

**No. S8/5049/2012**

Police Headquarters, Kerala

Thiruvananthapuram

Dated 29/06/2012

**CIRCULAR No. 18 /2012**

**Sub: Receiving Petitions through Friends Jana Sevana Kendram-  
Instructions issue of-Reg.**

**Ref:** (1) One Year programme of Government of Kerala-Sutharya Keralam-  
Corruption free & transparency in administration.

(2) Government Letter No. 10148/E1/2012/Home dated 24/03/2012

It has been decided by the Government to use the facilities at Jana Sevana Kendrams for receiving petitions from the general public addressed to any Police Station in the State.

Under this System, Petitions/complaints can be sent to any Police Station in Kerala through the Janasevana Kendrams. On receipt of the petitions, the Janasevana Kendrams will scan the petition and the same will be e-mailed to the Station House Officer of the concerned Police Station with copy to the Deputy Superintendent of Police, District Crime Records Bureau of the respective districts.

For the implementation of the scheme, Deputy Superintendent of Police, District Crime Records Bureau shall be the Nodal Officer for each district. The following instructions are issued in this regard for strict compliance:

- 1) The District Police Chief shall ensure that a suitable Civil Police Officer is posted to each Janasevana Kendram in the respective district.
- 2) The Civil Police Officer so selected shall be trained and qualified with adequate computer knowledge.
- 3) General public including Women, Senior Citizens etc. can prefer petitions and complaints to be sent to any Police Station in the State through Jana Sevana Kendrams in all districts. The counter in each district will be given a specific unique code name as shown below.

<b>Sl. No.</b>	<b>District</b>	<b>Code of JSKP</b>
1.	Thiruvananthapuram	TJSKP
2.	Kollam	QJSKP
3.	Pathanamthitta	PJSKP
4.	Alappuzha	AJSKP
5.	Kottayam	KJSKP
6.	Idukki	IJSKP
7.	Ernakulam	EJSKP

8.	Thrissur	RJSKP
9.	Palakkad	DJSKP
10.	Malappuram	MJSKP
11.	Kozhikkode	ZJSKP
12.	Wayanad	WJSKP
13.	Kannur	UJSKP
14.	Kasargod	GJSKP

- 4) Any person desirous of filing a complaint can do so by submitting a written/ typed / printed complaint in original before the Jana Sevana Kendram desks, along with their photo ID Proof. (Electoral ID, Driving License, Passport, ID Card from any Government Office, PAN Card etc.)
- 5) The petition should contain permanent address for communication and contact telephone number of the petitioner.
- 6) Petitions will be numbered with code name of the counter and acknowledged. The acknowledgment will also show the name and telephone number of the Police Station to which the copy of the petition was forwarded and the date of receipt.
- 7) A scanned copy of petition will be forwarded to the respective Police Station for immediate necessary action.
- 8) A copy of the petition will be e-mailed to the Deputy Superintendent of Police, District Crime Records Bureau.
- 9) Further communication with respect to the petition has to be done directly with the Station House Officer concerned.
- 10) The Station House Officer concerned will check the e-mail on a daily basis and take action on the petitions. The petitions will be deemed by the SHO as to have been received directly at the Police Station.
- 11) Women and Senior Citizens will be given priority if there is a queue and necessary assistance will be provided.
- 12) A monthly statement showing the number of petitions received through Janasevana Kendrams shall be forwarded to Deputy Superintendent of Police, District Crime Records Bureau before 5<sup>th</sup> of every succeeding month, clearly. mentioning the action taken on the petitions received.
- 13) Deputy Superintendent of Police, District Crime Records Bureau will monitor the process, by verifying that all the petitions received in the counter, are promptly disposed of by the Station House Officer concerned. He shall consolidate the statement and sent the same to State Police Chief in the name cover of Superintendent of Police, NRI Cell, who is designated as the State Nodal Officer of the project.

**sd/-**  
**State Police Chief**

**To**

All officers in List B