2 light vehicles and 1 motor cycle.**

The Steering Committee of Ministry of Home Affairs on UNDP Project has already accepted this Report.

In addition to above authorisation of vehicles for a rural police station, BPR&D suggests that in any police station, there is always a need to deploy a section (7 policemen) to a platoon (21 policemen) for various VIP route arrangements, securing the place of function, securing scene of crime, exam duty, election duty, duties in religious processions/functions, deployment at marriages, fairs etc. for which related equipment are to be carried along for deployment to carry out effective duties. Hence, it is recommended that police station should always have at least 1 medium vehicle in addition to 2 light vehicles and 01 motor cycle.

Recommendation of the BPR&D

Since the medium vehicle would be deployed as a backup vehicle providing logistic support and other operational duties the BPR&D recommends the following drivers for a rural police station: -

- (a) Four drivers for two light vehicles round the clock
- (b) One driver for medium vehicle.
- (c) One driver for motor cycle

Summary: HC - 02 + Constables -02 for light vehicles, 01 HC for medium vehicle and 01 Constable for motor cycle. (HC Drivers - 03 and Constable Drivers –03)

***1 Motor cycle per Beat in rural police station is also recommended for smooth movement of the police personnel to discharge their duties effectively. The vehicle will be driven by the Beat officer.**

4.10 Computer & Server

Computers are being introduced in working of police stations for maintenance of all records, PCR calls, complaints, investigation, reply to petitions, planning of deployment of staff. The computers are used



to process and store information from CCTVs and various video cameras placed at different strategic locations of village.

Recommendation of the BPR&D

The BPR&D is of the view that trained computer operators are required to maintain and operate the computer system during day and on emergency work during night, hence, 01-Head Constable and 02-Constable (Computer Qualified) is recommended for the above duty.

Summary: Head Constable -01 and Constable 02

4.11 Housekeeping (Mess, Canteen & Maintenance of premises)

A police station always has a reserve staff and a barrack attached for policemen to stay. These are the people who are used for deployment in emergency/crisis situations. Since the duty hours are invariably long and unpredictable, police personnel are dependent on food supplied from mess or canteen in the police station. Therefore, a mess is run in each police station to provide hygienic food at reasonable rates to policemen either staying in police station barracks or deployed for longer duties

Recommendation of the BPR&D

There is no need to keep permanent staff for this job. It is recommended that the services of House Keeping staff like Mess, Canteen and maintenance of police station can be outsourced.(subject to the security clearance)

Summary: Cook – 01, W/C – 01, S/K – 01 Total=03

4.12 Supervisory Staff

A police station is headed by an Officer-in-Charge (OI/C). The OI/C of a police station is usually of the rank of an Inspector or of a Sub-Inspector of Police. He is expected to reply to all the communications/complaints addressed to OI/C., maintain and prepare crime register detailing all the milestones of a crime from its registration to the final decision in the trial and disposal of the case properties, keep track of all the requests for various permissions for arms, licenses, for holding cultural shows, functions, processions etc. He also has to ensure that all the statutory and non-statutory records



are maintained and information dissipated to various institutions regularly, keep track of trial of all cases, ensuring execution of all summons and warrants, physical presence of all witnesses and material evidence in the court on the required date, attend to all bail matters, senior citizens, ladies in the work place or in public transport, various religious processions, functions, star nights, cultural events, safety of banks etc. and also devise and implement various crime control strategies through strategic deployment of nakas, patrolling patterns, vouchers, peace committees, surveillance on bad characters etc. For all these functions to be discharged satisfactorily, it is obvious that he will need the support of a team. BPR&D is of the view that one Additional OI/C would be required to assist OI/C in above-mentioned activities. The OI/C and Addl. OI/C can be of an Inspector and Sub-Inspector rank.

The Addl. OI/C will handle the maintenance of records, ensuring availability of stationery, duty allocation of personnel, maintenance of the police station premises, vehicle maintenance and equipment maintenance (for example DFMDs, HHMDs, wireless sets, barricade, sand bags, search lights, ropes, riot control equipment, weapons and ammunition, gas gun, video camera etc.), maintenance of canteen and mess, maintenance of the PS premises, processing TA/DA claims of the staff etc.

The OI/C (Inspector or Sub-Inspector) would be required to handle the crime control strategies like beat patrolling, nakas, vehicle checking, bank checking, security of senior citizens, ensuring the presence of witnesses for hearing in the court, execution of warrant and summons, disposal of case properties.

For effective supervision, the OI/C would require adequate staff for documentation of all letters, petitions, summons, warrants, complaints etc. and for their timely disposal.

Recommendation of the BPR&D

BPR&D is of the view that staff of 01 HC and 01 Constable to assist OI/C in office and one constable each to accompany O.C. /Additional O.C. while attending calls for crime scene etc. is essential. BPR&D recommends 1 HC and 3 Constables with supervising officer escort.



Summary: Inspector -01 and Sub Inspector/Additional OIC - 01, Head Constable -01 and Constables -03.

5. Table of Manpower for Statutory Duties

SI No	Task/Duty	Inspector	SI	ASI	HC	Ct	Total
1.	Reporting Room/Reception	-	-	3	3	3	9
2.	Police Station Security (Sentry)	-	-	-	1	4	5
3.	Escort duty (of arrested persons)	-	-	1	1	4	6
4.	Malkhana duty	-	-	-	1	2	3
5.	Police Station Records	-	-	-	1	2	3
6.	Dak Duty	-	-	-	-	2	2
7.	Process Service and Court Duties	-	-	-	3	3	6
8.	Wireless & Communication	-	-	1	3	3	7
9.	Drivers	-	-	-	3	3	6
10.	Computer and Server	-	-	-	1	2	3
11.	Housekeeping, Mess, Canteen, Maintenance	-	-	-	-	-	May be out-sourced
12.	Supervision	1	1		1	3	6
Total		1	1	5	18	31	56

6. Staffing Norms for Operational Duties

The operational duties in a police station include work relating to investigation of cases, prevention of crime i.e. Beat- patrolling,



handling of grievances/ petitions/ complaints etc. Thus the requirement of staff depending on under mentioned police work:

- (a) **Investigation Teams** (which would depend upon number of cases registered in the police station)
- (b) **Beat Patrolling staff** (which would depend upon No. of beats, area of P.S., crime, demography etc.)
- (c) **Public Complaint/Petition Enquiry Staff**

The assessment of manpower for each issue has been calculated in this study keeping in view the total number of cases investigated, Nos of the beats, and complaints & other petitions received by the police station.

6.1 Investigation Norms

Investigation of a criminal case is a complex task requiring both time and teamwork. Thorough investigation requires examination and re-examination of witnesses to cross check statements; preservation of scene of crime; collection of physical evidence, packing the same and sending it for examination; surveillance of suspects; seizure of exhibits; many a time, removal of dead body, or taking the victims to hospitals for treatment or examination; arrest of one or more accused persons; detailed consultation of police records, of own police station and of adjoining/other police station; making enquiries in various location/cities etc. BPR&D's analysis indicates that a team should comprise of one S.I. /ASI, one HC and two Constable. The SI and HC would be involved with investigating the cases and the constables would only assist in the investigations.

The next issue is to fix the norms regarding the number of cases that this team should investigate. We have approached this from two different directions. The first approach was to have a look at the existing norms in reputed agencies like the CBI and the Enforcement Directorate, and then project the need for Raghunathpally Police; the second approach could be to assess the time required to investigate various activities of a case and then overlap it with the existing reporting of crime and thus arrive at a suitable norm.



The pattern followed in the CBI is that a new case is given to an Investigating Officer only after he has completed the investigation of the case he is investigating. Ideally, this should be followed even for the State Police but it would not be practical, since CBI handles extremely complicated and sensitive cases, which is occasionally with the District Police. Secondly, CBI's mandate is limited, whereas in the case of District Police, every cognizable offence legislated by Parliament and/or State Assembly has to be investigated. Under such circumstances, using CBI norm would not be appropriate.

We then examined the norms existing in the Directorate of Enforcement. We found that on an average 14 cases per year are investigated by the Investigating Officers. Again, here also, the Enforcement cases are very complex and of one variety and extending that norm to the district police would exaggerate the requirement of the Investigating Officers.

The second methodology was to list the steps in the investigation of cases and assess the actual number of hours that an I.O would be required to spend in the investigation of that case. Two types of cases viz. 'dacoity with murder' and 'road accidents' are mentioned below:

Investigation Steps	Time reqd. (Man hours)	Investigation Steps	Time reqd. (Man Hours)
Dacoity Cum Murder Case		Road Accident Case	
1. Arrival of the Complainant to the Police Station or receipt of information through Police Control Room or any other Source	-	1. Arrival of the informant to the Police Station, or receipt of information through Police Control Room or any other source.	-
2. Visit to the spot, cordoning of area, preserving the SOC, identifying the witnesses amongst the crowd and record the statement of the complainant after inspection of SOC, covering all aspects viz. time and place of	18 hrs.	2. Visit to the spot and record the statement of the complainant after inspection of SOC of accident, covering all aspects viz. time and place of incident, description of vehicles, direction of movement of vehicles,	8 hrs.



incident, description of property, deceased, accused persons, weapon of offence etc. (6 persons X 3 hours)		width of road, position of eye witness/informant etc. (2 persons X 4 hours)	
3. Register FIR by sending Rukka to Duty Officer at Police Station, through any of the accompanying staff. Information to senior officers and Illaka Magistrate through special report. (1 persons X 2 hrs.) (2 person X 1 hrs.)	2 hrs.	3. Register FIR by sending Rukka to Duty Officer at Police Station, through any of the accompanying staff. (2 Persons X 2 hrs.)	4 hrs.
4. Summon the Crime Team, Photographer, Dog Squad and Finger Print professional. Inspect the whole scene of incident with them thoroughly and collect the physical evidence/clues carefully. (6 persons X 2 hrs.)	12 hrs.	4. Summon the Crime Team and Photographer, inspect the whole scene of incident with them thoroughly and collect the physical evidence/clues carefully like skid marks, broken glass pieces, presence of foreign bodies like clothes, blood etc. on vehicles. (2 Persons X 3 hr)	6 hrs.
5. Conduct Inquest Proceedings u/s 174 Cr.P.C. (2 persons X 1.5 hrs)	3hrs.	5. Take photographs of vehicle and the area of incident carefully. (1 Persons X 1 hrs.)	1 hrs.
6. Prepare site plan, without scale at the instance of complainant. (1 person X 1 hour)	1 hrs.	6. Seize the vehicles involved in the accident through seizure memos. (1 Person X 1 hrs.)	1 hrs.
7. Collect the physical evidence like blood stained article, blood spots, weapon of offence etc., prepare seizure memos and conduct thorough search of SOC and vicinity for weapon of offence or any other clues helpful in investigation of the case. (2 persons X 2 hours)	4 hrs.	7. Conduct the Inquest Proceedings. (2 Persons X 1.5 hrs.)	3 hrs.



8. Record supplementary statement of complainant, statements of other witnesses u/s 161 Cr.P.C. (1 person X 3 hour)	3 hr.	8. Record the statement of witnesses at the scene of crime. (2 Persons X 3 hrs.)	6 hrs.
9. Send the body/bodies to District Hospital under the care of two constables for Post Mortem. (2 persons X 2 hours)	4 hrs.	9. Reach the hospital and record the statement of injured/witnesses if assessed fit for statement by attending doctors. (2 Persons X 3 hrs.)	6 hrs.
10. Get the PM conducted and seize the blood sample, clothes of deceased and viscera (as per circumstances) through seizure memo. Hand over the dead body after PM to relatives against proper receipt. (2 persons X 3 hours)	6 hrs.	10. Mechanical inspection of the seized vehicles be got done through an expert Motor Vehicles Inspector (MVI) and obtain report of MVI. ((2 Persons X 1.5 hrs.)	3 hrs.
11. Identification of suspects on the basis of evidences and circumstances (6 persons X 8 hrs.)	48 hrs.	11. Identity of the driver of the offending vehicle be fixed. (2 Persons X 6 hrs.)	12 hrs.
12. Verification of movement of suspects at the relevant time. (6 persons X 5hrs.)	30 hrs.	12. Accused be arrested and Hon'ble Supreme Court Guidelines given in D K Basu case be strictly complied while making arrest. (1 Person X 1hrs.)	1 hrs.
13. Accused be identified and arrested, Hon'ble Supreme Court Guidelines given in D K Basu Case be strictly complied while making arrest (3 persons X 2 hrs.)	6 hrs.	13. Get the PM conducted and seize the blood sample, clothes of deceased through seizure memo. Hand over the dead body after PM to relatives against proper receipt. (2 Persons X 3 hrs.)	6 hrs.



14. Raids be conducted at the hide outs of other suspects and sincere efforts be made for the recovery of the case property and arrest of other co-accused. (5 persons X 20hrs.)	100 hrs.	14. Collect the PM report of deceased and final nature of injuries on the <LC of injured persons. (1 Person X 3 hrs.)	3 hrs.
15. Case property be seized through separate seizure memos. (2 persons X 3 hrs.)	6 hrs.	15. Collect the relevant papers of offending vehicles involved in the case. (1 Person X 2 hrs.)	2 hrs.
16. Recovered property be deposited in PS Malkhana and accused be deposited in PS lock up after proper medical examination and other formalities. (3 persons X 3 hrs.)	9 hrs.	16. Examine all the relevant witnesses. (2 Persons X 3 hrs.)	6 hrs.
17. Prepare the case file and complete case diaries. (3 persons X 8hrs. X 7days)	168hrs.	17. Vehicles involved in the accident be released on superdari as per the orders of the court. (1 Person X 2 hrs.)	2 hrs.
18. Produce the accused before Ilaka Magistrate in muffled face, move an application for TIP of accused and case property and send the accused to Judicial Custody. (4 persons X 5 hrs.)	20 hrs.	18. After concluding the investigation, charge sheet is filed against the accused driver. (2 Persons X 15 hrs.)	30 hrs.
19. Deposit the exhibits of the case and viscera, if any, with Forensic Science Laboratory for the opinion of expert. (2 persons X 3 hrs.)	6 hrs.	19. Information to MACT. (1 Person X 2 hrs.)	2 hrs.
20. Collect the PM Report (1 person X 2 hrs.)	2 hrs.	20. Relevant documents be given to the complainant for filing the case for compensation with MACT. (2 Persons X3hrs.)	6 hrs.



21. Get the TIP of accused and case property done through Link Magistrate. (3 persons X 3 hrs.)	9 hrs.	21. Complainant be informed about the outcome of investigation. (1 Person X 2 hrs.)	2 hrs.
22. Apply for Police Custody Remand if required for the purpose of arrest of co-accused and recovery of case property if not recovered earlier. (3persons X 6 hrs. X 2 days)	36 hrs.		
23. Collect the FSL Report. (1 person X 1hrs.)	1 hrs.		
24. Record the statement of witnesses. (4 persons X 3 hrs.)	12 hrs.		
25. Prepare a draft charge sheet and send it to Prosecution for scrutiny. (2 persons X 8 hrs.)	16 hrs.		
26. Remove the shortcomings in the investigation as pointed out by Prosecution Branch. (1 person X 48 hrs.)	48 hrs.		
27. Complainant be informed about the result of the case and charge sheet be submitted in Court along with all the relevant documents. (2 persons X ½ hr.)	1 hr.		
Total	571 hrs.	Total	110 hrs.
Therefore, if a team of 3 officers work 8 hours a day, then investigation of this case would require (571/3X8=23.79) days say 24 days. or one team can investigate (365/24=15.20) say 16 cases per year		Therefore, if a team of 3 officers work 8 hours a day, then the investigation of this case would require (110/3X8=4.583) say 4.6 days. or one team can investigate (365/4.6= 79.347) say 79 cases per year	



Then we extended this to one year. If a team is investigating only traffic accident cases, it will be able to investigate 78 accidents in one year. On the other hand, if a team is investigating only 'dacoity with murder' it will be able to investigate 16 cases per year. Calculations for other offences have yielded results between 79 cases and 16 cases. We also took into account very minor offences like cycle-theft, pick pocketing, criminal trespass etc. by fixing a ratio vis-à-vis traffic accident. A cycle theft was fixed in the ratio of 4:1 when compared to traffic accidents. Similarly, Pick pocketing was fixed at 7:1 etc. (We have included Sundays and holidays when calculating the number of cases that can be investigated in a year. If we exclude them, the number of cases that can be investigated in one year will come down proportionately)

We projected this calculation and arrived at a figure between 40-50 cases a year for a team of investigators comprising of 1 SI/ASI and 1 HC and 1 Constable. We are also aware that while most of the crimes reported relate to IPC crimes and our analysis above deals basically with IPC crimes, a whole variety of other crimes are also cognizable which must be taken into account when we are projecting the norms for I.Os.

The other Acts in which offences are cognizable are mentioned below: -

Special Laws

- (i) The Protection of Civil Rights Act, 1955
- (ii) The Scheduled Castes & Scheduled Tribes (Prevention of Atrocities) Act, 1989
- (iii) The Dowry Prohibition Act, 1961
- (iv) The Consumer Protection Act, 1986
- (v) The Environmental Protection Act, 1986
- (vi) The Child Labour (Prohibition & Regularization) Act, 1986
- (vii) The Minimum Wages Act, 1948
- (vii) The Bonded Labour System (Abolition) Act, 1976
- (xi) The Mental Health Act, 1987
- (x) Child Marriage Act
- (xi) The Electricity Act, 1910
- (xii) Railways Act, 1989
- (xiii) The Antiques and Art Treasures Act, 1972
- (xiv) Prevention of Damage to Public Property Act



(xv) Press & Regulation Act

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(xvi) The Police Act, 1861

(xvii) The Police Forces (Restriction of Rights) Act, 1966

(xviii) The Police (Incitement to Disaffection) Act, 1922

(xix) Armed Forces (Special Powers) Act

(xx) The Official Secrets Act, 1923

(xxi) Right to Information Act, 1985

Maintenance of Public Peace and Order

(xxii) The Motor Vehicles Act, 1988

(xxiii) The Foreigners Act, 1946

(xxiv) The Commission of Enquiry Act, 1952

(xxv) The Representation of People Act, 1951

(xxvi) National Security Act, 1980

(xxvii) Essential Supplies Maintenance Act, 1981

(xxviii) Unlawful Assembly Act

(xxix) Criminal Law Amendment Act

(xxx) Prevention of Damage to Public Property Act, 1984

Investigation

(xxxi) The Arms Act, 1959

(xxxii) The Indian Explosives Act, 1884

(xxxiii) The Explosives Substances Act, 1908

(xxxiv) Extradition Act, 1962

(xxxv) The prevention of Corruption Act, 1988

(xxvi) Criminal Law Amendment Act, 1952

(xxvii) Criminal Law Amendment Ordinance, 1944

Criminology

(xxxviii) The Juvenile Justice Act, 1986

(xxxix) Reformatory Schools Act, 1897

(xl) The Probation of Offenders Act, 1958

(xli) The Immoral Traffic (Prevention) Act, 1956

(xlii) Public Gambling Act, 1867

(xliii) Narcotic Drugs and Psychotropic Substances Act, 1985 (61 of 1985)

Information Technology

(xliv) The Information Technology Act, 2000

Criminal Procedure Code

(xlv) The Contempt of Court Act, 1971

Investigation Evidence Act

(xlvi) Identification of Prisoners' Act, 1920



Keeping these Acts in mind and the earlier calculation of 40-50 cases, we are of the view that one Investigation team would be in a position to investigate 50 cases per year. We have no doubts that the quality of investigation will be of a very high order considering the reasonableness of the workload. Thus the new norms approved for Investigation Teams in the light of Hon'ble Supreme Court directions are:

The approved norms for an Investigation Team are:

Team Strength: **01 SI, 01 HC and 01 constable**

Investigation Cases: **50 IPC cases per year (40)**

Vehicle: **2 Motor Cycles – without driver (1 LMV with driver for 8 hrshift)**

The workload of each investigation team =

Investigate at least 50 IPC cases per year.

+

Attend Court for trial of all cases investigated previously.

+

Investigate Non IPC & Special Law cases such as NDPS Act, Arms Act, Excise Act etc. registered in the Police Station.

The Investigating Teams are calculated on the basis of **40-50 cases per team per year**. The details head of the crimes under police station Raghunathpally District Warangal, Andhra Pradesh is as under: -

SI No.1	Head of the crime	2010	2011	2012	Remarks(Team)
1.	All cases	135	195	150 (till date)	Average 160 cases(4 teams)
2.	Road Accidents	32	26	16	Average 24 accidents (1 team)
3.	Suicide Death	24	34	26(till date)	Average 28 cases of suicidal death (1 team)
	Total team required				06 Nos teams required



- * **An average team would be SI -01, HC -01 & Ct -01**
- * **The total strength of 6 investigation teams would be SI-06, HC -06 & Ct -06**

6.2 Beat/Patrolling Staff Norms

The norm of staffing "Beats" in a Police Station needs to be re-examined with a view to separate 'Investigation' from 'Law & Order'.

In a beat, Head Constable and Constables are expected to perform the following duties:

- ✓ Prepare and collate information on crime, criminals and relevant details of the beat for police station registers.
- ✓ Patrol the beat area to contain crime and keep a check on anti-social elements.
- ✓ Be the first responders in any emergency.
- ✓ Preserve the scene of crime in the beat.
- ✓ Develop information about involvement of criminals & verify their movements.
- ✓ Provide protection and assistance to victims and their families.
- ✓ Collect evidence relevant to the crime.
- ✓ Serve summons from court & other Quasi-judicial offices such as SDM, DM, Income tax, Consumer courts, Human right Commission, etc.
- ✓ Attend court for evidence.
- ✓ Carry out verification of arms licences & dealers in the beat.
- ✓ Carry out verification of servants and new tenants.
- ✓ Ensure safety of senior citizens.
- ✓ Maintain order at bus stand, taxi, auto-rickshaw stand etc.
- ✓ Keep liaison with cyber cafe, telephone operators and mobile service providers in the beat.
- ✓ Intervene for settling of personal disputes and family problems among residents of the beat. Counselling and its follow up with the dissenting parties.
- ✓ Prevent eve teasing outside colleges and girl's schools.
- ✓ Ensure safety of school children.



Recommendation of the BPR&D

To discharge all the above-mentioned functions for a beat on round the clock basis, it is suggested that a staff of 01 ASI, 01 Head Constable and 01 Constable per beat could be adequate for a Rural Police Station. The Police Station would require a "**Beat-Station**" at each vulnerable place in each beat which will be manned by all above mentioned police officers and recommended for a rural police station.

Summary: ASI -01, Head Constables -01 and Constables -01 for each Beat-Station. Minimum four beats has been considered in a rural police station, hence the strength recommended ASI -04 HCs -04 and Constables -04.

6.3 Petition/Complaint Enquiry Staff Norms

Ordinary complaints, which may not be heinous / serious, are usually not given any priority in the police station. This depicts the police in a poor image of an insensitive organization. We need to address this issue and make adequate resources available to meet the justified expectations of the people. The steps in the handling of a petition are broadly as follows:

- (a) The petition is received by police station and enquiry officer nominated.
- (b) The inquiry officer visit the place and enquire about the complaint by interacting with the villagers
- (c) After interaction with villagers on the Petition, the enquiry officer prepare his report and submit the same to police station for further necessary action.

During investigation the inquiry officer has to visit time and again to examine the persons. Many a time, the person who goes to enquire is required to resolve the dispute/problem on the spot and spend lot of time to resolve the issue. Our analysis also shows that it is seldom that an officer in the police station or a Head Constable will write a report without taking the 'advice' of the OI/C. In the process, he first discusses his enquiry findings with the OI/C., then he writes a 'dummy' report and then after it has been approved, he submits the final report. The whole process may take anywhere from 2-4 hours.



Our analysis also revealed that in more than 50% of the enquiries, follow up action is required. Most of these follow up action relates to preventive sections of law and a very small portion of it actually turns into cognizable offence and investigated as such. While the enquiry report may be a mere statement of what has happened, a report under the preventive section, which has legal overtones, has to be prepared more meticulously. Further, this report has to be prepared in many copies and virtually remains a permanent record of the police station. Keeping these factors in mind, viz., handling of oral complaints, submitting of written report, submitting of report under preventive sections, submitting of report on the basis of which a criminal case is registered.

Recommendation of the BPR&D

BPR&D is of the view that one(01) HC may enquire one complaint in a day which is on higher side. However, **for 250 to 300 written complaints in a year 01 HC is adequate**. On an average 1032 No. of complaints are lodged by the public in the police station for which no FIR is lodged. To tackle these complaints, one HC is recommended to deal with maximum 300 written petitions, **Hence 3 HC are recommended to deal with non-FIR complaints.**

As per assessment of BPR&D, it is recommended that 33% of women police officers to be posted as Enquiry Officer i.e. SI/ASI in a Police Station. However this percentage of women police may also be mentioned for other police ranks i.e. HCs and Constables to handle the complaints/grievances of women particularly domestic violence, sexual harassment, assault, processions/public agitations mainly led by women. Hence, a proportionate representation of women police should be ensured.

7. Unaccounted Duties in a Police Station

Unaccounted duties are those tasks that never get mentioned but have to be performed on day to day basis. The details of unaccounted for duties have been discussed in early section of this report.

BPR&D analysis has shown that in a Police Station approximately 24% to 42% of the time is spent on unaccounted duties, however it depend upon the workload of Police Station also. We are



recommending a lower figure i.e. 14%, for manpower requirement for unaccounted duties/weekly off.

Ministry of Home Affairs, Government of India has already accepted the norm of 14% of the strength as 'leave & training reserve'. Adding both the manpower requirements, BPR&D recommends the manpower requirement for unaccounted duties and leave & training in a police station as **28% of the strength.(14% for reserve for weekly off& 10% leave & 4% as training reserve.**

8. Recommended Manpower Assessment for a Rural Police Station

SL NOS	TASK DUTY	INSP	SI	ASI	HC	CTS	Total
1	Reporting and reception GD Writer(24 Hrs in 3 shifts)/			3	3	3	9
2	Police station security				1	4	5
3	Escort duty			1	1	4	6
4	Kote and Malkhana Duty				1	2	3
5	Police Station record maintenance				1	2	3
6	Dak duty					2	2
7	Court production duty				3	3	6
8	Wireless communication			1	3	3	7
9	Drivers duty				3	3	6
10	Computer operator				1	2	3
11	House keeping		Required staff may be outsourced subject to the security clearance.				
12	Supervision duty	1	1		1	3	6
13	Investigation team		6		6	6	18
14	Beat Post/ patrolling Duty			4	4	4	12
15	Public complaint/petition inquiry staff				3		3
16	Unaccountable duties/Weekly off, leave & Training Reserve (28%)		2	2	8	13	25
17	Total	1	9	11	39	54	114



Note: -

(a) One Investigation Team is authorised per police station. The strength of Investigation Team may be increased police station-wise depending upon crime ratio.

(b) The total strength recommended for a Rural Police Station is 114 police personas per details above. The strength of rural police stations located in militant and naxal affected area may increase keeping in view the local security scenario.

(c) The housekeeping staff may be outsourced subject to the security clearance as per the requirement i.e. Cook –01, W/C – 01, S/K- 01

(d) One Motor Cycle per Beat is also recommended for a rural police station and minimum 4 Nos. of Beat are to be considered, which will be driven by Beat officer.

(e) The minimum 01

Medium vehicle, 2 light vehicles and one motor cycle for Dak duties is recommended in addition to 01 motor cycle per Beat in a rural police station
