

CIRCULAR No. 49 / 2009

SUB: RECEPTION COUNTERS AND VANITHA DESKS IN POLICE STATIONS

1. The manner of functioning of Reception Desks and Vanitha Desks is not uniform across the Police Stations in the State. The following instructions are issued to streamline the functioning of the Reception – Vanitha Desks in Police Stations.
2. It is decided to combine Reception Counters and Vanitha Desks. All Police Stations will hereinafter have combined 'Reception Counters' and 'Vanitha Desks'. It will be called "Reception & Vanitha Desk". It will be manned exclusively by WPCs from 0800 hrs to 1800 hrs daily.
3. The WPC manning the 'Reception & Vanitha Desk' will maintain two registers; one register will record the visit of all male petitioners / complainants/visitors/witnesses and the second register will record the visit of all women petitioners / complainants/ visitors/ witnesses visiting the Police Station. The WPC in charge of 'the Reception & Vanitha Desk' will also issue acknowledgment /receipt of complaints/petitions to all the complainants/ petitioners visiting the Police Stations.
4. The 'Reception & Vanitha Desk' will maintain two registers in the following format. They will be called 'Register of Male Visitors' and 'Register of Women Visitors'.

Sl.No.	Date	Name & Address of the complainant / petitioner/ Visitor	The Purpose/ complaint / petition if any in brief	Signature of the complainant / petitioner	Remarks
1	2	3	4	5	6

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5. The WPC will guide the complainants/petitioners/ visitors to the SHO for further necessary action. The women complainants/petitioners will however be accompanied by a WPC when they are being directed to meet the SHO for further action on their complaints/petitions.

6. It is once again reiterated that the registers maintained at ' Reception & Vanitha Desk' are not petition registers. They are actually Visitor's Registers to record the identity of the male and female visitors visiting the police stations for various purposes including registering crime cases and submitting petitions. The 'Reception & Vanitha Desk' will issue receipt of any complaint / petition submitted by the visitors to the SHO of the Police Stations.

7. It is also observed that in some of the Police Stations there is no proper counter for Reception Desk. All the SsP/CsP are directed to install proper counters in all the Police Stations in the District with the signboard '**Reception & Vanitha Desk**'.

8. The above instructions should be explained to all the SHOs/CIs/SDPOs by the IsGP and SsP / CsP.


Director General of Police

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19/11/09

To