



CITIZEN'S CHARTER

OF

DIRECTORATE OF COORDINATION

POLICE WIRELESS

MINISTRY OF HOME AFFAIRS

**BLOCK NO.9, CGO COMPLEX, LODHI ROAD,
NEW DELHI-110003**

INTRODUCTION

Directorate of Coordination Police Wireless (DCPW) is a subordinate office of the Ministry of Home Affairs, Government of India. This department in general does not deal directly with the Citizens normally while discharging its functions as per its charter of duties. Mainly the services rendered by this Directorate are for Central Government and State Government agencies and Departments.

However some of its direct and indirect activities can be said to be concerned with general public, particularly in matters related to procurement of goods and services when dealt directly by the Directorate whenever required. Also on matters related to recruitment of staff when dealt directly by the department or when applicant's names are forwarded by SSC or UPSC for appointment, the Directorate has to interact with citizens.

The Role and Functions of DCPW can be summarized as below:-

DCPW is a nodal advisory body to the Ministry of Home Affairs for the Police Telecommunication matters in the country and for laying down standards for man power and technical specifications for communication equipment to be inducted in the police forces in the country.

The Department also acts as a nodal agency for coordinating various police communication services of States/UTs/CAPFs. Coordinates allocation / usage of Radio frequencies and Site Clearance for Wireless Communication Stations of Police Telecommunication organizations with the Wireless Planning And Coordination wing (WPC), Ministry of communications and Radio Communication security matters for all State /UTs Police and CAPFs. It acts as a coordinating agency for Radio Spectrum/Frequency allocation for States/UTs.

DCPW is a Central Distributing Authority (CDA) for Cipher documents/ devices being used by State Police Organizations for providing secure and fast communication. Provides uninterrupted, Secure and reliable communication links. Acts as an advisory body to the Ministry of Home Affairs, Government of India and to the Police Telecommunication organizations in the country on matters pertaining to Police Telecommunications.

Imparting Basic and advanced Training to the Police Telecommunication personnel in operation, maintenance, Cryptography apart from formulating technical training standards. Organizes biennial "Police Radio Officers Conference" for creating a platform for interaction and guidance in the field of Police Telecommunication.

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DCPW maintains a Reserve Stock of Wireless equipments and accessories for issue to State / UT Police Organizations and CPMFs at short notice during emergency/election needs.

The Directorate has an extensive network of Very Small Aperture Terminals (VSATs) spread over the entire country and extending connectivity to all District/State Hqrs. and National Capital through its satellite based network. A satellite based Disaster Management Hub is being operated by DCPW at POLNET Hub, New Delhi.

DCPW operates round the clock Inter State Police Wireless Network through its 31 stations in all State Capitals and Union Territories for emergent messages pertaining to law and order. Also, there exists a system of HF Communication at its ISPW Station network.

About the Charter

A task force was constituted by this Directorate for formulation of the citizen's charter of this Directorate. The constitution of the Task Force is given at appendix. "A"

The task force had identified some of the core functions and services offered by the Directorate which can be summarized and placed at appendix "B"

DCPW WEB SITE

A BILINGUAL (Hindi & English) website with the authorized information regarding the Directorate is maintained up-to-date for the information of the staff and general public. All the official information which are allowed for public display are posted on the website regularly and updated time to time.

The information regarding the tenders called by the Directorate, vacancy position of posts, advertisements inviting applications for appointment are also posted in the website. The time schedule of the tenders are placed at appendix "B".

Information regarding the various courses conducted in Central Police Radio Training Institute (CPRTI) including the course calendar are placed on the web site in advance, for the information of all concerned. The published results of the various courses are also placed on the Website.

Right To Information (RTI)

In order to ensure an efficient, effective, accountable, responsive and transparent governance, this Directorate had implemented the policies related to the Right To Information Act 2005 in its true spirit. There exists a foolproof system to address and reply to the RTI applications on a time bound manner. Acceptance of RTI applications on-line to ensure transparency and effective/speedy disposal of the cases being

implemented. Time to time workshops, seminars etc. are being organized for sensitizing the staff of the Directorate on this matter.

Grievance Redressal Cell

In order to address the grievances received from the staff and retired officers/officials, a Grievance Redressal Cell is functioning in the Directorate and a Joint Director has been assigned the job of Grievance Officer who is presently heading the cell. The details of the Grievance Officer are placed at appendix "B".

Conclusion

In addition to the above, the Directorate is following all the directives of the concerned authorities, issued time to time on the subject in its true spirit.

APPX - "A"

E.N.A.14911/11/Citizen Charter/12-Ad-01
Government of India
Ministry of Home Affairs
Directorate of Coordination
Police Wireless

Block No.9, CGO Complex,
Lodhi Road, New Delhi-03.

Dated the 15 October, 2012.

OFFICE ORDER

A Task Force comprising of the following officers has been constituted for the formulation of the Citizen Charter of the Directorate:

1. Shri R.K. Siddhartha, Addl Director (H)
 2. Shri Hoshiar Singh, Addl Director (P)
 3. Shri T.B.J.S. Rajappa, Joint Director (A)
 4. Shri M.S. N. Swamy, Joint Director (CPRTI)
 5. Shri R.S. Verma, Joint Director (P)
2. Shri R.S. Verma, Joint Director (P) shall act as Nodal Officer also.
3. This issues with the approval of Director.

(S.C. Sharma)
Deputy Director (Admn)

Copy to:

1. P.S. to Director.
2. PPS to Addl Director (H).
3. PA to Addl Director (P).
4. All the Officers concerned.
5. File.

15.10.12

15/10/12

APPENDIX "B"

CITIZENS' CHARTER

PAYMENT SCHEDULE

Sl No.	Services	Services/ Performance	Contact details of Respon-sible Officer	Weight -age	Processes	Document required	Fee
1.	Payment to vendors for procurement of services	31days from the date of submission of invoices	Dy. Director (MM) Tel.24362752		1. Examinstion of invoices 2. Processing of invoices 3. Issuing sanction for payment	Bills/ invoices complete in all respects	NA

TENDER TIME SCHEDULE

Sl.No.	Tender Process	Time
01.	Notice inviting tender	60 days
02.	Acceptance of tender	30 days
03.	Opening of tender/evolution/finalization	30 days

GRIEVANCES REDDRESSAL CELL

Sl.No.	Name of the Grievance Officer	Contact Detail
01.	Shri M.S.N. Swamy, Joint Director	24362833 msnswamy.dcpw@nic.in