



GOVERNMENT OF SINDH



PROMISE OF PEACE "SECURITY VISION 2020"



PILOT PROJECT OF POLICE FACILITATION CENTRE *One window solution for basic Policing Services*

(operated & managed by SSU)



Overview

A revolutionary break through by the Government of Sindh and Sindh Police to facilitate citizens with utmost sincerity, efficiency and effectiveness. Police Facilitation Centre truly proves as panacea for the problem of citizens ranging from criminal to civil nature. The services offered by the Police Facilitation Centres ensure solutions to various community problems under a single roof where public can have their issues addressed/resolved by dedicated staff in a professional manner without the need of visiting police stations. Guidance, facilitation and legal counselling are also provided at Police Facilitation Centres by representatives and legal experts/advisors. The Police Facilitation Centres, which are intended to be launched at ten (10) different locations in Karachi, also require collaborative partnership with various stakeholders to ensure maximum community participation in managing its own issues. The pilot project is starting from DHA Karachi which will soon be extended to entire Sindh.



Vision:

The project has been designed to provide protective and facilitation services ensuring “Help”, “Facilitation”, “Peace” and “Security” to the citizens of Karachi through a variety of collaborative efforts. The guiding force behind the vision of this project was the long-existing community aspirations and self-motivation for betterment.

On-spot Services

The PFC officials are providing on-the-spot and immediate services to public. Subsequently, the PFCs play a facilitator's role between the complainants and investigating officers as well as investigation progress will also be provided to the applicant only. The services range from any civil or domestic, criminal, verification, character certificates and many other services. Similarly Traffic branch staff will also deposit the traffic fines at PFCs. The PFCs reduce considerable workload on police stations and help them improve their performance in other aspects and problems. Unburdening police stations of various time-consuming responsibilities provide them more space to focus and dedicate their resources on the basic responsibility of crime prevention. The role of PFCs helps bridge gaps between police and communities.

PFCs strategic and Administrative Partners are following

01. Zonal Police Stations
02. ACLC
03. CPLC
04. NADRA
05. Traffic Range
06. Driving License Branch
07. Defence Housing Authority (DHA)
08. Cantonment Board Clifton (CBC)
09. Excise and Taxation Department
10. Anti Corruption



Services will be provided to the citizens in 2 phases at Police Facilitation Centre:

Phase-I

01. Police Verifications
02. Character Certificate
03. Child Missing/Found reporting
04. Traffic Fines Deposit Facility
05. Learner's Driving License
06. Non Cognizance Reports
07. Reporting of missing documents
08. Complaints against Police Officials
09. Copy of FIR

Phase-II

01. Legal advisory counter
02. Advisory Services
03. Disputes Resolutions
04. Vehicle Verification
05. Investigations Progress

In addition, the following counters at Police Facilitation Centre for the facilities to the citizens will also be established:

01. Ladies Counter
02. Senior Citizens Counter
03. General Public Counter
04. Legal Consultancy Counter

The following additional services are provided to the citizens with collaboration/copration of CPLC:

01. Assistance in Medico legal examination through hospital
02. FIR registration through respective Police Stations
03. Registration of vehicles which are theft / snatched
04. Registration of Mobile Phones which are Theft/ Snatched
05. Verification of Mobile Phones Snatched/ Theft/ Recovery
06. Personnel Verification / Issuance of Character Certificate
07. Providing Crime Statistics for identification of Hot spots and crime patterns

08. Handling cases with LEAs related to kidnapping, extortion / threat, robbery, lost runaway persons
09. Integration of CPLC's 24/7 Call Centre
10. Digital Sketching for victims of crime / violence
11. Data Analysis in criminal / lost / runaway cases
12. Dispute Resolution (Mediation & Arbitration) in General dispute
12. Free Legal Aid Service through Certified Lawyers
14. Removal of Public Nuisance through Police, DHA and others organizations

Public Facilitation Officers (PFOs)

The establishment of Police Facilitation Centres (Public Help Centres) is another step towards improving quality of service. The PFCs provide a variety of facilitation services to general public. The qualified police personnel and legal experts/professionals called Public Facilitation Officers (PFOs), trained in public dealing, are available round-the-clock to serve the people.

How It Will Facilitate?

The Public Facilitation Officials are obliged to facilitate, guide and assist victims of crime and other misdemeanors (minor crimes) in resolving the pertinent issues. They also deal with complaints against police abuses. They also record reports regarding missing belongings and provide a copy to the concerned. The PFCs are authorized to issue Character Certificate and permission for public gatherings, etc. Additionally, free legal consultancy/advice is provided in criminal and civil matters. People who needs police help in civil and criminal matters may simply walk in and get the needed services. Separate desks for male, female and senior citizens are established.



Special Security Unit (SSU)
 Block 15, Hassan Square
 Gulshan-e-Iqbal, Karachi

Police Facilitation Centre
 Main Korangi Road, Adjacent Haq Nawaz
 Traffic Section Near Agha Khan Signal,
 DHA Phase-I, Karachi.

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