

**POLICE
DEPARTMENT
CITIZENS CHARTER
2003**

NAGALAND POLICE

CITIZENS CHARTER

MISSION :-

This Mission Statement of Nagaland Police is addressed to the citizens of the State, so as to create awareness about the objectives of the organization and the Service citizens can expect from the Nagaland Police.

The Nagaland Police in tune with their motto of Security, Service and Sacrifice is committed to create a climate of confidence in society so that all law abiding citizens can live and pursue their vocations in an environment of security, harmony and peace. In pursuance of this objective, the Nagaland Police shall endeavour to :

Provide security of life and property to all citizens.

Promote and uphold the rule of law and preserve public order.

Investigate crimes and pursue legal proceedings in the courts for prosecution of offenders.

Collect intelligence and identify problems and situations that are likely to result in commission of crimes/anti-social activities.

Take proactive measures to prevent and reduce the opportunities for commission of crimes.

Co-operate and co-ordinate with other security agencies for prevention of crime and activities of anti-social elements.

Protect individuals who are in danger of physical harm.

Facilitate orderly movement of vehicular traffic.

Create a congenial atmosphere to maintain communal harmony and amity.

Contribute to promotion of national integrity and also work for national security.

Prevent atrocities against weaker sections of society and women.

Be accessible to all citizens and work in partnership with the community.

Perform duties with the utmost transparency integrity, fairness, discipline and accountability.

Render services in a sacrificial spirit and also perform such other duties as may be enjoined on them by law.

ORGANISATION SET-UP:

The Nagaland Police is headed by the Director General of Police, assisted by Additional Directors General, Inspectors General of Police, Deputy Inspector General of Police and Assistant Inspectors General of Police who function from Police Headquarters, (PHQ) located at Kohima. In addition, there are several other field level senior Police Officers as follows.

1. IGP (Range) Nagaland, Kohima.
2. IGP (NAP), Nagaland, Kohima.
3. IGP (Training), Nagaland, Kohima.
4. IGP (INT), Nagaland, Kohima.
5. IGP (Crime), Nagaland, Kohima.
6. DIGP (Range), Kohima.
7. DIGP (Range), Mokokchung.
8. DIGP (NAP), Kohima.
9. DIGP (NAP), Tuensang.
10. DIGP (Range/NAP), Dimapur.
11. DIGP (Mod & Plg), Kohima.
12. DIG (H & SJ), Kohima.

DISTRICT LEVEL.

Nagaland Police has Eleven Police Districts, each of which is headed by a Superintendent of Police (SP). These are as follows.

| <i>District</i> | <i>Office Telephone</i> |
|------------------|-------------------------|
| 1. SP Kohima | (0370) 2244286 |
| 2. SP Dimapur | (03862) 225519 |
| 3. SP Mokokchung | (0369) 2226207 |
| 4. SP Tuensang | (03861) 220277 |
| 5. SP Phek | (03865) 223090 |
| 6. SP Mon | (03869) 221271 |
| 7. SP Zunheboto | (03867) 220368 |
| 8. SP Wokha | (03860) 222015 |
| 9. SP Peren | (03862) 267279 |
| 10. Kiphire | (03863) 225567 |
| 11. Longleng | (03869) 236371 |

In addition, Sub-Divisional Police Officers (SDPO) are posted at the following places:

- Tuli in Mokokchung District.
- Mangkolemba in Mokokchung District.
- Tizit in Mon District.
- Bhandari in Wokha District.
- Pfutsero in Phek District.
- Nuiland in Dimapur District.
- Pughoboto in Zunheboto District.

The Police Station (PS) is the cutting edge of the Police organization. Each Police District has a number of PS within its jurisdiction where cases can be lodged or complaints registered by the citizens. Each PS is headed by an Officer-in-Charge (OC). The Districtwise list of PS is as follows:

| Kohima District | Telephone No. |
|------------------------|----------------------|
| Kohima (North) PS | 2244923 |
| Kohima (South) PS | 2242897 |
| Khuzama PS | |
| Tseminyu PS | 235009 |

| Mokokchung District. | Telephone No. |
|-----------------------------|----------------------|
| Mokokchung-I PS | 2226241 |
| Mokokchung –II PS | 2226213 |
| Kobulong PS | |
| Changtongya, PS | 0369-236515 |
| Tuli PS | 267278 |
| Mangkolemba PS | 03695-264212 |

| Tuensang District | Telephone No. |
|--------------------------|----------------------|
| Tuensang PS | 220221 |
| Noklak PS | Nil |
| Shamator PS | Nil |
| Longkhim PS | Nil |

| Mon District | Telephone No. |
|---------------------|----------------------|
| Mon PS | 221244 |
| Tobu PS | Nil |
| Aboi PS | Nil |
| Tizit PS | 263262 |
| Naginimora PS | 272248 |

| Wokha District | Telephone No. |
|-----------------------|----------------------|
| Wokha PS | 222011 |
| Sungro PS | Nil |
| Bhandari PS | Nil |

| Zunheboto District | Telephone No. |
|---------------------------|----------------------|
| Zunheboto PS | 220333 |
| Aghunato PS | 262222 |
| Akuluto | Nil |
| V.K. PS | Nil |
| Sataka PS | 261206 |
| Pughoboto PS | Nil |
| Ghatashi PS | Nil\ |

| Phek District | Telephone No. |
|----------------------|----------------------|
| Phek PS | 223046 |
| Meluri PS | 261130 |
| Chizami PS | 264119 |
| Pfutsero PS | 262136 |
| Chazouba PS | 263143 |

| Kiphire District | Telephone No. |
|-------------------------|----------------------|
| Kiphire PS | 03867-225575 |

| Peren District | Telephone No. |
|-----------------------|----------------------|
| Peren PS | 267242 |
| Jalukie | 220244 |

| Dimapur District | Telephone No. |
|-------------------------|----------------------|
| Dimapur (East) PS | 227607 |
| Dimapur (West) PS | 222238 |
| Sub-urban PS Dimapur | 232198 |
| GRPS | 230645 |
| Diphupar PS | 222827 |
| Medziphema PS | 262227 |

| Longleng District | Telephone No. |
|--------------------------|----------------------|
| Longleng PS | Nil |

In additional to the above, Nagaland Police also has two State level Police Station, i.e, State Crime Police Station with S.P (Crime) as Officer-in-Charge and State Narcotic Police Station with S.P (Narcotics) as Officer-in-

Charge. Both these Police Stations are located at Lerie, Kohima in the Office of the IGP (Crime) Nagaland.

NAP Battalion.

There are 13 Battalions of the Nagaland Armed Police located at the following places.

- 1st Battalion, Chumukedima.
- 2st Battalion, Alichen, Mokokchung.
- 3rd Battalion, Tuensang.
- 4th Battalion, Thizama, Kohima.
- 5th Battalion, Phek.
- 6th Battalion, Tizit, Mon Dist.
- 7th Battalion, Bhandari, Wokha.
- 8th Battalion, Naltoqa, Zunheboto.
- 9th Battalion, Saijang, Peren.
- 10th Battalion, Chumukedima, Dimapur.
- 11th Battalion, Chumukedima, Dimapur.
- 12th Battalion, Chumukedima, Dimapur.
- 13th Battalion, Tuli, Mokokchung.

NPRO

There is a wireless set-up known as Nagaland Police Radio Organisation (NPRO) headed by a DIGP with HQ at Kohima. NPRO has Police Radio Stations (PRS) at all District HQs and Radio Telephone Stations (RTS) at all Police Stations and NAP Outposts. Citizens can avail of these facilities for emergency communications.

Access to the Police

Any person desirous of having an access to any Police functionary may do so at any time either :

- i) By physical access.
- ii) By correspondence.
- iii) By telephone/fax
- iv) Through E-mail, when the facilities become available.

The purpose of access could be for the following.

- Information regarding crime and criminals.
- Traffic problems.
- Secret information.
- Complaints against Police/Government official.
- Verification of antecedents
- Missing persons.
- Any other matter requiring assistance of the Police.

Police Control Room

The main Police Control Room (PCR) of Nagaland Police is at PHQ in Kohima (Telephone No. 0370- 2244279). Nagaland Police also have Police Control Rooms in all the Districts. Phone numbers of the District PCR is made known to the citizens from time to time in the local newspapers. Any important information regarding crime/anti-social activities/intelligence can be reported to the PCR, which functions round the clock.

Nagaland Police Public Relation Officer

Inspector General of Police (Int) functions as the Police Public Relations Officer (PPRO). (Telephone : 0370-2243067)

Complaint against Police Officials.

Citizens can bring, complaints against Police Official to DGP, Nagaland, Kohima- 797001 or the Police Public Relations Officers, Kohima or Superintendents of Police in the Districts.

Other Information.

Nagaland Police have Women Police posted in most of the Police Stations for handling female offenders. Female citizens who taken to Police Stations can demand to be handled by Women Police.

Every year Nagaland Police carries out recruitment rallies for enrolment as Constables in the month of February and March depending on the availability of vacancies. Date and place where recruitment rally is to be conducted is usually advertised in the local newspapers. The Department also conducts test and interview from time to time for selecting candidates for appointment in the rank of

SI/ABSI/ASI. Date and place where the test and interview is to be conducted is usually advertised in the local newspapers.

Nagaland Police consciously attempts to adhere strictly to the instructions of the National Human Rights Commission (NHRC) in regard to arrest, handling and detention of offenders. The DIGP (Human Rights and Social Justice) posted at PHQ looks after all human rights issues. Nagaland, Police also endeavors to complete verification and send reports on the verification rolls received from various authorities within 15 days.

All Nagaland Police officers and men shall wear name tags to enable citizens to know his /her name without enquiry.

Registration of Complaints.

Citizens can register a complaint or give information about commission of offences either orally or in writing in Police Station (PS). Information given orally shall be reduced in writing by the Officer-in-Charge of the PS and the person giving information shall be required to sign the same. The Complainant/information is entitled to receive a copy of the same free of cost. If the Officer-in-Charge refuses to register a complaint or refuses to give a copy, the citizen may inform the Superintendent of Police by post or by appearing in person. A citizen need not hesitate in approaching the next higher authority, if the officer he approaches refuses to act as per law or refuses to redress a legitimate grievance.

Expectation from Citizens

The Nagaland Police is committed to help the citizens in every way to maintain law and order so that they can live a safe life. At the same time, we too have some expectation from the citizens and would seek their co-operation in a few areas, some of which are as follows :

1. All citizens should accept the services rendered by the Police as a service to society and to mankind.
2. The citizens of a civilized society are expected to be law-abiding, to respect the rule of law, to show concern and tolerance towards each other and possess civic sense.
3. Citizens are expected to report without delay to the Administrative and Police Officials all cases of crime, presence of criminals, information regarding likely commission of crime, accidents, natural calamities, hoarding or black marketing of commodities, visit or presence of suspicious characters and any other unusual and untoward occurrences which may come to their knowledge or which is likely to affect the

public peace. Citizens are also expected to keep their localities free from unlawful activities. Citizens should also not hesitate to report any instances of violation of their rights and freedom to the authorities.

4. Citizens should inform the authorities promptly about outbreak of any epidemics/diseases in their locality.
5. For expeditious and effective administration of justice, citizens should extend all possible assistance and co-operation to Police Officers investigating cases and in executing warrant of arrests and in causing service to summons etc. Citizens should not protect criminals and anti-social elements.
6. Citizens on their own or with assistance of the Police should apprehend anti-social elements and law-breakers and hand over such persons to the nearest Police Station.

Conclusion

The Police and the citizens have to work with mutual trust and confidence at all times, so that our society can be a safe, secure and wholesome place for every one to live in. The Nagaland Police re-dedicates itself to work in close co-operation with the people and for the betterment of the community. We welcome the active assistance of all citizens, as that will help us serve you better. We also welcome any suggestions to improve this Charter.