

7 General Services

General Services play an important role in providing security and other administrative services in the State.

i) Law and Order

For maintenance of law and order in the district, the police department has ten police stations, under the administrative control of Senior Superintendent of Police (SSP), Rajouri who is the overall in-charge of internal security in the District. The findings are discussed in the succeeding paragraphs.

To augment the operational efficiency of the State police and face the emerging challenges to internal security effectively, a centrally sponsored scheme "Modernisation of Police Forces (MPF)" to create/augment police infrastructure (housing, weaponry, communication, mobility, etc.), identified by the Bureau of Police Research and Development (BPR&D) was being implemented. Under the revised MPF scheme, the State was placed under category "A" where it receives 100 per cent central grants. The utilization of funds allotted as per Annual Action Plans (AAP's) was to be carried out at three levels viz, at the central level by the Ministry of Home Affairs (MHA), at the State level by the Department and by the two executing agencies involved in construction activities, viz., Police Construction Division (PCD) and J&K Police Housing Corporation (JKPHC). The District administration had no role in preparation of AAP's, construction activity, and procurement of vehicles, weaponry, equipment, etc. and no funds were received in the District directly under MPF.

➤ Police infrastructure

Modernisation envisaged provision of basic infrastructure like Police Stations (PS's), Police Posts (PPs), barracks and housing viz., Upper Subordinate Quarters (USQs) and Lower Subordinate Quarters (LSQs) in accordance with the BPR&D norms.

The position of availability of infrastructure against the minimum requirements in the district is tabulated below:

Table 31

Type of Building	Position as on 1.1.2004		Position as on 31.3.2009		Addition claimed during 2004-09
	Requirement	Availability	Requirement	Availability	
Police Station	10	10	10	10	-
Police Out Posts	5	5	6	6	01
Barracks	2	2	5	5	03
Lower Subordinate Quarters	350	31	350	47	16
Upper Subordinate Quarters	44	4	44	24	20

(Source: Data furnished by the Department)

Against the requirement of 394 LSQs/USQs, the availability was 71 (18 per cent) and only 36 housing units were added during 2004-05 to 2008-09, indicating huge shortage of housing infrastructure in the District.

Physical survey of four¹² out of 10 PSs in the District revealed that barracks for the personnel were in poor condition and lacked basic amenities like fans, bathrooms, etc. Even the PS, Rajouri, declared a Model Police Station, had bare minimum facilities with poor flooring and only one bathroom-cum-toilet for use by about 100 personnel.



Damaged flooring of Police station Rajouri



Bad condition of Police station Nowshera

The IGP, Jammu Zone/SSP, Rajouri stated (July 2010) that LSQs/USQs were available in almost all PSs and the officers and personnel were also accommodated in police stations (PSs), district police line (DPL) and barracks. The reply is not tenable as the Department on the one hand had intimated huge shortages of LSQs/USQs as highlighted in the table and on the other was satisfied with accommodating personnel in PSs/PDL/barracks.

➤ **Weaponry**

In view of the security scenario in the State, the replacement of outdated and unserviceable weapons and provision of modern and sophisticated weaponry for the force was one of the major components of modernization. Since BPR&D norms relating to weaponry were not available in the District, need-based requirement for weaponry had been worked out by the SSP as per the minimum requirement for Police Stations.

It was seen in audit that there was huge gap between the requirement and the availability of modern weaponry, which was a matter of concern especially in view of the security scenario in the District. The IGP, Jammu Zone/SSP, Rajouri informed (July 2010) that in view of the availability of riot control equipment, the sophisticated weapon provided were sufficient. The reply was not acceptable as the riot control equipment can not replace the sophisticated weaponry while dealing with multifarious challenges being faced by the force.

➤ **Mobility**

One of the major thrust areas under modernization was to increase the mobility of District Police so that challenges to internal security were faced effectively and the response time was reduced. The position of availability of various types of vehicles with the district police during the period is detailed below.

12 Rajouri, Nowshera, Kalakote and Sunderbani

Table 32

Particulars	Position as on 31-03-2004					Position as on 31-3-2009				
	HV	MV	LV	MC	Total	HV	MV	LV	MC	Total
Requirement	9	29	35	13	86	9	30	42	13	94
Available	8	23	28	1	60	9	20	29	1	59
Deficiency	1	6	7	12	26	-	10	13	12	35
Deficiency (per cent)					30					37

(Source: Data furnished by the Department)

(HV – Heavy Vehicle, MV – Medium Vehicle, LV- Light Vehicle and MC – Motor Cycle)

As can be seen, overall deficiency of the vehicles in the district has increased from 30 per cent in 2004 to 37 per cent in 2009.

Further, modernisation under MPF envisages priority in purchase and distribution of field vehicles for basic policing. The availability of various types of vehicles with 10 police stations in the District as on 31 March 2009 was under:

Table 33

Particulars of Vehicle	Requirement (per Police Station)	Total requirement	Holding	Deficiency
Heavy Vehicles	1	10	7	3
Medium Vehicles	1	10	3	7
Light Vehicles	1	10	Nil	10
Motor Cycles	1	10	Nil	10

(Source: Data furnished by the Department)

The deficiency of vehicles at Police Stations is bound to impact adversely on the mobility of the force. The IGP, Jammu Zone/SSP stated (July 2010) that in view of terrain and most of the places being without road connectivity, the available vehicles with the department were sufficient.

➤ Response time

Response time is the time-lag between the receipt of information about an incident/registering 'First Information Report' (FIR) and the time when police left for site of incident (*Ravangi*)/Arrival of police at the incident scene. A comparison of data pertaining to the month of December during 2004 and December 2008 collected from four out of 10 Police Stations in the District is given in the following table.

Table 34

Police Station	December 2004		December 2008	
	Number of Cases Registered	Range of Response time	Number of Cases Registered	Range of Response time
Rajouri	29	5 Minutes to 42.15 hours	25	5 Minutes to 42 hours
Nowshera	9	10 Minutes to 20 hours	13	10 Minutes to 30 minutes
Kalakote	7	20 Minutes to 44.30 hours	1	1 hour
Sunderbani	3	5 to 10 Minutes	3	5 to 10 minutes

(Source: Data provided by the Department)

The response time of PS, Sunderbani was encouraging and there was marked improvement in response time at PSs Nowshera and Kalakote. No improvement had been recorded by the PS Rajouri where response time was very high. The IGP, Jammu

Zone/SSP stated (July 2010) that instructions for improving the response time had been issued to all District SPs.

➤ **Communication equipment**

An efficient communication system is a prerequisite for an effective security system, more so in Rajouri district which faces multidimensional security threats including cross border terrorism. Keeping this security threat perception in view, the Ministry of Home Affairs had directed (August 2004) up-gradation of communication system of the State police. Comparative position of requirement and availability of communication system in 2004 and 2009 is tabulated below.

Table 35

Types of Communication System	Position as on January 2004			Position as on March 2009		
	Requirement	Availability	Percentage shortage	Requirement	Availability	Percentage shortage
Hand held low band sets	180	110	39	102	87	15
Hand held high band sets	200	170	15	200	118	41
M Power low band Static sets	80	51	36	86	43	50
M Power high band Static sets	50	33	34	80	37	54
Secondary Batteries 12-13 P	120	120	-	120	62	48
Data Aided Equipment, Best data swift	3	3	-	-	4	-
Gensets	10	5	50	20	17	15
Battery Chargers	53	48	9	60	48	20
Allied Equipments	45	35	22	100	70	30

(Source: Data furnished by the Department)

The table above shows that there was shortage of critical communication equipments which would adversely impact the operational efficiency of the District Police.

The IGP, Jammu Zone/SSP informed (July 2010) that the communication network was functioning smoothly and that the same was strengthened from time to time by provision of modern equipments. However, the reply was silent about the modern equipments that have been introduced in the district which has strengthened the communication network as claimed.

➤ **Manpower**

The BPR&D norms emphasize the importance of raising manpower in proportion to increase in population. The high powered committee of MHA also stressed the need for filling up vacancies on priority basis. The position of sanctioned strength and men-in-position for all levels of the Force as of March-end 2004 and March-end 2009 was as follows.

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Table 36

Rank	Position as on 31.3.2004			Position as on 31-3-2009		
	Posts Sanctioned	Men in Position	Surplus (+) / Shortage (-)	Posts Sanctioned	Men in Position	Surplus (+) / Shortage (-)
SSP	1	-	(-) 1	1	1	-
SP	1	1	-	2	2	-
DySP	5	7	(+) 2	5	5	-
CPO*	2	2	-	2	1	(-) 1
PO*	2	2	-	2	1	(-) 1
SPO*	4	4	-	4	5	(+) 1
Inspector	7	7	-	7	6	(-) 1
SI/PSI	38	38	-	38	40	(+) 2
ASI/PASI	64	62	(-) 2	64	72	(+) 8
HC	214	222	(+) 8	214	221	(+) 7
SGCT	256	327	(+) 71	256	313	(+) 57
Constable	771	702	(-) 69	771	704	(-) 67
Follower	39	39	-	39	94	(+) 55
Total	1404	1413	9	1405	1465	60

(Source: Data furnished by the Department) *These are officers from prosecution side.

Contrary to the overall 10 per cent shortage at State level, there existed no shortage in the manpower position which was adequate and even in excess during the period.

The excess strength was attributed (July 2010) by the SSP to adjustment of Special Police Officers as followers who, however, do not fulfil formalities prescribed for the constables.

➤ **Crime rate and investigation**

The position of various types of cases reported, disposed of and cases pending completion of investigation as of March 2009 is tabulated below:

Table 37

Year	Backlog cases	New Cases	Total cases	Cases disposed off	Percentage	Cases pending
2004-05	246	1221	1467	1207	82	260
2005-06	260	1422	1682	1316	78	366
2006-07	366	1592	1958	1327	68	631
2007-08	631	1379	2010	1638	81	372
2008-09	372	1255	1627	1242	76	385

(Source: Data furnished by the Department)

Though the investigation in 68-82 per cent of reported crime cases had been completed and disposed of, yet the crime rate (number of reported crime cases) had not come down inspite of adequate strength of District police.

The large pendency was attributed (Jul 2010) by the SSP to the cases pertaining to past militancy incidents.

To sum up, the infrastructure relating to housing, mobility, weaponry and communication system along with good service conditions was deficient as compared to the minimum requirement of the district police. There was deficiency of weapons, mobility and communication equipments.

Recommendations:

- *Adequate housing units need to be provided to the officers and personnel of the police force to motivate them. Infrastructure in police stations/posts needs to be augmented.*
- *Deficiency in weapons, vehicles and communication equipment needs to be made good on priority so as to make the police force capable of meeting any eventuality in future.*
- *Priority also needs to be given for deployment of vehicles at the Police Stations so as to increase the mobility of the force and reduce the average response time.*
- *Backlog of investigation cases needs to be cleared on priority.*

ii) Non-disbursement of relief out of CM's Relief Fund

Due to border tension and shelling in December 2001 1834 families were affected which migrated from Nowshera tehsil of the district. Initially an amount of ₹ 26 lakh was released to provide them relief, of which ₹ 19.48 lakh had been lying unspent in Deputy Commissioner's office. As per the list of collapsed houses furnished (March 2007) by the Tehsildar, Nowshera, the total requirement of relief for repair/renovation of 336 damaged houses worked out to ₹ 74.76 lakh. Accordingly, the Government released (September 2007) ₹ 55.28 lakh out of CM's Relief fund. Out of the available amount of ₹ 74.76 lakh, the District administration could not arrange payment of relief to the affected families for want of certain clarifications on issues related to sanction and payment of ex-gratia relief under NCRF¹³ rules which were awaited (June 2009) from the administrative department for more than one year. Thus, the ex-gratia relief had not been distributed amongst the affected population and was unnecessarily locked up in bank accounts.

The ex-gratia relief had not been disbursed to the beneficiaries whose houses were damaged during cross border shelling.

Recommendations:

The Sectoral Officers should take early action to get the clarification from the authorities and utilize the available funds during the year to provide aid to the families affected due to border tension.