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Dear Readers,

A few decades ago Kolkata had a serene beauty as it was not bustling those days. However, the city is changing very fast during recent years. It is unbelievable that the road connectivity in the city has been radically improved within a few years. E M Bypass, VIP Road Flyover, Rajarhat Expressway, Maa Flyover, Second Hooghly Bridge and fly-over have made it possible to unclog notorious bottlenecks in the city. Roads and streets in the city are no longer dirty as it used to be in the past years. They are looking better following regular cleaning and removal of garbage at least twice a day. There has been an effort to give this vibrant city a new look. Resplendent street lights and beautified river front have been certainly mesmerizing the tourists.

These cosmetic changes are definitely a sign of prosperity but the pollution issue of this populous city should be properly taken care of. Although it is a difficult task to deal with such a problem, still law enforcing agencies have to create a road map for minimizing air pollution which is causing serious health hazards of the people. Emission of Carbon mono-oxide, Lead and Sulphur dioxide from vehicles are mostly responsible for air pollution. Supreme Court had earlier expressed concern over the emission of pollutants from the vehicles and suggested adoption of upgraded mechanism for improving environmental problem. It is not easy to provide a tailor made solution for changing the scenario overnight. The Union government has meanwhile directed the automobile industry to follow Bharat Standard VI in line with Euro VI by 2020 while manufacturing vehicles. Anti Pollution Cell of Kolkata Police takes action against the offending vehicles those flout pollution norms. But making pollution free, clean and green city is possible when people come forward to make this mission successful.

It is wonderful that Kolkata Police besides controlling crimes has felt the need of spreading law education to keep pace with the changing scenario. It has set up a law college under the aegis of Kolkata Police Family Welfare Centre. Besides, in-service policemen, their wards and others can also pursue a law degree here. I hope this law college will introduce various diploma and certificate courses on Environmental Law, Cyber Law, Consumer Protection Law, etc. to address contemporary issues in the modern society.

Happy Reading.

A handwritten signature in blue ink, appearing to read 'Satya Swaroop', with a long horizontal stroke extending to the right.

**Satya Swaroop**  
**Managing Editor**

satya@newmediacomm.biz



*Dear Readers,*

Safety and security of the citizen is paramount importance to Kolkata Police. Its inclusive efforts for the set goal, in some cases inspire other counterparts. An endeavour to offer quality law education to its in-service and retired personnel and their wards has widened its area of diversified roles. Kolkata Police Law Institute is perhaps the first of its kind in the country which has set up basically to educate its human resources with law degrees. Law degree would enhance the professional skill of the cops to empathise gray areas in investigation, trial and provision of law and to bridge the gap accordingly in the criminal justice delivery system. Kolkata Police Law Institute with a state of art library has a plan to introduce PG degree in Law in near future and to make it a centre of excellence. In this issue of Kolkata Protector, we have made an effort to detail about this premium law education college in the city.

Comprehensive attempt to reduce road accidents Kolkata Police has involved community for implementation of road rules and building awareness besides beefing up enforcement of law. Besides, observing Road Safety Week, an NGO has been associated with Kolkata Police to make a sustained effort in this regard. These aspects have also highlighted in this issue. Eight women police stations in the city have meanwhile extended their roles for providing special protection to the women. There is an article on women police stations to light upon their functions. Disaster Management Group rescues people trapped and marooned in disaster and natural calamities. DC (Combat Battalion) has contributed an article about their functions and responsibilities. An article is elucidated on the crucial role of Bomb Disposal Squad also plays a vital role by receiving phone calls, reaching at the spot and defusing bombs in the face of threat perception. A profile of Kolkata Police Family Welfare Centre has also been painted through an article. Pronam-a community policing project under the aegis of Kolkata Police has been introduced in all the police station to provide all possible supports to Senior Citizens. Recent cultural programme of Pronam organised by Eastern Suburban Division is reported in this issue. Apart from these articles regular columns have also been included in this issue of Kolkata Protector.

With the above, I hope you will enjoy this issue and gather useful information as well. Your support boosts up our morale and we repeat our pledge, we are 'With you- Always.'

A handwritten signature in blue ink, appearing to read 'Rajeev'.

**Rajeev Kumar**  
**Commissioner of Police, Kolkata**  
kolpolcp@gmail.com





# Single Entity, Diversified Roles

Rajeev Kumar, IPS

"April is the cruellest month", wrote T S Eliot about a hundred years back. Did he have, among other things, the Kolkata summer in mind, one wonders! Jokes aside, well into the middle of May, the longing wait for the monsoons just has about begun.

Policing, all over the world, is mostly about reinventing tactics and strategies in tune with the changing times. Kolkata Police is no exception. The newly started "Kolkata Police Law Institute" is a case in point. The issue of "The Protector" features a piece on the Institute where legal degrees are offered to the police personnel and their wards. The idea is not only to further equip ourselves professionally, but also to bolster career opportunities. No wonder the Institute, barely a few months into the launch, is drawing students in hordes.

If the law classes are about indoors, the outdoor grind of the

different wings of the city police continues to yield heartening results. Even as our Special Task Force (STF) recently made us proud by nabbing a few of the most wanted Maoist militants, the Anti- Narcotic Cell of the Detective Department dealt a body-blow to the drug peddling rackets in the city through a series of successful raids over the past couple of months.

The word "Police" evokes a varied array of emotions among the public, the most predominant probably being "Fear." We want the criminals and law-breakers to be fearful of us, yes; but we choose to be friends in need for the citizens we serve. Shedding the fear of the men in uniform among the law abiding people is important, more so with the kids and youngsters who will shape the society and its perceptions in the years to come. "CHILD FRIENDLY

CORNERS" have hence been set up in different police stations in the city.

The Kolkata Traffic Police meanwhile has been relentless in its "Safe Drive, Save Life" campaign across the length and breadth of the city and the results are showing. The observance of the Road Safety Week and sustained awareness drives, coupled with the introduction of DIGITAL SPEED CONTROL SIGNS and SPEED ENFORCER CAMERAS in accident-prone stretches promises to be a game-changer. Road-fatalities have lessened and we remain firm in our resolve to bring it further down. Needless to add, nothing is more precious to us than the safety and security of the citizens of Kolkata.

Happy reading. Please feel free to offer your suggestions as to how we can serve you better. ■





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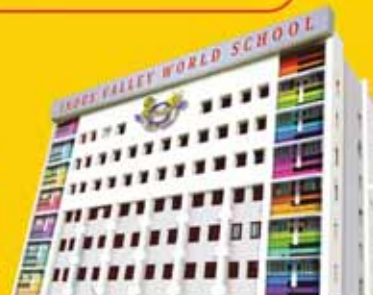


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# Kolkata Police Law Institute - a Centre of Excellence

Courtesy:

Champak Bhattacharyya, IPS  
Joint Commissioner of Police (Organisation)

Kolkata Police Law Institute is a milestone in the history of Kolkata Police and it is unique because in no state perhaps there is an exclusive law college for the police. The institute is first of its kind in the country under the aegis of Kolkata Police Family Welfare Centre, offering quality law education to in service police personnel and their wards including the wards of the retired police officers of both Kolkata Police and West Bengal Police. Kolkata Police Law institute was inaugurated by the Hon'ble Chief Minister Mamata Banerjee on 19 August, 2016.







The college which is affiliated with University of Calcutta received subsequent approval from Bar Council of India to impart law degree course.

The college offers 5 years integrated BA –LLB course primarily for the wards of the policemen with twenty per cent seats for the students from civilian families. The 3 years LLB course is exclusively for the in-service police personnel of Kolkata Police and West Bengal Police. The persuasion of law degree by policemen will certainly enhance their professional skill. The University of Calcutta has approved introduction of this course as a special case from its 2016-17 academic session and onwards subject to the final



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approval of Bar Council of India which has already conducted inspection and reportedly made recommendations for introducing the same.

Located at 7, Diamond Harbour Road, the institute can enroll 60 students in each course. It has a prospective plan to introduce law -oriented other courses to make it a premier law institute. It has a plan to introduce Post Graduate and other degrees in law in future. The primary object of the institution is to impart legal knowledge amongst the police personnel, their wards and others by conducting professional degree course in law.

The institute has the plan to introduce different types of diploma and certificate courses on cyber law, forensic law, environmental law, human rights, labour law and consumer protection law to keep pace with the changing requirement in the modern society. The institute have highly qualified faculty, who have been inducted according to the norms of Bar Council of India, University Grants Commission, University of Calcutta and the directives of the state higher education department for maintaining high academic standards.

The institute has a state of art library with nearly 4000 text, reference books, law journals, magazines and periodicals. The institute has also a plan to further enrich the library with valuable books and journals both on line and in hardcopy. A computer lab is there for the students who can also access internet facility for their academic purposes. There is a cafeteria with beautiful sitting arrangement. There is an air conditioned seminar hall cum auditorium with beautiful acoustic arrangement. Students argue at Moot Court over hypothetical cases. Moot Court is a method of teaching law and developing legal skills among the students that helps them to learn, analyze legal issues and court procedures. Legal Aid Clinic is there to provide free consultation on legal matters to the needy section of the society. Students also acquire knowledge of practical side of law while faculty members provide legal solution to the concerned people. The institute would provide scholarship for the meritorious students to motivate them in higher





studies in law. Steps would also be made to inspire the girl students, who can create awareness among women about their legal rights. The institute will publish an inter-disciplinary journal twice a year and organise seminars and conferences with the active participation of luminaries in the field of law. It would also explore the opportunity of both students and faculty exchange programmes with other famous institutions and increase the possibility of interaction and exchange of knowledge in the field of law. Besides, course

curriculum the institute will undertake extracurricular activities for developing soft skills among the students.

The police have natural interest in law and that actually drove Kolkata Police Family Welfare Centre to set up Kolkata Police Law Institute to create an opportunity to pursue their study in the field of law. The institute was set up with an objective to make it a centre of excellence against the backdrop of study of law for the police force as well as the society. ■





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# Preaching to Develop a Better Road Culture

Abhijit Chatterjee

Kolkata Police has taken up an ambitious project -'Jaago' in order to achieve the goal of 'Safe Drive, Save Life' campaign. The project has been implemented by the city police in association with an NGO- Karmayog to develop a better 'road culture' by involving all stake holders. Realizing that enforcement of law and prosecution alone cannot reduce road accidents and ensure discipline among road users, 'Jaago' project has been launched to counsel drivers in a subtle manner. Each traffic guard organize interactive sessions with drivers and school students which have started yielding better result, said Kalyan Mukhopadhyay, Deputy Commissioner (Traffic- South), who is nodal officer of the project.

The sergeants have also changed their strategy by adopting a friendly approach with the drivers. They are motivating leaders of auto unions to impose self regulatory measures so that union members follow traffic rules and behave properly with passengers. It is not that auto drivers have changed their mindset due to awe about Sergeants but come forward with a positive approach for mutual benefits. Ratan Saha, a



driver who operates auto since 1989, has admitted that the initiative by local traffic guard has become beneficial for them. He said, "This training and interactive session has helped us to realize how rash driving causes road accidents. Now sergeants are not so rude to us and most of us have changed their obnoxious behaviours." Another auto driver Bimal Das said, "Earlier it was a perception that the auto drivers are the

worst ever creature in this world. They hardly care police, blockade main thoroughfare on trivial matters, misbehave with passengers. But now you can hardly complain against us. Thanks to Kolkata Police. They have off late realized our compulsion and extended all possible help to sort it out."


Each Traffic Guard has identified 400 auto drivers and motivates them in changing





their way of doing their business in a better manner. In an interactive session they are being trained and motivated with digital games, rhymes and songs. During training and counseling session, auto drivers have developed rapport with the Sergeants and inform Sergeants about the recovered mobile set of any passenger through WhattsApp number. Data base of the individual auto, bus and cab drivers has also been created by the respective Traffic Guard for appropriate use. Individual information of 30,000 drivers has been digitized so far.


KARMA METER App has also been developed to keep tabs on the moves of the individual auto drivers and rate their grade. A card with QR code is available in each auto which the passengers can scan and share their feedbacks. Sergeants and fellow drivers will also rate individual auto drivers. The drivers who will unable to receive satisfactory grade altogether, will be counseled for their benefits by the personnel of respective Traffic Guard.


On the other hand, classes on road safety are being taken in schools in the city on a regular basis and they have been given



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assignments to design various activities. Kolkata Police has a target to reach one lakh students through this project who will bear the message of road safety in real terms. The students perform skit, one act play Jaago. Fun games events – Octa Khela have been organized where different categories of people

including drivers, children, senior citizens and others have participated in eight groups.

Kalyan Mukhopadhyay, Deputy Commissioner (Traffic- South) said, “ We have sensitized all road users including pedestrians and drivers. In an attempt to make a bond with the road users, our personnel of 25 Traffic

Guards have initially opted to point out their faults instead of strict enforcement of law. The new approach of police has led to bring behavioural change among the errant auto drivers. Now they hardly flout traffic rules and misbehave with passengers. Since we are reaching at the schools and preaching for a better 'road culture' now children are insisting their parents to use helmets while riding on a motorbike. They are even refusing to ride on a motorbike if they had no helmet. “All the Traffic Guards have been motivated to perform better in achieving the goal of Safe Drive Save Life campaign. Competition in this regard is being held at three months interval and each Traffic Guard tries to bag the award. Three-minute short film completion has also been organized on road safety where Traffic Guards have showcased their efforts. ■





# Victims get redressal and feel at home at Women Police Stations

By Our Special Correspondent

It is said that there is a woman behind every successful man. But how many of us do really believe this. The number is not countless. If the entire male population believes this then we do not have to witness ongoing gender bias in the society. Although we are passing through 21<sup>st</sup> century, our mindset has hardly changed

about the women. Still most of us pretend as progressive one but in real term put various norms and restrictions for the female members in the family. The gender bias is deep rooted and this is actually the cause behind the crime against women. Compared to national average, the scenario is better in West Bengal and Kolkata as well.

Attempts have been made by the centre as well as state governments to stop violence against women through enactment of law, setting up Women Commission but real change is yet to come. Women Police Stations have also been set up for attending their complaints with more attention and delivering justice to the



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victims in more effective manner.

Kolkata Police as the oldest Commissionerate has set up one women police station in each division of its jurisdictional area. In the first phase Watgunge, Tollygunge, Patuli and Amherst Street Women Police Stations were set up on 27 July, 2016. Four other women police stations - Taltala, Behala, Karaya and Ultadanga were set up within the next six months. All the women police stations were inaugurated by Hon'ble Chief Minister Mamata Banerjee. Women Police Stations function in co-ordination of the general police stations. These police stations are also in the campus of respective general police stations. The women police stations record complaints of aggrieved women and investigate cases relating to crimes against women and children. As these women police stations are open 24X7X365 women can seek assistance from the lady police personnel from any point of time. Besides, registering various cases of crime against women, these police stations also counsel in complaints to defend family ties. The list of crimes against women is too long. Dowry death, criminal abatement, cruelty: physical and mental torture under section 498A, Eve teasing, outrage modesty of a woman, physically assault, insult, humiliation, manhandling, using filthy language are some examples. Women police stations also register and

investigate cases under Protection of Children from Sexual Offences (POCSO) Act for delivering justice to victim children.

Women are not hesitant to lodge a complaint now against the accused because they feel comfortable to share their pain and agony with the lady police personnel, as Ratna Chakraborty, the Officer in Charge of Amherst Street Women Police Station observed. According to her "We do not ignore any complaint even when somebody complains that her husband does not shoulder financial and other responsibilities due to his other involvement or addiction. We give patient hearing to both parties and counsel them for leading peaceful and happy married life. Our counseling works magically. Actually we try to understand the root of the problem and react accordingly." Amherst Street Women Police Station covers eight police station areas in North Division. Sub Inspector Chameli Mukherjee while sharing her experience cited a case how children are abused by the

known one. A 7 years old girl was sexually abused by a 50 years old man who was other tenant in the same house. The statement of the minor girl was recorded under Section 164 IPC and the case under Section 8 of POCSO Act and 354 IPC was registered with this police station. The accused had been remanded in jail custody. She said, 'House wives are not always tortured at their in laws house. They do also torture their husbands and age-old father and mother in laws. A house wife of a well off family uses to complain against her elderly widow mother in-law under various pretexts. She insisted her mother in -law to transfer entire property in her name although; the mother in- law feeds every members of the family from her pension.'

The jurisdiction of Watgunge Women Police Station is entire nine police station areas of Port Division. Suchismita Misra, the Officer in-Charge of Watgunge Women Police Station informed that last year they registered 18 cases of which seven cases were referred from other general police stations. She also



emphasized on counseling particularly matrimonial and family matters. According to her, once case is registered and chargesheeted, then scope of adjustment is over. Major portion of the jurisdiction predominantly belong to minority population. Illiteracy and unemployment lead to major social problems in the area which in some cases crop up as crimes against women. Women have also typical mindset because of their dependence on the male members. So in such a helpless situation, crimes against women can only be minimized if victims are financially rehabilitated or else they face serious crisis. We try to reconcile and prevent break up in the family ties.

Personnel of Taltala Women Police Station however feel that the existence of separate women police station should be well publicised so that complainants of all ten general police stations areas in Central Division can contact them. Officer in Charge Tapasi Purakayastha informed that a group of students from Taltala Girls High School recently visited this police station, who had been educated about functioning of police station, lodging a FIR or General



Diary etc. They had also been cautioned for accepting unsolicited friend request through Facebook, Whatsapp as teenage girls too were targets of the cyber criminals.

Tollygunge Women Police Station covers the jurisdiction of South Division where there are 11 general police stations. Priya Das, Officer-in Charge informed that the crimes against women are not always committed by men. Fight among women and outraging modesty of a woman by another woman is evident in slum areas. Bigamy is another menace both in rich and poor people in these areas, she added. Annapurna Das Sarkar, Officer in -Charge Patuli Women Police Station said, 'We receive complaints or cases directly and referred by ten other general police stations under South



Suburban Division which we immediately report to Deputy Commissioner of Police of the division and proceed accordingly. Besides, cases under various sections of IPC and CrPC relating to crime against women, complaints of child abuse are registered under POCSO Act. At present custody trial is going on in one such case.' Last year this Police Station recorded 15 cases while this year the number is ten so far.

There are three other Women Police Stations- Ultadanga, Karaya and Behara are meant for registering, investigating and other policing job in Eastern Suburban Division, South East Division and South West Division respectively. ■







# Road Safety Week Observed with Great Enthusiasm

By Our Correspondent



Road accidents are causing serious concern with the steady increase in the vehicular traffic even as authorities have taken multi-pronged strategy to deal with the growing menace. 'Safe Drive, Save Life' campaign was launched by Hon'ble Chief Minister Mamata Banerjee on 18 August last year to motivate drivers to follow the rules on the road strictly for ensuring accident-free smooth flow of traffic.

Authorities of Kolkata Police have adopted special initiatives to reduce problems on the road by ensuring strict measures for the maintenance of the road safety by installing CCTV cameras on major points on the road and simultaneously launching awareness drive by involving the school children. Like previous year this year too Kolkata Police has observed Road Safety Week from 3 April. Elaborate arrangements were

made by the city police at 25 vantage points from 9 am to attract the attention of all stakeholders particularly the drivers on the need to follow the rules of the road. Every year road safety week is observed to boost up awareness among the people with renewed efforts. This is again to remind people to follow rules of the road which are essential for minimizing loss of human lives in road accidents.







The main function was held at the city's busy seven-point crossing in Park circus area where Tollywood actress Ridhima Ghose was present to add colour to the gorgeous ceremony to attract the attention of all passing motorists and other vehicular traffic passing through the areas. Commissioner of Police Rajeev Kumar was present to cheer the officials of the police force on the occasion. Sergeants of 25 Traffic Guards in the city brought out an impressive bike rally which moved along a dedicated route. A tableau was also flagged off from the seven-point crossing and passed through the dedicated route to highlight the importance of the road safety for ensuring smooth flow of traffic even as it is increasing steadily. Special arrangements were also made to popularise the campaign for the road safety week by using most modern means of communication



through FM/FB. A 30 seconds video clip was also telecasted through local cable and television channels to ensure that almost everybody gets the message of the day.

Similar campaign continued till 7 April to make sure that the important message for ensuring road safety reached all sections of the people which would not

only benefit all concern on the road but also pave the way for economic growth. On the concluding day of the road safety week the prize for the best traffic guard went to the Headquarters Traffic Guard, for their management and efforts and the prize for the reduction of accident went to Jadavpore Traffic Guard. ■



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# Bomb Disposal Squad: Curbs the Subversive Activities, Saves Lives

By Our Bureau



Imagine the scene from a James Bond's film. Bond is coming forward, meeting a person and shaking hand with him. The person in order to smoke holds a cigarette tight on his lips, looking for the lighter or matchbox in his pocket. James Bond modestly holds the lighter to light up the cigarette of the person. But there is a twist in the story. The person takes away the lighter from Bond's hand. It may seem melodramatic and imposed for the sake of screenplay, but fact is that there is a rising threat perception in every country cutting across the geographical barrier. In the face of such threat perception now a pen, lighter, pencil torch, toy even a comb cannot be regarded as innocuous in the eyes of the police.

We have witnessed many bomb or landmine explosions in various parts of the country which have taken lives of many people. The members of the suicide squad of terrorist outfits care for their lives and that is why human bombs are most dangerous. They do not even

hesitate to use women and child as bait for their subversive activities. Dhanu was the first ever human bomb in India who was influenced by the idealism of LTTE and assassinated Prime Minister Rajeev Gandhi. Maoists had attempted to attack the convoy of Chandrababu Naidu,





Chief Minister of Andhra Pradesh and Buddhadeb Bhattacharya, former Chief Minister of West Bengal.

Bomb! Bomb! Bomb! When someone shouts in such a way, this automatically makes shivers run down the body and we become extra cautious. Bombs

are scary! An explosive device which is designed both for amusement like fireworks and also for destruction and death. All depends on the composite materials, and the amount of explosive substances used to make it. Day by day, with infusion of advanced technologies, more

sophisticated and destructive bombs are being made. Mainly, chemicals or electronics, or the amalgamation of both are used to make powerful explosives. The not so sophisticated crude bombs generally use a timing device, a 'command' bomb as it is called, which does not require a wire, or radio frequency, or

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pressure, or laser, to detonate. On the contrary, the Improvised Explosive Devices (IED) widely used worldwide have a high technical anatomy. They are primarily of five individual parts. The most devastating being the nuclear bomb. Bomb detection agencies around the world are also equipped with various equipments and methods of disarming bombs made by terrorist outfits and outlaws.

Mumbai serial blasts, March 1993 - the first ever IED attack in India eclipsed the face of its business capital with horror and terror and shook India's security foundation stupendously. In the same year, a blast occurred at



Bowbazar, Kolkata, and that gave birth to the idea of formation of a specialized unit under Kolkata Police.

Bomb Disposal Squad (BDS) was then set up under Detective Department with the objectives to deal with bomb threat calls and bomb reports and to carry out anti-sabotage checking. The Squad started functioning from Lalbazar sometime in the middle of the year 1993 with the sanctioned strength of one Assistant Commissioner of Police for supervision, 06 Inspectors, 09 Sub-inspectors, 09 Sergeants, 20 Constables and 11 Police Drivers and some gadgets such as Explosive Vapour Detector, Bomb Sled, Bomb Blanket, HHMD, DSMD, Extension mirror Search light etc. which were procured to carry out its tasks. Earlier, Bomb Squad, another unit of Detective Department, dealt with bombs and explosion related matters.

Bomb Disposal Squad was

housed in the building of Detective Department, Lalbazar and operated from there till the 1<sup>st</sup> half of the year 2001. The Squad was shifted to Police Training School (PTS), Kolkata thereafter. As sniffer dogs are used as essential gadgets for the task of bomb detection, BDS takes assistance of Dog Squad of Kolkata Police which is also located at PTS.

Bomb Disposal Squad is presently in possession of a handful of bomb detection and disposal equipments of latest models such as Electronic stethoscope, Non-Linear Junction Detector (RFD-23), Explosive Vapour Detector (FIDO-XT), Bomb Disposal Suit (EOD-9), Remote Mobile Investigator (RMI-9), Real Time Viewing System (FoxRay-IIe), Blast Inhibitor, Bomb Transport Trailer etc. to combat the nefarious design of terrorist bombs. The personnel of BDS maintain and update these

equipments. Procurement of new equipments is made from time to time as and when required. BDS personnel are trained from the premier training organisations in India such as NSG (Manesar), ITBP (Mussorie), BSF (Hazaribag), CMM (Jabalpur), etc. Mock drills are held to keep personnel always fit in tune with the situation.

Sujoy Mondal, the Officer in Charge of Bomb Disposal Squad said, 'In Kolkata no major blast and loss of human lives has been reported so far. The blasts in Mc Donald at Park Street and in a fast food shop in Emami Market at Lord Sinha Road occurred due explosion of gas cylinder. Although, most of the phone calls are hoax still we do not ignore any call.' Bomb threat and information calls are duly verified by a team of trained personnel immediately after a call is received. When they visit the spot, they enter the cordoned off area and neutralize the threat in a very cautious manner. Then the explosive is disposed off at a safe place. Potassium Chlorate, Sulphur, Arsenic Sulphide, Aluminium powder, Ammonium Nitrate are commonly used for making bombs. Crooked minds around the world however are



constantly discovering new and potent ingredients. "We regularly train our personnel with the National Security Guards and the Assam Rifles to keep ourselves updated and prepared. We organize seminars to share knowledge with experts and create awareness among the people. We participate in Book Fair to warn people that they should not touch any left and unsolicited objects like bag, brief case, doll etc. because those can lead to explosion", added Officer in Charge.

BDS holds anti sabotage checking at venues of public

gatherings, festivals, events, and sports. BDS personnel also hold anti sabotage checking for the security of VIPs. They sort out entry and exit points of a public gathering and do a beforehand surveillance of the location where a major event is scheduled to organize. The security blueprint for any major event is chalked out accordingly in association with other units of the Kolkata Police. The suggestions of BDS play a key role in ensuring the peaceful organisation and conduct of an event in the city. ■

**Dr. Mushtaque Ahmed**



# Police Panorama

## Commemoration Day - American Center Attack



01



02



03



04



05

01. A moment of silence being observed in honour of the deceased. 02. CP Kolkata is taking the Guard of Honour at the American Center compound. 03. Family member of deceased Kolkata Police personnel is receiving posthumous honour from CP. 04. CP and other superior officers are consoling bereaved family members. 05. CP along with other senior police officials, dignitaries and guests during the occasion



# Hockey Tournament

*Glimpses of the Hockey Tournament held at Maidan*





## Holi Celebration

*Holi being celebrated in the City*



## Jaago Olympiad

*Prize distribution ceremony of Jaago Olympiad – a short film competition*



# Road Safety Week

Snap of Road Safety Week 2017 organised by Kolkata Police from 3<sup>rd</sup> to 7<sup>th</sup> April





## Sampark

*Students' interaction with police officials during a Sampark session at PTS and Lalbazar*





# Diminishing Loneliness Among Senior Citizens

Anirban Saha

Old age is said to be the second childhood of a person. The similarity between a child and an elderly person lies in their minds. As people grow old they tend to be more childlike. They yearn for very little with a wish to pass the remaining days with peace. In today's world, life is busy, especially in cities. In search of better employment opportunities, people leave their native place, and work far away from their families. In Kolkata, this is a common scenario. Sons and daughters of many families have to leave their parents alone seeking for better opportunities in life. Accordingly many such elderly citizens' stay alone at their homes with no one even talks to. This leads to security concerns as miscreants take advantage of their lack of

physical abilities. Some have to take refuge to an old age home. This is evident with the increase in number of old age homes in various parts of the city.

Kolkata Police in association with an NGO, The Bengal, launched an initiative in 2009 for the senior citizens of Kolkata. It was aptly named 'Pronam', which is one of the most talked about community policing initiatives among the people. The response has been so huge that more than



13,000 senior citizens have registered as members. This initiative is mainly for those senior citizens, who are living alone with no one to attend in emergencies. An elderly citizen



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can enroll himself or herself with this initiative by submitting duly filled up form to the concerned officer at local police station. The enrolment form for Pronam is available at local police station or can be downloaded from the website of Kolkata Police. Pronam has a centralized office at Ballygunge which manages all aspects in association with Liaison officers of Kolkata Police from the Community Policing Wing. Each of the 69 police

stations has a team of four cops headed by a Sub-Inspector or an Assistant Sub-Inspector for the job.

The annual programme for Pronam of the Eastern Suburban Division was held at Phani Bhushan Vidya Binode Yatra Mancha on 28<sup>th</sup> March, this year. More than 250 members were entertained through a cultural programme which included classical songs, dances and other performances. Eminent singer Nachiketa Chakraborty was the Chief Guest in the event. The dais were shared by Sadhan Pandey, Minister for Consumer

Affairs & Self Help Group & Self-Employment, Agnimitra Paul Fashion Designer and also Jt. Convener of Pronam, Additional Commissioner of Police(IV) H K Kusumakar, Sujay Kr. Chanda , Jt. Commissioner of Police(Establishment) and Debasmita Das , Deputy Commissioner of Police (Eastern Suburban Division).

Anita Mukherjee, a Pronam member since 2011 said, "Two officers from Beliaghata Police Station often visit me to enquire about my well being. I also receive a birthday card every year." Helping members in





distress It is the priority of a delegated officer for Pronam in every police station to help members in distress. The officer extends all possible help to the respective member. Every member receives a routine call once a fortnight. Kolkata Police takes its Pronam members to visit idols during Durga Puja and arranges picnic every year. Pronam members also participate in a specialized event during annual sports meet of Kolkata Police. Such activities and participation help in minimizing their loneliness. Another member Ajit Kr. Biswas

said "I came to know about PRONAM in 2011 when I visited the Entally Police Station with some work. My wife and I enrolled ourselves within a few days and we are glad that the cops are taking care of us." The members affectionately call liaison officers '*Pronam Babu*'. Seven personnel of the PRONAM team were awarded for their services towards helping the senior citizens.

DC ESD Debasmita Das said "There has been a major increase in number of Pronam members within a span of few years. This overwhelming response has led

us to take more efforts for the care and assistance of senior citizens. This annual cultural programme is one of many such events which entertain them and help in creating a sense of togetherness."

Jt. CP (E) Sujay Kr. Chanda received a round of applause after he entertained everyone with two back to back songs. Apart from him, Sishpriya and Aritra sang a few numbers as well. A dance group gracefully performed to several Bengali tunes which mesmerized the audience. ■

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# Initiative SAMPARK: Students' Day Out

By Our Correspondent

There are several community initiatives of Kolkata Police looked after by its Community Policing Wing. SAMPARK is one of them. Students' Assembly for Meaningful and Positive Approach Regarding Kolkata abbreviated as SAMPARK strives to connect the younger citizens of Kolkata with the police force by educating them

of the various ranks and caps, and functions of the police in the city. SAMPARK is supported by FACES (Friends of Alumni of Colleges, Educational institutes and Schools), an NGO. "This initiative helps in confidence building among the students and also educates them on how to provide information to the cops and how to handle an

emergency situation" said Manas Ojha, Officer in Charge, Community Policing Wing.

The idea of a police-children interactive programme has emerged around last decade in line with the one prevailing in the United Kingdom under which children interact with the cops in a friendly manner. The

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first excursion under SAMPARK was conducted at Bowbazar Police Station in 2009. The assembly of students was taken to a police, traffic guard and also of the Traffic Control Room to inform them about the types of jobs police has to perform to



maintain peace and ensure safety and security to the citizens.

Almost every month, students from several schools are invited for the excursion. Imran Zaki, president of FACES, said: "It is amazing how this initiative have its desired effect among children. They are interacting with police without inhibition." In March this year 114 students

accompanied by their teachers from five schools - Maheshwari Balika Vidyalaya, Marwari Balika Vidyalaya, Lee Memorial Girls' High School, Loreto Day School, Sealdah and Our Lady of Providence Girls' High School joined in Taltala Police Station where they were given the basic idea of how a police station functions, what is the First Information Report (FIR) or





General Diary (GD) and what are the difference between the two. They were also shown the lock-ups, the women police station, as well as the armoury. This played a perfect fodder to their next stop, which was the Police Training School (PTS). There the DC (Combat Force) Lt. Colonel Nevendera Singh Paul informed them about their activities to keep the city normal in all possible manners.

There the students became acquainted with the Specialised Force of Kolkata Police who displayed their special weapons, and how they function. The commandos showed them how they meet emergency situations and deal in an unnatural circumstance. Officers of Bomb Disposal Squad showed students technical equipments

and educated them about identifying any unattended objects. They were then briefed by the Officers and men of Disaster Management Group who showed their skills in free climbing and showed various equipments they use during rescue operations. The highest point of attraction in PTS was definitely the Dog Squad. The students were clearly over enthusiastic seeing the four legged friends.

After their visit to the Police Training School, the visitors were taken to the Headquarters of Kolkata Police, Lalbazar, where they were taken to the Cyber PS to provide an overview of various cyber crimes. The officers told the students how to avoid from being victims of such crimes. Before the conclusion of



the day's journey, there was a Q&A session with senior officers of Kolkata Police. Several questions were addressed by Sujay Chanda, Jt. Commissioner of Police (Establishment). ■

**Mr. Madhusudan Jhunjunwala**



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### Revolutionary technique of CABG IN B.P. PODDAR HOSPITAL



**B.P. PODDAR** also introduced first time in Eastern India 4 inch cut/incision in coronary artery bypass graft (CABG), which is becoming a revolutionary technique in cardiac surgeries. Cardiac operation has traditionally been carried out through the medium sternotomy approach and cardio pulmonary bypass. However, the procedures are associated with complications such as infections, dehiscence, mediastinitis and neurological problems, some of which have an unexpectedly high mortality rate. Cardiopulmonary bypass, in particular, is responsible for the diverse objective problems, such as hemolysis, heparin rebound phenomena, complement activation and deterioration of the

immune system, as well as subjective factors related to the degree of surgical invasiveness, such as poor appetite, insomnia, depression, visual memory, intellectual deficit and loss of sexual ability.

The experience gained through less invasive surgery in other specialties has influenced clinical thinking regarding minimally invasive cardiac surgery (MICS), a term initially used to describe small incision approaches to the heart. Limited access was initially used only in coronary artery bypass graft surgery, an alternative to conventional median sternotomy. While the advantages of MICS have been well documented, it remains clear that successful outcomes require a close working relationship between surgeons, anesthesiologists, and perfusionists. Supporters of minimally invasive techniques in cardiac surgery claim significant improvement in patients' comfort, lower procedural cost and decreased operative

### **Benefits of minimally invasive cardiac surgeries**

- 1) Less damage to tissue and muscle.
- 2) Reduced risk of infection.
- 3) Less bleeding.
- 4) Less pain and trauma.
- 5) Shorter hospital stay (4 to 5 Days), quick return to home.
- 6) Easier mobility and walking.
- 7) Faster return to normal life (often in 2 weeks).

B.P. PODDAR HOSPITAL is also known as the inventor of “**Single Key Hole Technique**” in general surgeries. Laparoscopic cholecystectomy has traditionally been performed using multiple small sites. But “**Single Key Hole Technique**” has emerged as an alternative technique to improve cosmesis and minimize complications associated with multiple incisions.

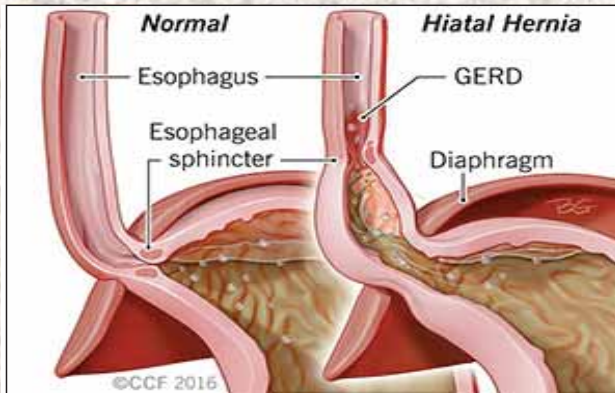
### **Benefits of Single Key Hole Technique:**

- 1) Less incision
- 2) Less bleeding
- 3) Next day discharge
- 4) Quicker recovery after discharge.

### **B.P. Poddar Hospital is one of the best for Hiatal Hernia Treatment.**

A **hiatal hernia** occurs when the upper part of the stomach pushes through an opening in the diaphragm and into the chest cavity. The diaphragm is the thin muscle wall that separates the chest cavity from the abdomen. The opening in the diaphragm is where the esophagus and stomach join.





The most common cause of a hiatal hernia is an increase in pressure in the abdominal cavity. (The abdomen consists of the lower part of the esophagus, stomach, small intestine, colon, rectum, liver, gallbladder, pancreas, spleen, kidneys, and bladder.) Pressure can come from coughing, [vomiting](#), straining during a bowel movement, heavy lifting, or physical strain. [Pregnancy](#), [obesity](#), or extra fluid in the abdomen can also lead to a hiatal hernia.

A hiatal hernia can develop in people of all ages and both sexes, although it frequently occurs in people age 50 and older. Hiatal hernia occurs more often in overweight people, and [smokers](#).

### **symptoms of hiatal hernia**

Many people with a hiatal hernia never have symptoms. Some people with hiatal hernia have some of the same symptoms as [gastroesophageal reflux disease \(GERD\)](#). GERD occurs when digestive juices move from the stomach back into the esophagus. Symptoms of GERD include:

#### **Heartburn**

- 
- Bitter or sour taste in the back of the throat
- Bloating and belching
- Discomfort or pain in the stomach or esophagus

Although there appears to be a link between hiatal hernia and GERD, one condition does not seem to cause the other. Many people have a hiatal hernia without having GERD, and others have GERD without having a hiatal hernia.

Another symptom of a hiatal hernia is [chest pain](#). Since chest pain can also be a symptom of a heart attack, it's important to contact your doctor or go to the emergency room if you experience any chest pain.

### **Hiatal hernia diagnosed**

Several tests can be done to help diagnose a hiatal hernia. These include a barium swallow test, an [endoscopy procedure](#), esophageal manometric studies, a pH test, and gastric emptying studies. A barium swallow involves drinking a special liquid, then taking X-rays to help see

problems in the esophagus (such as [swallowing disorders](#)) and the stomach (such as ulcers and tumors). It also shows how big the hiatal hernia is and if there is twisting of the stomach as a result of the hernia. An endoscopy is a procedure in which the inside of the upper digestive system is examined with an endoscope (a long, thin, flexible instrument about 1/2 inch in diameter). An [esophageal manometry](#) measures the strength and muscle coordination of your esophagus when you swallow. A [pH test](#) measures the acid levels in the esophagus and helps determine which symptoms are related to acid in the esophagus. [Gastric emptying studies](#) examine how fast food leaves the stomach. Results from this test are especially important in patients who have [nausea and vomiting](#). There could be other causes of the nausea and vomiting besides a hiatal hernia.

How is surgery for hiatal surgery performed?

Surgery involves pulling the hiatal hernia back into the abdomen and creating an improved valve mechanism at the bottom of the esophagus and closing the hole in the diaphragm muscle. The surgeon wraps the upper part of the stomach (called the fundus) around the lower portion of the esophagus. This creates a permanently tight sphincter so that stomach contents will not reflux back into the esophagus.

Two approaches to surgery can be performed. One is an "open" procedure. This surgery is performed through long incisions. The second procedure is a "minimally invasive" procedure. This is performed through several small incisions. The minimally invasive procedure is called laparoscopic fundoplication. During [laparoscopic surgery](#), five or six tiny incisions are made in the abdomen. The laparoscope and surgical instruments are inserted through these incisions. The surgeon is guided by the laparoscope, which transmits a picture of the internal organs on a monitor. The advantages of laparoscopic surgery compared with an "open" surgery include smaller incisions, less risk of infection, less pain and scarring, and a more rapid recovery.

### **Effectiveness of surgery for hiatal hernia**

A laparoscopic repair of hiatal hernia and reflux, called [Nissen Fundoplication](#), is about 90% effective in most patients. This surgery requires general [anesthesia](#) and a one day stay in the hospital. After surgery, most patients no longer require long-term treatment with prescription or over-the-counter antacid medications.



**Supriyo Chakraborty, Director**





# Facing Diversified Challenges

By Our Special Correspondent

It is hard to believe that A-one city like Kolkata is having villages within its area. We are not talking about virtual presence. But there is real and physical presence of village within Kolkata. Now a question must be brewing within yourself that how does it happen. It has been possible for the expansion of the city. The sprawling city now has been extended from Barrackpore, Barasat to Baruipur, Sonarpur. Yes, off course, this extension is according to Pstal Index Number (PIN) but some areas in South 24 Parganas have been incorporated with the jurisdiction of Kolkata Police in recent years. As the case of Calcutta Leather Complex Police Station which was previously under the jurisdiction of West Bengal Police. But following rapid urbanization within this area, the state government has decided to hand over this police

station to Kolkata Police. Accordingly Calcutta Leather Complex Police Station has been recently incorporated under Kolkata Police jurisdiction after following due procedures for transfer of charge.

## **Jurisdiction:**

**North:** New Town, Rajarhat and Kashipur Police Station area under Baruipur Police District under West Bengal Police jurisdiction,

**South:** Sonarpur, Bhangar

**East:** Bhangar, Kashipur

**West:** Anandapur, Pragati Maidan

**Area Profile:** Close to Kolkata there has been a sharp contrast and co-existence of fast growing urban areas and villages. Four Gram Panchayat areas, three from Bhangar II block and one from Bhangar I block under the jurisdiction of this police station

are typical villages. The area of Calcutta Leather Complex Police Station is 53.13 square k.m. However, a major portion of this area is wetland. Rapid urbanization is taking place at New Town, Rajarhat in northern part of this area where the second campuses of Presidency University, Jadavpore University, St. Xaviers University, IIT and many other renowned institutions are under construction. Except northern part, other parts are of mostly rural nature but with the changing time these areas too have been developing urban features with a moderate pace.

**Challenges:** Reducing road accident on Basanti Highway is the most important task for the police. After changeover in the jurisdiction, Kolkata Police personnel have also to be acquainted with the terrain and crime history of the new added area. They have also to change







## Regent Park Traffic Guard

# Yet to Unclog Traffic Snarl at Garia-More

By Our Special Correspondent



Garia-more, a major road connecting point by between Kolkata and South 24 Parganas, continues to be a headache for the Regent Park Traffic Guard for ensuring smooth traffic movement largely because of the presence of terminal point of three bus routes. Auto and slow moving rickshaws are only means of transport for adjoining areas like Boral, Kamdahari, Brahmapur, Purba Putiari. It is a challenge for Regent Park Traffic Guard to unclog traffic snarl at Garia-more.

Attempts are being made to relocate terminal points for removing traffic congestion because of the existing bus stand and the rickshaw stand. The number of vehicles passing through roads had gone up considerably as the area is growing too fast as many new housing projects are coming up. A major section of people settling at Garia and adjacent localities own a car. The ever increasing number of cars has added pressure on roads in this area. Earlier about 60 vehicles used to cross a traffic signal in a minute while this number now has been



increased by fifty percent. The Regent Park Traffic Guard authorities are now hoping to involve local councillors for exploring suitable ways to deal with the problem as they were successful in similar exercise in Tollygunge area where things could be settled with the involvement of the people's representatives.

The Officer in Charge of Regent Park Traffic Guard Prabir Kumar Bhattacharyya said that they were able to relocate the starting points of the 14 routes from outside of Tollygunge Metro railway station which helped in removing congestion through mutual cooperation of the passengers-drivers and police. He said the

unfair competitions among auto drivers were the primary reasons for traffic congestion in such important areas particularly during the peak hours. Regent Park Traffic Guard primarily debarred autos to line up in three rows and auto stand of different routes were relocated at different adjacent locations near Tollygunge metro railway station. Metro passengers and commuters now queue up for auto and the police make auto to maintain queue and stop frequently and overtaking on busy Deshpriya Sashmal Road, Uttamkumar Sarani . Road blockade by errant auto drivers is also a past phenomenon. Regent Park Traffic Guard organize road safety awareness campaign by

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involving locals, school students, clubs to make 'Safe Drive Save Life' campaign successful. Habitual offenders on the road are tackled effectively. Drunken driving has been efficiently controlled through rapid checking with breath analyser. Deshpran Sashmal Road near Tollygunge tram depot has been widened by five feets adding new momentum in the traffic flow. Regular attempt to increase the awareness of the commuters helped all concerned as there was no conflict of interest in the matter.

Entire area is quite important with the presence of renowned schools, important offices and institutions. The area is home of well known Technicians Studio, New Theatres, Indrapuri,

Dasani and Kolkata Movietone Studio. The office of the Film Division, National Jute Technology Research Institute, Japanese Consulate, Tolly Club and MR Bangur and MR Bangur Super Specialty Hospital are located here. A good number of reputed public schools including Future Foundation, Holy Home, St Claire, Ananda Ashram, Nripendranath High School, Boral High School, Narmada High School, Industrial Training Institute (ITI) are situated in the area. Several important Durga Puja committees organise their programmes with great fan fare with the presence of high profile people during those festive days make the transport arrangement very difficult. There are two kiosks of this traffic guard—one is at Garia-more and another is at

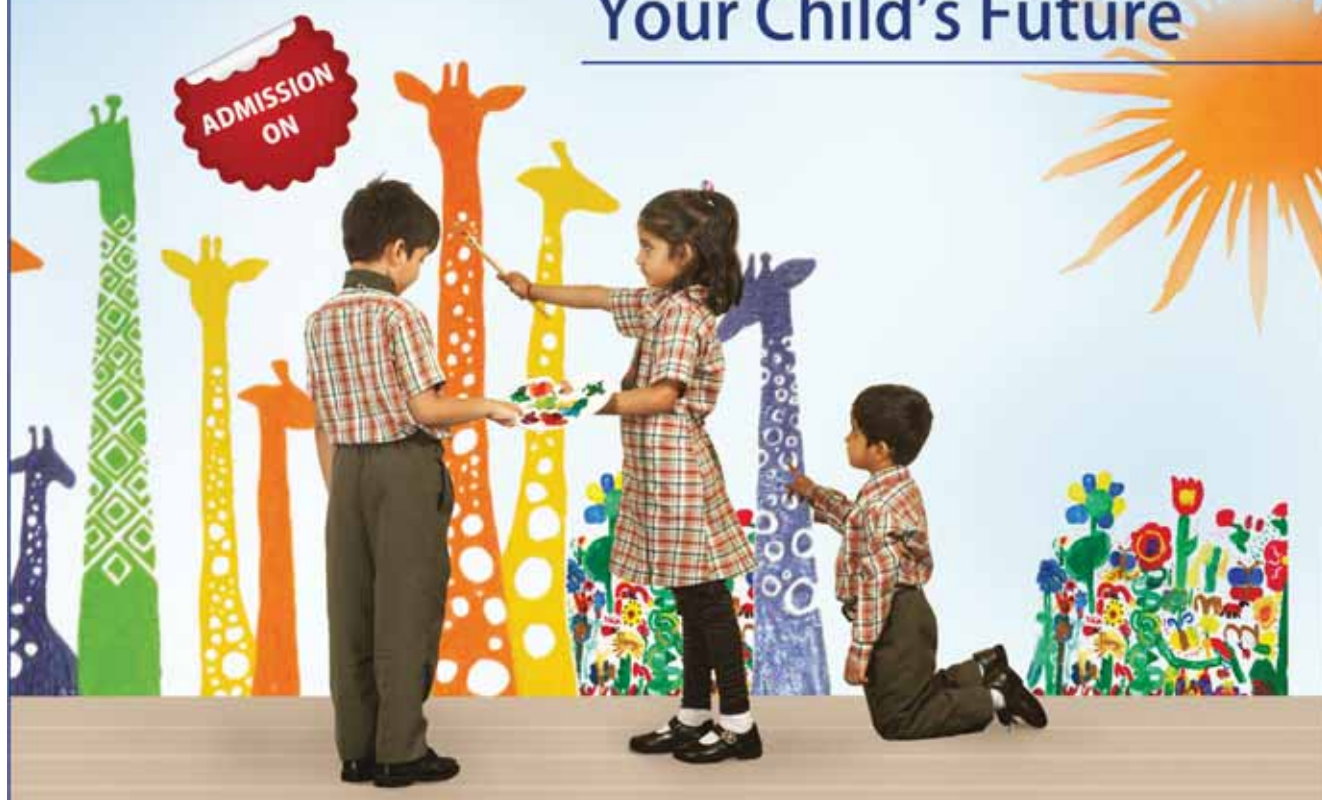
Tollygunge tram depot to provide assistance for traffic. Besides automatic traffic signal personnel of this traffic guard covers traffic beats throughout the area to maintain smooth movements of traffic.

Prabir Kumar Bhattacharyya, Officer in Charge of this traffic guard said, "We strive to make this area zero accident one and deliberate continuously with drivers and commuters. Already we have secured first position in 'Safe Drive Save Life' campaign and received the honour from Hon'ble Transport Minister of West Bengal. We have also bagged second prize for lessening the number of accident and received award from Commission of Police, Kolkata."





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# Cops Crack Clueless Killing, Accused Gets Life Sentence

Abhijit Chatterjee

**Case No. - 340 dated 17.09.2011 u/s 302/ 201 IPC of Burtolla Police Station**

They fell in love and it could have been a poetic justice for them with a happy ending. They could have set up a happy family and led a normal life. But something different was predestined for them that none of them could have imagined ever. Ironically the guy was killed by her fiancée and she was put behind the bar for the rest of her life.

**Brief Facts:** It was midnight. There were only few police personnel in Burtolla Police Station as night patrolling parties had already left thana premises. Rabindranath Layak was Duty Officer at that time on 17 July, 2011. Suddenly the telephone started buzzing at around 2 AM. Duty Officer picked up the receiver. An anonymous voice hurriedly informed him that an unconscious young man was taken to Calcutta Medical College Hospital who was stated to be a person brought dead to the hospital.

Reaching at the hospital, the

Duty Officer took some photographs and sent the body for Post Mortem. But no FIR was lodged by the aides of the victim Benu Shankar Nandy alias Sanjoy. The place of occurrence was a red light area in North Kolkata. Nobody came forward to lodge an FIR. However a general diary of unnatural death was recorded by the police.

Since nobody lodged a FIR for the unnatural death of Sanjoy and with the passing days the incident was put in oblivion. After two months the police received the Post Mortem report that Sanjoy was strangled and killed. Then police lodged a FIR suo moto basis on 17 September in the same year and Sub Inspector Subarna Dutta Choudhury was assigned to investigate the murder.

**Investigation:** Almost two months later on receipt of the Post Mortem report of the said incident, police became sure Benu Shankar Nandy alias Sanjoy was strangled and killed. Investigation revealed

that Sanjoy had a live-in relationship with a sex worker namely Rama alias Sima Pal. Sanjoy who was originally from Dantan in East Midnapore district worked as a pimp at 438, Rabindra Sarani. He used to reside at 7, Moniruddin Lane in the same locality under Burtolla Police Station area where Rama also lived.

According to Rama and other residents of the building Sanjoy came at around 12 A.M on the day of incident and as the door of main entrance was already closed the caretaker refused to open the door for him. However, Rama came down and insisted the caretaker to open the door. When caretaker allowed Sanjoy to enter into the house, both Rama and Sanjoy were happy. They giggled in a light mood, thanked the caretaker and went up to their room. Nearly after two hours Rama came out from her room and knocked on the door of her next door neighbour Mahamaya, who happened to be another sex worker in the same

building. Rama was looking nervous. She told Mahamaya that Sanjoy suddenly fell unconscious and sought her help. Many others gathered during their conversation and they took Sanjoy to Medical College Hospital for treatment but it was in vain. The doctors announced that he was brought dead.

Investigating Officer (IO) met Rama and her neighbours time and again, recorded their statements and interrogated. In the face of interrogation Rama claimed that she had marital relation with Sanjoy but he insisted her to earn money as sex worker. She also expressed her displeasure over Sanjoy's such attitude. The IO came to a

conclusion that Sanjoy was killed by none other than his fiancée Rama following her statement on displeasure over his attitude and serial order of incidents on the day of killing. Two days after lodging an FIR, Investigating Officer arrested accused Rama Pal alias Sima on 19 September on the charge of murder.

**Chargesheet & Trial:** The case came in the Fast Track session court. Session case no. 6 of 2012 was referred to the Court of ADJ (1<sup>st</sup>) Kallol Kumar Das. Charge was framed under sections 302 & 201 IPC and chargesheet was submitted by the police on 17 December, 2011 within 90 days of FIR. Trial of the case began in the next year. The charge was

established by only circumstantial evidence as there was no direct evidence and witness of the incident. However the proof beyond reasonable doubt was established before the court by Advocate Mandira Basu who was PP in the case. The Ld. Court also appreciated the role of the Investigating Officer for flawless investigation. The court announced imprisonment of the accused Rama Pal alias Sima for the life term on 20 April, 2017. The Investigating Officer of this case Subarno Dutta Choudhury has already bagged gold and silver medals in Medico Legal cases in 2004, 2010 and 2015 in All India Police Duty Meet. ■



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# Consumer Rights: Jago Grahak Jago

Pallabi Sonari Saikia

Advocate, Golaghat District and Session Court, Assam

Consumer awareness is about making the consumer aware of his/her rights. It is a marketing term which urges the consumer to be aware of products or services. Modern age is the age of industrial revolution. The industries are producing various types of goods for the use of consumers in the daily life. There is a great demand for modern products, particularly among the middle class people of the society. It is noted that most of these products except some luxury goods, are purchased by low income groups of people. The people of these categories want to purchase these goods at a lower price. Consequently, the manufacturers of these products try their best to keep the prices of the products low even though at times compromising with the quality and durability of their products. There is cut throat competition among the manufacturers to produce goods to fulfill the increasing market demand. Quality goods are



available but they are highly priced and therefore beyond the reach of low income groups. On the other hand, the majority of consumers of this class have no option but to buy these inferior quality products. Besides, the people of this class have little or no knowledge about the consumer protection laws and consumer protection movements. As a result, some manufacturers of consumer products flood the market with

poor quality goods to satisfy the ever increasing demand of low income groups.

In order to protect the interest of this class of consumers, the Indian Parliament enacted the Consumer Protection Act, 1986 but it came into force from 1987. Its purpose is to protect consumers against defective goods, unsatisfactory service, unfair trade practices etc. Though the first consumer movement began in England after the Second World War, a modern declaration about the consumer's rights was first made in the United States of America in 1962, from where basic consumer rights were recognised. Ralph Nadar, a consumer activist is considered

as the Father of the consumer movement. March 15 is celebrated as the World Consumer Rights Day.

The Act applies to all goods and services except those which are expressly excluded by the Central Government by notification. The Indian Consumer Act, 1986 is unique in many respects. In no other country, separate courts and tribunals have been established for deciding consumer disputes. The Consumer Act provides for setting up of quasi-judicial bodies at the District, State and National levels for redressal of consumer disputes. It vests concurrent jurisdiction as enjoyed by the established courts. Its objective is to provide

inexpensive and speedy justice to the consumer.

The Act is a social, benefit oriented legislation. The filing of complaint under the Consumer Protection Act does not involve engaging the lawyers or rushing to the Consumer Forum for filing the complaint. Alternatively, it can be filed by sending the same by registered post to the concerned Forums. The Act provides simple procedures for decisions regarding the cases. For this purpose, it paves way for the establishment of consumer councils at the National level, State level and in the Union Territories for the settlement of consumer disputes and for matters connected therewith-

**To promote and protect mainly the following rights of consumers:-**

- 1) The right to be protected against marketing of goods which are hazardous to life and property.
- 2) The right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practices.
- 3) The right to be assured, whenever possible, access to any goods at competitive prices.
- 4) The right to be heard and to be assured that consumer's interests will receive due



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consideration at appropriate forums.

5) The right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers.

6) The right to consumer education.

Under Section 2(b) of the Consumer Protection Act, the following persons can file complaint for defects and deficiency in goods and services-

- a) A consumer.
- b) Any voluntary consumer registered under the Companies Act, 1956 or any other law for the time being in force.
- c) The Central Government or any State Government.
- d) One or more consumers having the same interest.

e) In case of death of a consumer, his/her legal heir or representative.

The complaint should include the following information-

- 1) Allegation in writing regarding the grievances and facts giving relevant dates, etc.
- 2) The name, description and address of the complainant and opposite party i.e. respondent.
- 3) The documents and affidavit in support of allegation.
- 4) The relief or compensation asked by the complainant.
- 5) The complaint should be signed by the complainant or his/her authorised agent (may be a lawyer).
- 6) The complaint can be posted before the concerned forum

in person or by post.

The expression 'consumer' has been defined in Section 2(1) (d) of the Consumer Protection Act as any person who-

- 1) buys any goods for consideration which has been paid or promised; partly paid or partly promised, or any system of deferred payment and includes any user of such goods, other than the person who buys such goods for consideration, for resale or for any commercial purpose.
- 2) 'hires or avails' of any services for a consideration which has been paid or promised, or partly paid or partly promised, or under any system of deferred payment and includes any beneficiary of such services other than the person. And where such services are availed of the first-mentioned person, but does not include a person who avails of such services for any commercial purpose.

According to the above definition the following persons are consumers-

- 1) A person who buys goods for a consideration which has been paid or promised; partly paid or partly promised.
- 2) A person who uses such goods with permission of the buyer, who buys such goods for a consideration paid or promised; partly paid or partly promised.
- 3) A person who hires or avails of any services for



consideration which has been paid or promised; partly paid or partly promised.

- 4) A person who is a beneficiary of such services with the approval of the buyer.

#### Who is not a consumer?

- 1) A person who obtains goods for commercial purposes - under section 2(1)(d), a person who obtains goods for resale or for any commercial purpose is not a consumer.
- 2) A person who offers services free of charge - In respect of services rendered free of charge or under contract of personal services.

#### What is a consumer dispute?

According to section 2(e), a consumer dispute means a dispute where the person against whom a complaint has been made, denies or disputes the allegations contained in the complaint. Allegations are as follows-

1. **Unfair Trade Practice-** a 'complaint' is filed against the unfair trade practice of the trader as a result of which the complainant has suffered loss or damage. According to section 2(r), 'unfair trade practice' means a trade practice in which a trader for the purpose of promoting the sale, use, supply of any goods or for the provision of

any service adopts an unfair method or deceptive practice.

2. **Restrictive Trade Practice-** According to section 2(n), trade practice which tends to bring about manipulation of price or its conditions of delivery or to affect flow of supplies in the market relating to goods or services in such a manner as to impose on the consumers unjustified costs or restrictions and shall include - a) delay beyond agreed to, by a trader in supply of such goods or in providing the services which has led or is likely to lead to rise in the price. b) any trade practice which requires the consumer



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to buy, hire or avail of any goods or, as the case may be, services as condition precedent to buying, hiring or availing of other goods or services.

3. **Defect in Goods** - According to section 2(1)(f), 'defect' means 'any fault, imperfection or shortcoming in the quality, quantity, potency, purity or standard which is required to be maintained by or under any law for the time being in force or as is claimed by the trader in any manner whatever in relation to any

contract or otherwise in relation to any services.'

The word 'service' means service of any description which is made available to potential user and includes the provision of facilities in connection with banking, finance, insurance, transport, processing, supply of electrical or other energy, boarding or lodging or both, housing construction, entertainment, amusement or the purveying of news or other information, but does not include the rendering of any service free



goods.' The allegation of defect in goods may be made against a trader or government or public undertakings.

4. **Deficiency in Service** - According to Section 2(1)(g), 'deficiency' means 'any fault, imperfection, shortcoming or inadequacy to the quality, nature and manner of performance which is required to be maintained by or under any law for the time being in force or has been undertaken to be performed by a person in pursuance of a

of charge or under a contract of personal service.

Compensations eligible at various Forums and Commissions are:

**District Consumer Forum:**  
To claim a compensation upto Rs. 20 Lakhs.

**State Commission:**  
For a claim of compensation above Rs. 20 Lakhs and upto Rs. 1 Crore.

**National Commission:**  
For a claim of compensation above Rs. 1 Crore.

**Some points regarding filing of complaints:**

- a) Complaints can be registered within 2 years from the date on which the cause of action has arisen; (But not 3 years as in normal civil claim)
- b) Stamp paper is not required for declaration;
- c) Complaint can be registered in person by the complainant or through his authorised agent;
- d) Services of lawyers are not mandatory.

**What are the particulars that should be furnished along with the complaint?**

The complaint should contain the following particulars:

- a) The name and address of the complainant.
- b) The name and address of the Opposite Party / Parties.
- c) Date of purchase of goods or service availed.
- d) Amount paid for above purpose.
- e) Particulars of goods purchased with numbers or details or services availed.
- f) Bills, receipts and copies of the connected correspondence, if any.
- g) The relief sought for under the Act.

**What are the reliefs provided under the Act?**

The Act provides the following reliefs:

- a) To remove the defects in the goods pointed out.

- b) To replace the goods.
- c) To return to the complainant the price of the goods.
- d) To pay such amount of compensation for the loss, injury suffered by the consumer.
- e) To remove the defects or deficiency in the service.
- f) To discontinue the unfair trade practice or not to repeat it.
- g) To withdraw the hazardous goods from being offered for sale.
- h) To provide the cost of expenditure incurred by the complaint.

#### What is the appeal provision?

Appeal Provisions are as follows:

- a) Aggrieved by the orders issued by District Consumer Redressal Forum, appeal petition may be filed before State Consumer Redressal Commission, within 30 days from the date of receipt of the order. (Under section 15)
- b) Aggrieved by the orders issued by the State Consumer Dispute Redressal Commission, appeal petition may be filed before the National Consumer Dispute Redressal Commission within 30 days from the date of receipt of the orders. (under section 19)
- c) Aggrieved by the orders issued by the National Consumer Dispute Redressal Commission, appeal petition may be filed before the Supreme Court of India within 30 days from the date of receipt of the orders.

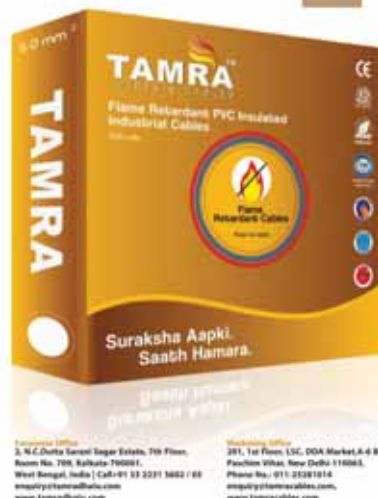
N.B. A limit of 90 days has been fixed for deciding the appeal by the Commission from the first date of hearing (rule 8). The orders of the National Commission shall be communicated to the parties free of charge (rule 9).

#### Case Law - Indian Airlines vs. Nripendra Kumar Bhattacharya

In this case, Indian Airlines increased fares but failed to contact and notify passengers in advance regarding the enhancement of fares to journey undertaken after specified date. It led to inconvenience and mental agony of passengers. It amounted to deficiency in service, and the airline was therefore held liable to pay compensation.

#### Case Law - Indian Airlines vs. Prakrithi Shetty

There was delay in transporting of baggage of the plaintiff. She suffered loss due to pilferage and theft from baggage. The baggage was opened in presence of airline authorities and they were found to be tampered with and the jewel box, some clothes, a pair of sandals and camera was found missing. The evidence showed that airlines staff had tampered with the suitcase, broke open the lock and the zip of another baggage was torn which has resulted in pilferage. The Court held that the Airline was guilty of 'deficiency' in service and liable to pay compensation.



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## Kolkata Police Family Welfare Centre

# Supports its Members

Anirban Saha

Kolkata Police has set up a welfare society to take care of essential requirements of the men in uniform to ensure that their social obligations are met in time even as they are busy in tackling safety and security of the people in this highly important cosmopolitan city. Highly trained men in white has established the Kolkata Police Family Welfare Centre in 1973 with the objective to provide various support to the family members in different areas including in the field of education so that the police men and officers need not worry for the admission of their children in the educational institutions.

The organization was registered as a society since 1994 and is providing a gamut of benevolent services and extends assistances to the police personnel and their families. It promotes education



and culture as well as takes care of health issues for them. The centre also generates employment opportunities for some people belonging to the members of police families. The wife of Commissioner of Police is the president of the organization. Special CP-II looks after the management and operations of the KPFWC. Administrative Officer and Officer in Charge of Kolkata Police Family Welfare Centre Sukumar Chakraborty said "The funds are self-generated by the Kolkata Police Family Welfare Centre with its tender works. It is regularly audited and submits necessary Income Tax returns to

the concerned authorities. The organization gets much importance from the Kolkata Police as monthly meetings are conducted for further planning and improvements."

Kolkata Police Family Welfare Centre runs four basic primary schools at Alipore Bodyguard Lines, BT Lines, Gopal Chatterjee Housing Estate and Nowdapara Police Housing Estate to promote education. Apart from running schools for the children, students of senior classes are provided with scholarships. About 1500 students receive scholarships every year to continue their

higher studies. The organisation extends financial assistance for a police family in case of any bereavement in any police person.

There is a library at Alipore Bodyguard Lines which is managed by KPFWC. Librarian Swapan Kanti Debacharya said "At present we have 8080 books in the library ranging from children's books to specialised ones which are required to carry on research activities. We also keep daily newspapers, magazines and books on specific subjects." There is an exclusive room for the chess training in the library. Grandmaster Dibyendu Barua trains budding talents every day for two hours.

The Kolkata Police Law Institute is another entity which was initially funded by the KPFWC. It functions under its aegis and still receives financial support occasionally. The



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institute conducts a 3-year course for in service police personnel of both Kolkata and West Bengal, and a five-year B.A. LL.B. course primarily for the wards of serving and ex-police personnel. 20 per cent seats are allocated for other students in the five-year course, and 10 per cent seats are available for candidates recommended by the University of Calcutta to which the institute is affiliated to. The institute has also received approval of the Bar Council of India.

Kolkata Police Family Welfare Centre runs free medical units at Kolkata Armed Police 4<sup>th</sup> Battalion Housing Estate at Salt Lake, Gopal Chatterjee Housing Estate, Bidhan Sishu Uddyan Police Housing Estate, Nowdapara Police Housing Estate and at Alipore Bodyguard Lines. Specialist doctors also visit those medical units regularly. KPFWC has been providing funds to Kolkata Police Hospital for purchasing modern instruments since last three years. The KPFWC also provides mediclaim facilities to the cops and their families, and make funds available to its members for meeting any emergency situation.

The family welfare centre has set up two manufacturing units - at battalion lines and Bodyguard Lines. Police Uniforms, mosquito net and many household items are manufactured at this centre. It has been able to create employment opportunities for 25 skilled workers. The family welfare centre is also imparting training on sewing and embroidery works to interested member of police families. ■

## Laser for Piles, Fissure and Fistula

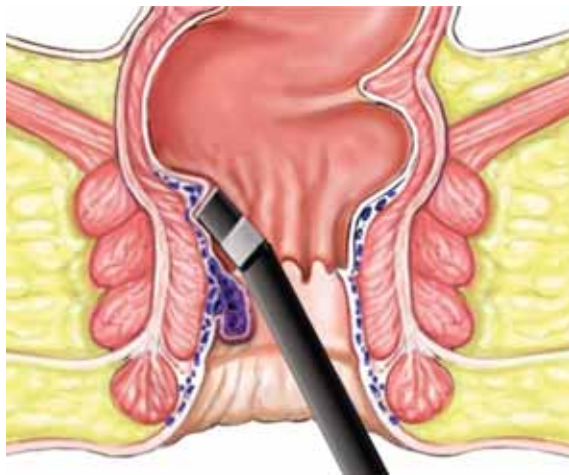
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**Dr. Kalyan Kar, MS, FRCS**

Head of the Department, Department of Surgery  
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The use of Laser has extended in the treatment of piles, fissure, and fistula in recent times. The type of laser that is used for this purpose is Diode Laser. These three are very common problems. A significant number



of the population is suffering from these problems.

The conventional surgery is associated with blood loss, pain and hospital stay along with dressing at home for prolonged periods that leads to loss of work time. So many people avoid surgery and opt for alternate medicine and suffer in silence. LASER has changed the total

outcome. The treatment has become less painful, with minimal blood loss. It's a day care procedure, that means the patient gets discharged on the same day. Recovery period is also very short and the patient can attend their work place within a short period. Thus this method of treatment for piles, fissure and fistula is patient friendly and also economical. ■



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# DMG Dares to Meet Any Unforeseen Situation

Lt. Col. Nevendera Singh Paul  
Deputy Commissioner of Police (Combat Force)



Kolkata Police has formed an elite force Disaster Management Group (DMG) in 2002 with men and officers from various units to meet any challenging situation in the event of natural calamities involving loss of lives and properties and damage to infrastructure. This specialised force was raised to meet emergency situation and carrying out relief and rehabilitation programmes.

The DMG started its operation with water team for rescuing bodies from water and extended its services in other specialised work areas like Tree cutting, CSSR (Collapsed Structure Search & Rescue), MFR (Medical First Responder) teams in 2009 for meeting difficult situations. Its responsibility is multifarious including search and rescue, respond with First-aid and life saving medical relief, maintain highly motivated and trained professional and equipment to cope with the demanding situations. Its personnel are trained in various reputed organisations in the country for carrying out different activities including fire fighting, rope rescue training, chemical disaster, community based disaster management, lifesaving training for water wing, Deep diving training, handling of inflatable rubber boat and rock climbing. The DMG has also received appreciation from the





Honourable Chief Minister Mamata Banerjee twice for the members "devotion and dedication" for carrying out their specialised activities.

The officers and men have been trained from various important organisations like National

Disaster Response Force (NDRF), National Industrial Security Academy (NISA), Fire Service Training Institute (FSTI), National Civil Defence College (NCDC), National Institute of Rural Development (NIRD), Indian Life Saving Society, Sea Explorer

Institute, Civil Defence, Indian Mountaineering Institute, St. John Ambulance, Administrative Training Institute for adopting best practices which are followed elsewhere in the world. The elite force, which is engaged to carry out difficult tasks, has four divisions -Water Wing (Deep Diving and Life Saving), CSSR & MFR Team (Collapsed Structure Search & Rescue and Medical First Responder) Tree Cutting Team and High Rise Building Rescue Team (Climbing). The DMG has carved a niche for itself by achieving good results in all kinds of operations including fishing out bodies from water, rescuing trapped persons from gutted high rise or collapsed building bodies and work on the basis of a three-point credo : Think Special ,Act Special and Be special.



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This specialised group is equipped with adequate equipments and always keeps its team in readiness. Members of the team are highly motivated, trained and professionally competent to provide relief and rehabilitation to the affected people in Kolkata and elsewhere whenever emergency situation arises. DMG has extended its service in many difficult situations in the state including Stephen House Fire incident in 2010, Kolaghat Boat Capsized incident in 2010, Gyaneswari train accident in May 2010, Sainthia Train accident in July 2010, Kakdweep Trawler incident in 2010, AMRI Hospital fire incident in December 2011, Surya Sen Market Fire incident in February 2013, Vivekananda Road Flyover collapse in March 2016 and Jetty collapse on the Ganga at Bhadreswar in April this year. This elite force is pressed into service day in and day out whenever there is an emergency situation even extending its beat to areas beyond its jurisdiction. ■





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But during the last almost five years the property prices have not increased. In fact the prices of commercial and residential properties in many places have come down.

Considering the economy is now

on the upswing, the stock market booming and the entire business community, including the industrial and service sector experiencing an all-round feel-good factor, it is very likely the property prices will start rising soon.

In 1960s, property prices in Bombay were almost at par with that of Kolkata. In 1970s, the property prices in Delhi were less than that of Kolkata. In 1980s, the property prices in Bangalore, Hyderabad were much below than that of Kolkata. Until about a few years back, the property prices in Chennai and Pune were much behind than that of Kolkata. However, the property and apartment prices presently in all these cities have crossed the highest prices of apartment in Kolkata. Kolkata as on today offers much better value for money homes than any of the metropolitan cities and cities mentioned above offering



prices of apartments and properties across the country were checked. Today a buyer can get much better value for money homes in terms of location, specifications, terms of payment, facilities and amenities in any of the upcoming housing complex than what was available a year months back. In spite of the fact that the cost of construction has gone up due to increase in price of steel, cement and all other construction materials, the next six months may see many more projects and apartments being offered to buyers of homes at much more attractive prices, terms of payments and facilities. In our opinion, therefore, the next six months or a year would be best time to purchase an

apartment anywhere in the country, including Kolkata, in any of the upcoming housing complex.

The home loan rate of interest has already started coming down and presently is at its lowest levels. As our economy is getting aligned with global economy, the interest rates in India would converge towards global rates of interest which are much below the present rate of interests in India and are hovering below 3-4%. As presently the inflation rates are also at its lowest levels, the RBI is likely to reduce the rate of interest further in coming times.

It is therefore, advised that anybody taking home loan should opt for variable rate of interest than fixed rate of interest as interest rates are likely to come down in times to come. Even if one considers the present rate of interest on home loan, it is still quite attractive if one takes into account the tax break one enjoys on home loan EMIs. After factoring the tax break, (of 30% one enjoys on home loan) the effective rate of interest on home loan works out to be less than 8% which is very competitive if one considers the inflation rates to be 6-8% and an average rise in property prices annually being at least 5-10% when one takes the rise of prices of properties and apartments in India during the last decade or two.

Just by converting the rental payment (which is being provided in every months' budget) into an EMI payment against home loan, any middle income salaried class family can create a wealth in the form of a home of tremendous market value at the end of the home loan payment tenure (let's say within 20 years) by opting for home loan and buying one's desired home. One can ensure to stay in one's dream home on payment of a fixed rate of EMI instead of ever increase rentals which are likely to increase at least at the prevalent rate of inflation in times to come and which may be subjected to service tax at some future date. The Municipal tax also in self-occupied homes are much less than a rented home. Therefore, buying one's own home by taking home loan is the best wealth creating instrument available to a middle class salaried family in India.

Today homes, not only provides a roof over the head of one's family but a complete financial security to oneself and one's family. After taking home loan one can also opt for mortgage insurance to ensure that in an event of an untimely death of the borrower the surviving family members are not burdened with the payment of EMI every month and are not deprived of the roof on their head. One can also use one's home after retirement for obtaining pension to continue living the same standard of life one is used to by opting for Reverse Mortgage.

This therefore, is the golden chance available to the home buyers after almost three years of hectic rise in property prices due to investment in property by speculators and investors as because right now both the investors and speculators in properties are out of market and a genuine buyer therefore, can get the best value for money deals. In our opinion therefore, the next six months to one year would offer the best opportunities for actual buyers of homes to buy their dream apartment. ■





# Citizens' Candid Comments

*On a scale of 5, 5 being excellent and 1 being poor, the Protector asked a cross-section of people how they rate Kolkata Police in terms of their services towards the people of Kolkata. They were also asked for their suggestions. Here is what they shared:*



**Gitali Nayak**  
Boutique Owner

Kolkata Police is one of the police forces of the world which has a rich heritage since the British Era. The personnel of the force are well trained to handle different situations, be it providing security, managing the vehicular traffic or of people during festivities and sports events. So, overall I rate them 4.5 out of 5.



**Kubir Bose**  
Service

I think the police personnel don't get their due respect in their line of duty, although this is changing with more community policing programmes being taken up. On the roads, I see traffic police personnel help anybody who is in need of some assistance, be it in crossing the road, helping an accident victim. I have heard stories from my son, who is also in the Kolkata Police Force, where his colleagues have gone to great lengths to normalize a situation. I give our city police a rating of 4 for their selfless services towards the citizens.



**Anindita Bose**  
Student

I rate the cops 2 out of 5. Though they are connecting with the people ever more, but still there are areas where a lot of work is due. Traffic police must deal with offenders more sternly. There are instances when the police have to spare them due to their influential connections. Due to various circumstances, they face hindrances in performing their duties. This needs mending.

As told to Anirban Saha



**Debarati Bhattacharjee**

Freelance Writer

In my opinion, I would give a rating of 4 to Kolkata Police. It is one of the most people friendly police forces in the country. With several community initiatives, the police are connecting with the citizens more. Rapid modernisation is also taking place in the traffic department. To check unruly driving, advanced surveillance cameras and hi-tech body cameras are used among many other things. The Safe Drive Save Life campaign is being extensively carried out by the cops to ensure reduction in the number of injuries and fatalities.



**Samiran Nayak**

Student

I have immense respect for the police force of our city, Kolkata. They work hard to keep us safe and secure. I am also aware of the community policing initiatives undertaken by them to better connect with everyone. Of them I like Sampark more, because it is very effective as it deals with awareness among people of my age. I rate Kolkata Police a perfect 5.



**Bapi Pramanick**

Barber

In my 8 years of stay in Kolkata I have witnessed an overall sound development in the city. The constant influx of modern technology has helped the police in doing their work effectively. Nevertheless, there is always scope for further improvements. For example, there are several road intersections in Kolkata where a traffic signal is utmost required. My salon is close to an intersection on James Long Sarani, Gholshapur. Though it is manned until 9pm, many accidents occur after that time due to lack of a traffic signal. An automated signal would surely help. Repeated requests by the locals have fallen on deaf ears. I give a rating of 3.

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## **LIST OF SUPERIOR OFFICERS OF KOLKATA POLICE**

<b>Designation</b>	<b>Name of Officer</b>	<b>Office</b>
<b>Commissioner of Police</b>	<b>Sri Rajeev Kumar, IPS</b>	<b>2214-5060 2214-5424 (FAX)</b>
Spl. C.P. (II)	Sri Jayanta Kr. Basu, IPS	2214-5476
Addl. C.P. (I)	Sri Vineet Kumar Goyal, IPS	2214-1696
Addl. C.P. (II)	Dr. R Sivakumar, IPS	2214-1515
Addl. C.P. (III) & Hqrs.	Sri Supratim Sarkar, IPS	2214-3970
Addl. C.P. (IV)	Sri Hari Kishore Kusumakar, IPS	2214-5799
Addl. C.P. (V)	Sri Vishal Garg, IPS	2214-5737
Addl. C.P. (VI)	Sri Satyajit Bandopadhyay, IPS	2479-3554
Jt. C.P. (Admn.)	Dr. Humayun Kabir, IPS	2214-1836
Jt. C.P. (STF)		2214-5950
Jt. C.P. (O)	Sri Champak Bhattacharyya, IPS	2214-5509
Jt. C.P. (PRB)		2283-7671
Jt. C.P. (TP)		2214-5558
Jt. C.P. (Establishment)	Sri Sujay Kr. Chanda, IPS	2214-1354
OSD, SB	Sri Dilip Bandyopadhyay, IPS (Retd.)	2282-5957
D.C. Wireless Branch	Smt. Joyeeta Bose, IPS	2283-7656
D.C. S.D.	Sri Praveen Kumar Tripathi, IPS	2281-4000
Addl. D.C. S.D.	Ms. Aparajita Rai, IPS	2283-7555
D.C. C.D.		2228-1403
D.C. P.D.	Sri Syed Waquar Raza, IPS	2439-7174
D.C. E.S.D.	Smt. Debasmita Das, IPS	2374-5645
D.C. N.D.	Sri Subhankar Sinha Sarkar, IPS	2360-5650
D.C. S.E.D.	Sri Gaurav Sharma, IPS	2290-4660
D.C. S.W.D. (Behala DIVN.)	Sri Meeraj Khalid, IPS	2499-4702
D.C. S.S.D. (JDV. DIVN.)	Sri Badana Varun Chandra Sekhar, IPS	2499-4711
D.C. D.D. (II)	Smt. Neeloo Sherpa (Chakraborty), IPS	2214-1516
D.C. D.D. (Spl.)	Sri Rupesh Kumar, IPS	2214-1057
D.C. S.T.F.	Sri Murli Dhar, IPS	2214-1720
D.C. S.B. (Security)	Sri Dip Narayan Goswami, IPS	2282-0631
D.C. S.B. (II)	Sri Anjan Chakraborty	2282-2090
D.C. S.B. (III)	Sri Subhasish Bhowmick	2282-0031
D.C. S.C.O. (I)		2290-0549
D.C. S.C.O. (II)	Sri Tenzing Bhutia	2287-5881
D.C. T.P. (I)	Sri V. Solomon Nesakumar, IPS	2214-5403
D.C. T.P. (South)	Sri Kalyan Mukhopadhyay, IPS	2499-4703
D.C. T.P. (II)	Sri Sunil Hazra	2214-5803
D.C. T.P. (III)	Sri Pradip Kr. Dutta	2214-1830
D.C. R.F.	Sri Biswajit Ghosh, IPS	2214-3366 2214-1952 (NABANNA)
D.C. E.B.	Sri Debasis Sarkar, IPS	2283-7700
D.C. H.G.O.	Md. Nurul Anowar	2262-1671
D.C. Women Police		2214-1953
D.C. 1 <sup>st</sup> Bn. A.P.	Sri Mitesh Jain, IPS	2409-9096
D.C. 2 <sup>nd</sup> Bn. A.P.	Sri Nimbalkar Santosh Uttamrao, IPS	2557-5050
D.C. 3 <sup>rd</sup> Bn. A.P.	Sri Nilanjan Biswas, IPS	2409-9054
D.C. 4 <sup>th</sup> Bn. A.P.	Sri Surya Pratap Yadav, IPS	2337-3320
D.C. 5 <sup>th</sup> Bn. A.P.	Dr. Bhola Nath Pandey, IPS	2355-9007
D.C. 6 <sup>th</sup> Bn. A.P.	Sri Dipankar Chakraborty	2409-9055
D.C. 7 <sup>th</sup> Bn. A.P.	Sri Nilanjan Banerjee	2409-9056
D.C. 8 <sup>th</sup> Bn. A.P.	Sri Tapan Kr. Mitra	2530-0817
D.C. Combat Bn.	Lt. Col. Nevendera Singh Paul	2262-5222
Administrative Officer, KPD	Sri Pratip Kr. Ghosh, W.B.C.S.(Exe.)	2214-3059

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