

## A FRAMEWORK FOR TRANSPARENCY AUDIT

The RTI Act under section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities.

While Section 4(1) (a) provides a general guideline for record management, so that the information could be easily stored and retained, the sub-sections b, c and d of Section 4 relate to the organizational objects and functions. Sub-sections (b), (c) and (d) of Section 4 of the RTI Act and other related information can be grouped under six categories; namely, 1-organisation and function, 2- Budget and programmes, 3- Publicity and public interface, 4- E. governance, 5- Information as prescribed and 6. Information disclosed on own initiative.

### 1. Organization and Function Communicating Wing, PHQ, Sec. 9, Chandigarh.

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
1.1	Particulars of its organization, functions and duties [Section 4(1)(b)(i)]	I. Name & Address of the organization	ERSS Control Room, PHQ, Sec.9, Chandigarh  CPIO: Sh. Dilsher Singh, DSP/Comn. <a href="mailto:Pdspcomn-chd@nic.in">Pdspcomn-chd@nic.in</a>
		II. Head of the organization	W/DGP/UT
		III. Vision, Mission and Key objective	24x7 hours provide immediate help to the persons calling Dial-112
		IV. Function and duties	Main aims of this unit is to provide immediate help to the person in distress who seek help by dialling 112 emergency number.
		V. Organization Chart	DSP/Communication-Inspector-Comn-Inspector-Technical-NGOs—HCs--Constables
1.2	Power and duties of its officers and employees [Section 4(1) (b)(ii)]	I. Power and duties of its officers (administrative, financial and judicial).	To provide the RTI information to the applicant with a stipulated period and to supervise all duties of Communication & Technical Wing.
		II. Power and duties of other employees.	To provide 24x7 hours immediate help to the persons in distress who seek help by dialing emergency number 112.
		III. Rules/orders under which powers and duty are derived and	Under PPR
		IV. Exercised	
		VI. Work allocation	1. Safety and security of general public, deployment 2. Deployment of PCR vehicle to deal with any emergency. 3. Prevention of Crime.
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	(i) Process of decision making Identify key decision making points	Different powers have been delegated by Authority to the officers at various levels for smooth functioning of the work of Communication Wing.
		(ii) Final decision making authority	<b>W/DGP/UT/Chandigarh</b>
		(iii) Related provisions, acts, rules etc.	As per orders/directions of the Senior Officers issued time to time.

		(iv) Time limit for taking a decisions, if any	RTI application disposed off within 30 days and other references/enquiries as per direction of Senior Officers.
		(v) Channel of supervision	W/DGP—W/DIG— W/SP/Hqrs./Comn—DSP/Comn.- Inspector Comn.-Inspector-Technical.
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/services offered	CITIZEN CHARTER
		(ii) Norms/ standards for functions/service delivery	CITIZEN CHARTER
		(iii) Process by which these services can be accessed	CITIZEN CHARTER
		(iv) Time-limit for achieving the targets	Other services /work done which cannot be standardized Or time frame as per directions of Senior Officers.
		(v) Process of redress of grievances.	Main aim of this wing is to provide timely help to the general public while in distress.
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	(i) Title and nature of the record/ manual /instruction.	as Per PPR
		(ii) List of Rules, regulations, instructions manuals and records.	as Per PPR
		(iii) Acts/ Rules manuals etc.	as per PPR and other relevant Acts.
		(iv) Transfer policy and transfer orders	By PEB Branch of Chandigarh Police as per CVC Guidelines or as per directions of Senior Officers.
1.6	Categories of documents held by the authority under its control [Section 4(1)(b) (vi)]	(i) Categories of documents	All the reports, circular and standing orders issued from PHQ, Sector-9, UT, Chandigarh.
		(ii) Custodian of documents/ categories	Record Keeper of Communication and Technical Wing
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	(i) Name of Boards, Council, Committee etc.	Communication Wing, Police Headquarters, Sector-9, Chandigarh
		(ii) Composition	Powers as per PPR and Cr.P.C.
		(iii) Dates from which constituted	
		(iv) Term/ Tenure	
		(v) Powers and functions	
		(vi) Whether their meetings are open to the public?	
		(vii) Whether the minutes of the meetings are open to the public?	
		(viii) Place where the minutes if open to the public are available?	
1.8	Directory of officers and employees [Section 4(1) (b) (ix)]	(i) Name and designation	Sh. Dilsher Singh, DSP/Communication
		(ii) Telephone , fax and email ID	Tel: 0172-2760818 Fax: 0172-2746100 Mail: pdspcomn-chd@nic.in
1.9	Monthly remuneration received by officers & employees including system of compensation [Section 4(1) (b) (x)]	(i) List of employees with Gross monthly remuneration	As regards the remuneration of other officers / employees, the same is fixed as per the Pay Commissions.
		(ii) System of compensation as provided in its regulations	Compensation as per GOI and Punjab Government rules.
1.10	Name, designation and other particulars of public information officers	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate	Sh. Dilsher Singh, DSP/Communication, CPIO Sh. Manoj Kumar SP/Hqrs, FAA of Communication Wing

	[Section 4(1) (b) (xvi)]	Authority	
		(ii) Address, telephone numbers and email ID of each designated Officials.	2 <sup>nd</sup> Floor, PHQ, Sector-9, Chandigarh, Ph. No. 0172-2760818 <a href="mailto:pdspcomn-chd@nic.in">pdspcomn-chd@nic.in</a> CPIO SP/Hqrs PHQ, Sector-09, Chd, Ph. No 0172-2740730 Mail. <a href="mailto:psphq-chd@nic.in">psphq-chd@nic.in</a> (FAA)
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken  (Section 4(2))	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings (ii) Finalized for Minor penalty or major penalty proceedings	Nil  Nil  Nil
1.12	Programmes to advance understanding of RTI  (Section 26)	(i) Educational programmes (ii) Efforts to encourage programmes (iii) Training of CPIO/APIO (iv) Update & publish guidelines on RTI by the Public Authorities concerned	Officers are sent on trainings to get more knowledge about RTI act and its implementation. As and when opportunity comes, officers are sent on RTI training. 1 Guide For Information Seekers 2 Guide For the Central Public Information Officers 3 Guide For the Public Authorities

## 2. Budget and Programme

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section 4(1)(b)(xi)]	(i) Total Budget for the public authority (ii) Budget for each agency and plan & programmes (iii) Proposed expenditures (iv) Revised budget for each agency, if any Report on disbursements made and place where the related reports are available	Budget of all the units of Chandigarh Police made by the SO/Accounts/Purchase Branch under the supervisions of Senior officers of PHQ.
2.2	Foreign and domestic tours (F. No. 1/8/2012- IR dt. 11.9.2012)	(i) Budget (ii) Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department. a) Places visited b) The period of visit c) The number of members in the official delegation d) Expenditure on the visit (iii) Information related to procurements a) Notice/tender enquires, and corrigenda if any thereon, b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, c) The works contracts concluded – in any such combination of the above-and d) The rate /rates and the total amount at which such procurement or works contract	Relates to Senior Officers of PHQ, Sector-9, Chandigarh

		is to be executed.	
<b>2.3</b>	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]	(i) Name of the programme of activity (ii) Objective of the programme (iii) Procedure to avail benefits (iv) Duration of the programme/ scheme (v) Physical and financial targets of the programme (vi) Nature/ scale of subsidy /amount allotted (vii) Eligibility criteria for grant of subsidy (viii) Details of beneficiaries of subsidy programme (number, profile etc)	<b>N.A.</b>
<b>2.4</b>	Discretionary and non-discretionary grants [F.No.1/6/2011-IR dt. 15.04.2013]	(i) Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions (ii) Annual accounts of all legal entities who are provided grants by public authorities	<b>NA</b>
<b>2.5</b>	Particulars of recipients of concessions, permits of authorizations granted by the public authority [Section 4(1) (b) (xiii)]	(i) Concessions, permits or authorizations granted by public authority (ii) For each concessions, permit or authorization granted a) Eligibility criteria b) Procedure for getting the concession/ grant and/ or permits of authorizations c) Name and address of the recipients given concessions/ permits or authorizations d) Date of award of concessions /permits of authorizations	Relates to Senior Officers of PHQ, Sector-9, Chandigarh
<b>2.6</b>	CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.	<b>N.A.</b>

3.
Publicity Band Public interface

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)

3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1)(b)(vii)] [F No 1/6/2011-IR dt. 15.04.2013]	Arrangement for consultations with or representation by the members of the public (i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	The representation made by the members of the public through RTI letters are properly addressed by replying the letter to the addressee. If required, he may visit the office in working hours.  The regulations/guidelines etc. are prepared based on the discussions involved with the stakeholders. The draft regulations are put on the Chandigarh Police website for public comments.
		(ii) Arrangements for consultation with or representation by a) Members of the public in policy formulation/policy implementation b) Day & time allotted for visitors c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	N.A.
		Public- private partnerships (PPP) (i) Details of Special Purpose Vehicle (SPV), if any	N.A.
		(ii) Detailed project reports (DPRs)	
		(iii) Concession agreements.	
		(iv) Operation and maintenance manuals	
		(v) Other documents generated as part of the implementation of the PPP	
		(vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government	
		(vii) Information relating to outputs and outcomes	
		(viii) The process of the selection of the private sector party (concessionaire etc.)	
		(ix) All payment made under the PPP project	
3.2	Are the details of policies / decisions, which affect public, informed to them [Section 4(1) (c)]	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive; (i) Policy decisions/ legislations taken in the previous one year	The Policies/Decisions of all the units of Chandigarh Police are being made/taken by the senior officers of PHQ, Sector-9, Chandigarh as per directions of Chandigarh Administration.
		(ii) Outline the Public consultation process	Draft regulations/guidelines are kept on website for public comments. The final approved Regulations/Guidelines are also put up on website for wide publicity.
		(iii) Outline the arrangement for consultation before formulation of policy	
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	Use of the most effective means of communication (i) Internet (website)	<a href="http://www.chandigarhpolice.nic.in">www.chandigarhpolice.nic.in</a>
3.4	Form of accessibility of information manual/ handbook [Section 4(1)(b)]	Information manual/handbook available in (i) Electronic format	N.A
		(ii) Printed format	N.A

3.5	Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]	List of materials available (i) Free of cost	N.A
		(ii) At a reasonable cost of the medium	N.A

#### 4. E. Governance

S.No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
4.1	Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]	(i) English	English Language
		(ii) Vernacular/ Local Language	English/Hindi Language as per record available.
4.2	When was the information Manual/ Handbook last updated? [F No. 1/6/2011-IR dt 15.4.2013]	Last date of Annual updation.	The information/data is being uploaded on Chandigarh Police website by the RTI Branch on regular basis.
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	Information in electronic form is available in computer system, pen drive, CD Drives etc.
		(ii) Name/ title of the document/record/ other information	
		(iii) Location where available	Communication Wing, PHQ-9 and Wireless Workshop, Sec-29, Chandigarh.
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the faculty	CPIO Communication is the nodal officer for receiving applications online/off-line. Working hours- on all working days. Phone-01722793818 E-mail : <a href="mailto:pdspcomm-chd@nic.in">pdspcomm-chd@nic.in</a>
		(ii) Details of information made available	
		(iii) Working hours of the facility	
		(iv) Contact person & contact details (Phone, fax email)	
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance redressal mechanism	DSP Communication and Inspector Communication are designated as Grievance Officer for the Unit Of Communication Wing.
		(ii) Details of applications received under RTI and information provided	Total 76 RTI applications received during the year 2020 and all were disposed off within stipulated period.
		(iii) List of completed schemes/projects/ Programmes	ERSS project for Dial-112
		(iv) List of schemes/projects/ programme underway	Nil
		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	N/A
		(vi) Annual Report	Please see <b>annexure-“A”</b>
		(vii) Frequently Asked Question (FAQs)	<u>N/A</u>
		(viii) Any other information such as a. Citizen's Charter	No Public Dealing
		c) Six monthly reports on the	Report Uploaded by the RTI Branch PHQ, Sector-9, Chd.
		d) Performance against the benchmarks set in the Citizen's Charter	NA
4.6	Receipt & Disposal of RTI applications & appeals [F.No	(i) Details of applications received and disposed	Total 76 RTI application received during the year 2020 and all were disposed off within stipulated period

	1/6/2011-IR dt. 15.04.2013]	(ii) Details of appeals received and orders issued.	7 RTI appeals received against RTI application during the year 2020.
4.7	Replies to questions asked in the parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	N.A.

## 5. Information as may be prescribed

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
5.1	Such other Information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]	<p>(i) Name &amp; details of</p> <p>(a) Current CPIOs &amp; FAAs</p> <p>(b) Earlier CPIO &amp; FAAs from 1.1.2015</p>	<p>Current CPIO---Sh. Dilsher Singh, DSP/Comn. dt. 17.06.2020 to till date. Communication Wing, PHQ, Sector-9, Chandigarh, Ph. No. 01722760818 <a href="mailto:pdspcomn-chd@nic.in">pdspcomn-chd@nic.in</a> CPIO</p> <p>Current FAA---Sh. Manoj Kumar, IPS, SP/Hqrs FFA of Communication Wing PHQ, Sector-09, Chd Ph.no 01722740735. Mail. <a href="mailto:psphq-chd@nic.in">psphq-chd@nic.in</a> (FFA)</p> <p><b>CPIOs</b></p> <p>Sh. Roshan Lal DSP/Comn. Dt. 01.01.2015 to 21.02.2017</p> <p>Sh. Kewal Krishan, CPIO/Comn. Dt. 22.02.2017 to 18.04.2017</p> <p>Sh. Roshan Lal SP/Comn. Dt. 19.04.2017 to 31.05.2020</p> <p>Ms. Sita Devi, SP/Comn. Dt. 17.06.2020 to 18.09.2020</p> <p><b>Present</b> – Sh. Dilsher Singh, DSP/Comn. Dt. 17.05.2020 to till date</p> <p><b>Earlier FAA</b></p> <p>Sh. Sukhchain Singh Gill IPS, SSP/UT,</p> <p>Sh. Ish Singal, IPS, SSP/UT</p> <p>Sh. Ish Singal, IPS, SP/Hqrs&amp;Comn.</p> <p>Sh. Milind Mahadev Dumbere, IPS, SP/Hqrs&amp;Comn.</p> <p>Sh. Vineet Kumar, IPS, SP/Hqrs&amp;Comn.</p> <p><b>Present FAA</b></p> <p>Sh. Manoj Kumar, IPS, SP/Hqrs&amp;Comn.</p>
		(ii) Details of third party audit of voluntary disclosure	Audit has been carried out.
		(a) Dates of audit carried out	
		(b) Report of the audit carried out	
		(iii) Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD	Relates to PHQ, Sector-9, Chandigarh.
		(a) Date of appointment	Relates to PHQ, Sector-9, Chandigarh.
		(b) Name & Designation of the officers	Relates to PHQ, Sector-9, Chandigarh.
		(IV) Consultancy committee of key stake holders for advice on suo-motu disclosure	
		(a) Dates from which constituted	w.e.f 20-09-2020.
		(b) Name & Designation of the officers	Sh. Dilsher Singh, DSP-cum-CPIO, Communication.

		(V) Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI a. Dates from which constituted b. Name & Designation of the Officers	w.e.f 05-09-2019 Sh. Manoj Kumar, IPS, FAA.
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**6.     Information Disclosed on own Initiative**

S. No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information	To dispose off the enquiry of complaint/investigation of cases within stipulated period and give the status report to the applicant any means of communication	Fully met



**ERSS-112 (EMERGENCY RESPONSE SUPPORT SYSTEM)**

Chandigarh Police with the tremendous support of Chandigarh Administration leads in implementation of Ministry of Home Affairs, GOI ERSS-112 (EMERGENCY RESPONSE SUPPORT SYSTEM) project to provide Emergency Services to the public in distress on single point of Contact i.e. **112 Emergency Number**. Chandigarh ERSS project was inaugurated by Hon'ble Union Home Minister of India **on 20<sup>th</sup> September-2019**. ERSS-112 is design to address distress signals from citizen in the form of Voice Call, SMS, E-mail, Panic SOS request, web request etc. The Emergency services of Police, Health and Fire are available to the Public on 112. Under this project, PSAP (Public Safety Access Point) has been set up at Chandigarh Police Headquarters Sector-9 with state of the art infrastructure and entire system was computerized for the call takers, dispatchers and proper monitoring by the supervisory officers. It consists of 20 Call takers for receiving the 112 distress signal. After getting the call, Call-Takers enter the information in software application of ERSS-system and mark the location of incident on GIS Map and transfer the information to the Dispatchers of Police, Fire and Medical Services, according to the nature of the incident. Fire and Medical Services Dispatchers are also accommodated in ERSS-PSAP to dispatch the Emergency Vehicle of respective services.

In Chandigarh ERSS PSAP, there are **10 Police Dispatchers, two Fire and two Medical Services dispatchers**. On receiving the event, Concerned Dispatcher, dispatch the Emergency Response Vehicle (ERV) of their services to the incident spot through **CAD (Computer aided dispatch)**. All the 16 Police Stations (i.e. Rescue Point) are also connected with PSAP through MPLS line for transferring/sharing the event data through CAD system, for adequate necessary action at Police Station level. In this project, 94 MDTs (Mobile Data Terminal) are provided in all the Emergency Vehicles (i.e. 62 PCR of Police Department, 26 Fire Tenders of Fire Services and 6 Ambulances of Medical Services) for transferring the data through CAD system and further updating the incident report in ERSS software.

Chandigarh ERSS-112 system also integrated with ebeat system to send the information (received on 112 number) to concerned beat party/Constable and respective SHO/SDPO. Beat Constable also rush to the spot after receiving the information of incident along with the caller detail.