

Chapter-6

General Services

6.1 Police Service

The District is divided into three Police Districts viz Police Commissioner Ludhiana, Police District Khanna and Police District, Ludhiana (Rural) Headquarter at Jagraon. Out of three Police Districts, the office of Commissioner of Police, Ludhiana was selected for District Centric Audit. The Police Commissioner at Ludhiana entrusted with the task of preventing and detecting crime and maintenance of law and order in the police district is assisted by the one Commissioner of Police (CP), One Deputy Commissioner of Police (DCP), Seven Assistant Deputy Commissioner of Police (ADCP), Nine Assistant Commissioner of Police (ACP), 51 Inspector (I), 64 Sub Inspectors (SI) and other subordinate staff with 29 Police Stations, two Crime Investigation Agency (CIA) staff office in the Police district as on March 2012.

6.1.1 Manpower

The position of sanctioned strength and men in position for all levels of the force as of April 2007 and March 2012 is given in Table 33 below:

Table 33 Showing the sanction strength and men-in-position

Rank	Position as on 01-04-2007			Position as on 31-03-2012		
	Post sanctioned	Men in position	Surplus(+) Shortage(-)	Post sanctioned	Men in position	Surplus(+) Shortage (-)
C.P.	-	-	-	1	1	-
D.C.P.	1	1	-	1	1	-
A.D.C.P.	4	4	-	5	7	+2
A.C.P.	12	11	-1	11	9	-2
Inspector	17	19	+2	49	51	+2
Sub Inspector	54	49	-5	92	64	-28
ASIs	189	188	-1	319	198	-121
HCs	508	508	-	769	579	-190
Cs	2385	2200	-185	3524	2537	-987
Total	3170	2980	-190	4771	3447	-1324

(Source : Departmental figures)

The table shows a dismal position of the Department in having adequate staff to meet the growing challenges. The shortage in the cadre of Head Constable and Constable had increased from zero and 185 in March 2007 to 190 and 987

in March 2012 respectively. The shortage of manpower has negative impact on the overall functioning of the Police Department.

On this being pointed out, the Department stated (October 2012) that the matter had already been taken up with the Headquarters office for fulfilment of vacancies.

6.1.2 Crime trend

The incidence of crime is an indicator of Performance of police force posted there. Police District Ludhiana crime rate was 116.28 per lakh against the State crime rate of 185.10 during 2011-12 which was better than the State crime rate.

6.1.3 Inspection of Police Stations

Punjab Police Rule 1934 Volume-III provides that every Police Station and police post in the District should be thoroughly inspected twice a year by a Gazetted Officer and once in a year by the SSP.

Audit noticed that against the required 157 inspections during 2007-12, the inspections actually carried out by Gazetted Officer were 127 (81 per cent) and the SSP had not conducted even a single inspection.

On being pointed out, the Commissioner of Police, Ludhiana stated (October 2012) that the non-conducting of required inspections was due to overload of work and VIP duty and other allotted duties.

6.1.4 Police Infrastructure

The position of availability of infrastructure against the minimum requirement in the District as on 01 April 2007 and 31 March 2012 is given in Table 34 below:

Table 34 : Position of availability of infrastructure against minimum requirement

Type of Building	Position as on 01 April 2007		Position as on 31 March 2012		Shortfall (Percentage)
	Requirement	Availability	Requirement	Availability	
Police Stations	9	5	29	16	13 (45)
Police Out Posts	-	-	-	-	-
Barracks	03	03(Condemn)	07	06 03(Condemn)	01(14)
Lower Subordinate Quarter	-	-	-	-	-
Upper Subordinate Quarter	48	48	1207	1207	-

(Source : Departmental figures)

From the above table, it is clear that the police infrastructure was not available in the District as per Bureau of Police Research and Development norms as shortage of infrastructure of Police Stations existed in the District. Against the requirement of 29 Police Station, the availability was 16 (55 *per cent*). The reasons for shortage of infrastructure, though called for (November 2012) were not intimated as of January 2013.

6.1.5 Partial installation of Police Telecommunication

Police Telecommunication (POLNET) is a satellite based integrated network for advance police telecommunication in the country so as to facilitate direct *Thana to Thana* dial-up connectivity throughout the State and country. POLNET system was installed at 22 Police Stations and one at Headquarters during 2006-07. Audit observed that the POLNET system installed at 3 Police Stations (PS-Focal Point, PS-GRP and Headquarter) went out of order during 2007, which are still lying out of order (October, 2012). The Department stated that at the time of installation, there were only 22 Police Stations during 2007 in the police District, Ludhiana and the system was installed accordingly. The numbers of Police Stations were increased from 22 to 29 during 2010. However, no systems were received for newly formed Police Stations.

Recommendation

The Government/ District Administration may consider to:

- *ensure adequate police staff and provide infrastructure to the District Police to increase its efficiency and effectiveness.*

6.2 e-Governance

e-Governance is a tool to achieve better governance by use of information and Communication Technology. In May 2006, the GoI approved the National e-Governance Plan (NeGP) to make all Government services accessible to common man in his locality, through common service delivery outlets 'SUWIDHA'. Deputy Commissioner was responsible for its implementation at District and Sub Division levels through District Sukhmani Societies for Citizen Services (SSCS).

Audit findings on the implementation of e-Governance in the District are given below:

6.2.1 Services provided by SUWIDHA Centre

SUWIDHA centre was set up to facilitate the citizens to submit applications/requests for services on a single counter by filling application forms for delivery of services from the same counter so that the citizens do not have to visit the various departments/offices. Before introducing a new service at SUWIDHA centre, approval of the Punjab State e-Governance Society is required.

Audit scrutiny of records of the SUWIDHA Centre, revealed that out of the 24 services which were envisaged to be provided at SUWIDHA Centre, only 15 services were being provided by SUWIDHA Centre. The Department while accepting the audit point stated (January 2013) that matter has already been taken up with higher authorities.

6.2.2 Non transfer of facilitation charges

As per consolidated guidelines (Financial), it was provided that the District societies must ensure transfer of 15 *per cent* of facilitation charges from all the SUWIDHA Centres in the District to the Punjab State e-Governance Society (PSEGS) on monthly basis for the operation and management of cost of State Level IT resources.

Audit scrutiny of the records of SUWIDHA Centre revealed that facilitation charges were not transferred to the Punjab State e-Governance Society regularly on monthly basis. The facilitation charges payable as per consolidated balance sheet for the year 2010-11 were ₹ 37.79 lakh.

On this being pointed out, the Department stated that the facilitation charges for last two years could not be paid to Punjab State e-Governance Society due to shortage of funds. The fact, thus remains that the facilitation charges were not being transferred to Punjab State e-Governance Society on monthly basis as per provision of existing guidelines.

Recommendation:

The Government/ District Administration may consider to:

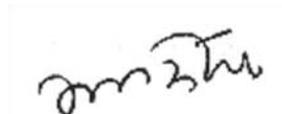
- *provide all the envisaged services through SUWIDHA Centres.*

Conclusion

It is observed that holistic perspective and integrated annual action plans based on a structured process after obtaining inputs from Blocks, GPs and other stakeholders for a more realistic assessment of developmental needs of the District were delayed. Even the required numbers of DPC meetings were not held to review/monitor the progress of implementation of the schemes. Mission activities suffered due to non-conducting of household and facility survey in time, provision of inadequate infrastructure, under-utilization of existing infrastructure, basic health care facilities and shortage of manpower. Majority of health centres in rural areas were functioning without labour rooms, operation theatres, blood storage units etc. Some of health centres were under-utilized due to non-posting of sufficient staff. This has resulted in poor proportion of Government institutional deliveries and improper implementation of NPCB programme. There was decrease in enrolment of students of primary classes in the test checked schools of the District during the period 2007-12 which was due to shortage of teaching staff in the schools and shortage of basic amenities. Basic infrastructure such as classrooms, boundary walls, play grounds and sitting arrangements was not available in most of the test checked schools of the District. The work providing sewage

system alongwith sewage treatment and safe disposal of waste in the eight villages is in progress and in the remaining 15 villages work was not started due to non receipt of beneficiaries' shares. Verification of the eligible persons for grant of pension under old age pension scheme and other financial assistance was not proper.

The District Administration and the State Government, therefore, need to address these issues in order to achieve real development of the district at the desired pace.



CHANDIGARH
The 14 March 2013

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Countersigned



NEW DELHI
The 15 March 2013

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