

GOVERNMENT OF ASSAM
HOME (A) DEPARTMENT
3rd Floor, CM's Block, Janata Bhawan, Guwahati- 781006
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NOTIFICATION

eCF No. 247517/197: In view of application of new criminal laws, changing nature of crimes, emerging technologies and increasing expectations of citizens, the Governor of Assam is pleased to restructure the Thana Level Nagarik Committees (TLNC) under sub section 5 of section 11 of the Assam Police Act, 2007 as Community Liaison Groups (CLGs) for all the Police stations except in organizational Police stations with the objective to establish an effective public-police interface to ensure smoother delivery of public services and to build mutual trust in policing matters. This issues in partial modification of this department's earlier Notification No. HMA-19015(11)/6/2022(eCF No. 247517), dated 06.12.2022.

Composition of the Thana Level Nagarik Committee (TLNC)		
1.	Chairman	A person of social repute without any criminal record may be appointed as Chairman by the Government
2.	Member-Secretary	Officer-in-charge of the Police Station
3.	Invited Member	Member of Legislative Assembly (MLA)
4.	Ex-officio Members	a) Circle Officer of the Revenue Circle having territorial jurisdiction over the Police Station area b) Block Development Officer having territorial jurisdiction over the Police Station area c) A representative of Joint Director of Health Services whose territorial jurisdiction covers the jurisdiction of the Police Station area. d) CDPO of the Blocks whose territorial jurisdiction covers the jurisdiction of the Police Station area.
5.	Nominated Member	a) 3 members of the public to be nominated jointly by Chairman & Member-Secretary of the Committee (Atleast one of them to be a woman member) b) 1 member from the VDP to be nominated by the Chairman c) 1 member to be nominated by the District Commissioner d) 1 member to be nominated by the Superintendent of Police

Roles & Responsibilities of TLNC

A. Act as an Interface between the public and the police:

- i. TLNC will act as an interface, providing a crucial bridge between the police and the public during any law-and-order situation, facilitating communication and cooperation to maintain peace and order.
- ii. TLNC will act as an interface providing valuable information about criminals, bad characters, and other suspicious activities to the police, aiding in crime prevention and investigation efforts.
- iii. TLNC will serve as an interface between police, the general public and voluntary organizations like Childline, Sishu Mitra, and other NGOs that offer counselling and rehabilitation services to children and women victims of crime. This collaboration shall provide comprehensive support and care for victims, promoting their recovery and well-being.
- iv. TLNC will use various public forums, including the media, to push forward the concerns about police actions in matters of national security and public good as well as other issues pertaining to societal interests.
- v. TLNC will take initiatives to create public awareness on important social & legal issues like human trafficking, drug abuse, witch hunting, domestic violence, violence against women and children, child marriages, care and maintenance of parents/ senior citizens, alcoholism, tobacco control, juvenile justice, Cyber Crimes, misuse of Social Media, unscrupulous financial companies and other such institutions.

B. Create awareness about the availability of various services, assist in documentation and delivery:

- i. **Passport Verification:** TLNC will assist in expediting the verification process for passport applications by coordinating with the relevant police personnel. They may facilitate prompt verification and resolve other issues quickly, reducing the waiting time for applicants.
- ii. **Character Verification:** TLNC will facilitate the process of character verification required for various purposes such as employment, education, and other official needs. They will extend their support to ensure that the verification is thorough and completed within the stipulated time.

- iii. **Injury Reports:** TLNC will coordinate and streamline the process of preparing injury reports for individuals involved in accidents or incidents requiring police attention.
 - iv. **Vehicle Insurance Claim Reports:** TLNC will assist in the preparation and verification of reports required for vehicle insurance claims. They may coordinate with the insurance companies and the police department to arrange all necessary documentation is provided in a timely manner.
 - v. **Accident Reports:** TLNC will assist in documenting and filing accident reports, including Form 54, ensuring all details are accurately recorded and submitted promptly. TLNC may follow up on pending accident reports to ensure swift action and resolution. They may also liaise with insurance companies to facilitate claims based on Form 54 reports.
 - vi. **Postmortem Reports:** TLNC will facilitate the collection of postmortem reports from medical authorities and help deliver them to the appropriate parties in a timely manner.
 - vii. **Medical Reports:** TLNC will coordinate with hospitals to collect medical reports related to police cases, ensuring they are processed quickly. TLNC will also take steps so that such medical reports are accurately documented and stored securely.
 - viii. **FIR Filing and Followup:** TLNC will assist in the filing and follow up of First Information Reports (FIRs), ensuring that complaints are recorded and investigated without delay.
 - ix. **Issuance of NOCs:** TLNC will help in facilitating the process of issuing No Objection Certificates (NOCs) for various purposes, ensuring that all necessary checks are completed.
 - x. **Lost and Found Property:** TLNC will help the police and coordinate with people to recover and manage the return of lost or stolen property.
 - xi. **Police Clearance Certificates:** TLNC will assist in the processing and issuance of police clearance certificates, ensuring that applicants receive their documents in a timely manner.
 - xii. **Verification Processes:** TLNC will facilitate the verification processes for tenants and domestic workers, ensuring that background checks are thorough and efficient.
- C. Assist police in various relief services during floods and disasters:** TLNC will assist the police in the planning, prevention & mitigation of disasters. They will also assist in the dissemination of information to the affected people related to relief services during disasters such as floods, earthquakes, and other emergencies. They

will assist in ensuring that the affected individuals receive timely assistance and that the reports accurately reflect the situation on the ground. They will also provide feedback to the police department on recurring issues and suggest improvements to prevent future complaints.

D. Follow up of pending cases: TLNC will follow up on pending cases to ensure that there are no unnecessary delays and that each case is resolved promptly.

E. Village Defence Party (VDP) related Issues: TLNC will assess the effectiveness of current VDPs, recommend changes if necessary to improve community safety and will oversee the implementation of the approved changes to the VDPs, ensuring they are effective and meet the community's needs.

F. Coordination with health department, insurance companies and legal services authorities: TLNC will act as a liaison between the police and other relevant departments, such as health services, insurance companies, and legal authorities, to facilitate the smooth processing of services.

G. Role of TLNC in Women & Child related Cases:

- i. Support and Counselling for Women:** TLNC will provide immediate support and counselling to women who approach the police station with complaints of domestic violence, harassment, or other crimes. TLNC will refer victims to appropriate support services, including legal aid, shelters, and counselling centres.
- ii. Facilitation of Complaint Filing:** TLNC will assist women in accurately documenting their complaints, see that FIRs are filed promptly and will track the progress of cases to ensure timely action by the police and provide updates to the complainants.
- iii. Awareness Campaigns:** TLNC will organize awareness campaigns in the community to educate women about their rights and the resources available to them. TLNC will also conduct workshops and seminars on topics such as self-defence, legal rights, and support services.
- iv. Coordination with Women's Organizations:** TLNC will collaborate with local women's organizations & NGOs to provide comprehensive support to victims.

TLNC will also facilitate the sharing of resources and information between the police and these organizations to enhance support services.

- v. **Reporting:** TLNC will closely monitor the handling of women related cases to ensure they are treated with the seriousness and sensitivity they deserve. TLNC will report any delays or mishandling of cases to higher authorities and advocate for improvements.

H. Monitoring and Feedback: TLNC will work alongside the police to improve the efficiency of policing & service delivery and provide feedback to the police department for continuous improvement. They will gather inputs from the community about any delays or issues and work with the police to address these concerns.

I. Enhancement of Police Station Environment:

- i. **Aesthetic Improvements:** TLNC will organize regular cleanliness drives to improve cleanliness and hygiene of the police station. TLNC may also initiate beautification projects, such as planting trees, creating gardens, and maintaining green spaces around the police stations by involving the community.
- ii. **Infrastructure Upgrades:** TLNC will also involve themselves in upgrading the infrastructure of police stations, including repairing and renovating buildings, improving lighting, and enhancing security. TLNC may also facilitate the procurement of necessary furniture to improve the functionality and comfort of police stations by involving the community.
- iii. **Welfare Programs for Police Staff:** TLNC will organize health camps and wellness programs for police personnel to ensure their physical and mental well-being. TLNC may also arrange recreational activities and sports events to promote camaraderie and reduce stress among the police personnel.
- iv. **Recognition and Farewell for Retired Personnel:** TLNC may organize farewell ceremonies for retired police personnel to honour their service and dedication.
- v. **Community Engagement:** TLNC may organise open house events where community members can visit the police station, meet the officers, and learn about their work.

- vi. **Support for Police Families:** TLNC will extend support to the families of police personnel through welfare programs, educational assistance for children, and healthcare services. TLNC may also provide counselling services for the families of police personnel to address any stress or issues arising from their demanding roles.

Procedures

- i. The Committee will have a meeting once a quarter. Attendance will be taken and the minutes of each meeting will be recorded in a register properly.
- ii. The Quorum of the meeting will be 50% of the total strength of the committee.
- iii. TLNC will maintain confidentiality in sensitive matters.
- iv. TLNC will ensure meticulous documentation of all activities and interactions related to police services, maintaining accurate records for accountability.
- v. DC & SP will ensure regular Thana Inspections and check the functioning of TLNC. SP will submit a quarterly report on this regard to the APHQ for necessary action.

Funds

- i. The government will provide the necessary funds for proper functioning of the TLNCs. A separate bank account may be opened in the nearby branch of a nationalized Bank.
- ii. The Chairman of the Committee will be entitled to a remuneration of Rs. 5000/- (Rupees Five thousand) per month. Other non-official members will be entitled to Rs. 250/- (Rupees Two Hundred and Fifty) per sitting.
- iii. Member Secretary will be responsible for maintaining proper accounts and records of funds received and utilized.

Monitoring, Supervision & Review

The Home & Political Department will collect quarterly reports about the functioning of TLNC. A web portal will be designed & developed to manage the relevant information and also provide a platform for further engagement of TLNC with citizens. Home & Political Department will periodically review & monitor the functioning of TLNC and issue appropriate directions to make them more effective.

Signed by
Ajay Tewari
Additional Chief Secretary to the Govt. of Assam
Home & Political Department

Date: 27-07-2024 22:28:27

Memo eCF No. 247517/197-A

Copy to:-

1. The Director General of Police, Assam, Ulubari, Guwahati-7.
2. The Additional Director General of Police (Border/SB/CID/T&AP/Admn), Assam, Ulubari, Guwahati-7.
3. The Commissioner of Police, Guwahati.
4. The IGP (BTAD)/ Deputy Inspector General of Police (CWR/SR/NR/ER/CR/ WR/NER), Assam.
5. Deputy Commissioner (All) for necessary action....
6. Superintendent of Police (All) for necessary action.....
7. The Director, Assam Govt. Press, Bamunimaidam for publication of the Notification.
8. The Secretary (Co-ordination), Office of the Chief Secretary, Assam for kind appraisal of Chief Secretary.
9. The P.P.S. to Chief Minister, Assam, Dispur, Guwahati-6 for kind appraisal of Hon'ble Chief Minister, Assam
10. The P.S. to the Principal Secretary, Finance Dept, Assam, Dispur, Guwahati-6 for kind appraisal of the Principal Secretary.
11. The P.S. to Principal Secretary, Home & Political Department, Dispur, Guwahati-6 for kind appraisal of Principal Secretary.
12. The P.S. to Commissioner & Secretary, Home & Political Department, Dispur, Guwahati-6 for kind appraisal of Commissioner & Secretary.
13. The P.S. to Commissioner & Secretary, Finance Department, Dispur, Guwahati-6 for kind appraisal of Commissioner & Secretary.
14. P.A. to Secretary, Home & Political Department, Dispur, Guwahati-6 for kind appraisal of Secretary.

By Order etc.

Signed by

Biswajit Pegu
Secretary to the Govt. of Assam,
Home & Political Department
Date: 28-07-2024, 14:22:52