

Chapter-7
General Services

CHAPTER 7

General Services

7.1 Police services

Police Department plays an important role in the maintenance of law and order in the District. The Commissioner of Police, Gurgaon is entrusted with the task of preventing and detecting crime and maintenance of law and order in the district. In 2007, the district was divided into five regions i.e. East, West, South, Traffic and Headquarters each headed by the Deputy Commissioner. There are 26 Police Stations including traffic police stations in the district.

7.1.1 Shortage of staff

The combined working strength (March 2012) in various cadres in Gurgaon district such as Commissioner, Joint Commissioner, Deputy Commissioner of Police (DCP), Assistant Commissioner of Police (ACP), Inspectors, Sub-Inspectors (SIs), Assistant Sub Inspectors (ASIs), Head Constables, and Constables, etc. was 3,276 as against the strength of 4,822 and shortage in posts were between 7 and 100 *per cent* in various cadres except Sub-Inspectors in female cadre where the strength was 100 *per cent*. The details of vacant posts are given in Table 24.

Table 24: Vacancy position of police personnel

Cadre	Sanctioned	Posted	Vacant posts	Percentage of vacant posts
Commissioner	1	1	-	-
Joint Commissioner	1	0	1	100
DCP	7	3	4	57
ACP	17	7	10	59
Total	26	11	15	
Male				
Inspector	61	54	7	11
SI	151	129	22	15
ASI	380	280	100	26
Head Constable	637	323	314	49
Constable	3108	2105	1003	32
Total	4337	2891	1446	
Female				
Inspector	6	2	4	67
SI	14	14	0	-
ASI	27	10	17	63
Head constable	62	23	39	63
Constable	350	325	25	7
Total	459	374	85	
Grand Total	4822	3276	1546	32

Source: Data obtained from the office of the Commissioner of Police, Gurgaon.

Adequate number of police personnel is required to maintain law and order and reduce response time to reach the crime site. The Department while admitting the audit findings stated during the exit conference that matter regarding filling up the vacancies would be taken up with the Director General of Police.

7.1.2 Crime against women

The incidence of crimes against women and conviction for the period 2007-08 to 2011-12 is given in Table 25.

Table 25: Details showing the crimes against women and conviction

Year	No. of crimes against Women	No. of conviction on crimes against Women	Percentage of conviction
2007-08	253	23	9
2008-09	264	19	7
2009-10	259	14	5
2010-11	243	13	5
2011-12	228	5	2

Source: Data obtained from the office of the Commissioner of Police, Gurgaon.

The rate of convictions showed constant declining trend during the period 2007-12.

7.1.3 Weaponry

There was acute shortage of weapons against the requirements as given in Table 26.

Table 26: Showing the position of requirement, availability of weapons

Sr. No	Name of weapon	Requirements/sanctioned	Available	Shortage	Percentage of shortage
1	SLR 7.62 MM	2220	339	1881	85
2	Revolver .38 bore	92	42	50	54
3	Pistol 9 MM	3339	200	3139	94
4	Rifle 5.56 MM	200	92	108	54
5	Carbine 9 MM IAI	687	252	435	63
6	AK 47	200	39	161	81
7	Sten gun 9 MM	157	74	83	53
8	Glock 19 Pistols	200	47	153	77

Source: Data obtained from the office of the Commissioner of Police, Gurgaon.

Above table revealed that there was a acute shortage of weapons ranging between 53 and 94 per cent. The Department while admitting the audit findings stated during the exit conference that matter would be taken up with the Director General of Police.

7.1.4 Mobility

The mobility of the district police is the key factor to face effectively the challenges to internal security to reduce response time. The mobility of forces had increased from 114 vehicles to 213 vehicles during 2007-12. The availability of various types of vehicles with the district police as on 31 March 2012 is given in Table 27.

Table 27: Showing the position of requirement and availability of vehicles

Sr. No.	Number of vehicles	Opening balance as on 1 April 2007	Requirement	Available	Shortage	Shortage in percentage
1	Gypsy	18	116	78	38	33
2	Motor Cycles	88	161	109	52	32
3	Prison Van	4	8	4	4	50
4	Tavera	0	21	18	3	14
5	Water Canon	1	2	1	1	50
6	Vazra	1	2	1	1	50
7	Bus	2	8	2	6	75
	Total	114	318	213	105	33

Source: Data obtained from the office of the Commissioner of Police, Gurgaon.

The overall shortage in the District was 105 vehicles (33 *per cent*) which adversely affect the functioning of the police forces.

7.1.5 Construction of buildings

Under the Modernization of Police Force Scheme, special emphasis has been laid on construction of police station and houses for police personnel. During 2008-12, construction of 507 residential building of different categories was under progress. Against the requirement of ₹ 26 crore for the constructions of traffic control building, ₹ two crore were allotted during 2007-08 as a result, the work of construction could not be taken up. The Department stated during the exit conference that drawings of traffic control building were yet to be finalized (January 2013).

It was also observed that residential accommodation was available only in three police stations against 26 Police Stations in the district. Thus, there was acute shortage of residential accommodation in 88 *per cent* Police Stations.

The Department admitted the audit findings and stated during the exit conference that construction of residential buildings could not be taken up due to paucity of funds.

7.1.6 Challans for violation of traffic rules

For violation of traffic rules, vehicles are challaned under Motor Vehicles Act, 1988. There is a provision of enhanced penalty for a repeated violation under the Act. It was observed that there was no system in place to obtain the detail of challans decided by the Naib Court.

A test check of the records of traffic police branch of Gurgaon police revealed that 1,53,057 challans for violation of traffic rules were sent to the Naib Court during 2007-12. The details of their disposal were not available with the traffic branch. As a result, the enhanced penalty could not be imposed for repeated traffic violations. While admitting the audit findings the Department stated during the exit conference that Courts had been requested to provide data regarding disposal of traffic challans so that enhanced penalty could be imposed for repeated violations.

Recommendation

The Government/District Administration may consider:

- *taking effective steps to meet out shortages of staff, weaponry, vehicles, etc. in order to improve operational efficiency of police.*

7.2 e-Governance

7.2.1 e-Disha Project

e-DISHA is an IT driven electronic interface between the Government and the citizens. The project was implemented by the district administration with the technical support of National Informatics Centre. Initially, the District level e-Disha centre (DleDC) was to provide services relating to driving license; arms license; vehicle registration; issue of birth and death certificates; receipt of applications for several social welfare schemes; quick redressal of citizens grievances and touch screen kiosks for revenue records and house tax data queries. It was observed that e-Disha Centre at Gurgaon was providing services relating to driving license; Motor vehicle registration; quick redressal of citizens grievances; touch screen kiosks for revenue records and issue of caste and domicile certificate but services regarding issue of birth and death certificates; receipt of applications for several social welfare schemes and house tax data queries were not being provided in the centre.

In reply, Chief Executive officer e-Disha centre cum-City Magistrate Gurgaon stated (January 2013) that the Social Welfare Department was accepting applications for social welfare schemes at their own office itself. Due to shortage and non-availability of supporting dealing official staff of Social Welfare Department, it was difficult to provide extra staff for providing these services. As regards issue of birth and death certificates, it was stated that the work had been assigned to the Municipal Corporation. The work of issuing and renewal of arms licences was being handled by Commissioner of Police, Gurgaon through the web enabled software provided by GOI. The reply was not convincing as the services were being provided by different offices and the citizens had to visit different places. As a result, the citizens of the district remained deprived of benefits under e-governance and thereby the objectives of e-Disha Centre were not being achieved fully.

Recommendation

The Government/District Administration may consider:

- *providing all the envisaged services at e-Disha Centre.*