

There are 15 notified NRI Police Stations in Punjab where FIR can be registered		
AIG/NRI Mohali	SAS Nagar, Fatehgarh	98720-09199 readeraignri@gmail.com
SHO NRI Mohali	SAS Nagar, Fatehgarh	75298-87007 psnrimohali@gmail.com
AIG/NRI Patiala	Patiala, Sangrur, Barnala Bathinda, Mansa Shri Mukatsar Sahib	84374-50000 aignripatiala@gmail.com
SHO NRI Patiala	Patiala	81460-77277 psnriptl@gmail.com
SHO NRI Sangrur	Sangrur & Barnala	98555-76111 85590-17400 psnrisgr@gmail.com
SHO NRI Bathinda	Bathinda, Mansa, Shri Mukatsar Sahib	99150-21274 psnribti@gmail.com
AIG NRI Amritsar	ASR-Com., ASR Rural Tarn Taran, Gurdaspur Pathankot & Batala	99145-11114 aignriasr@gmail.com
SHO NRI Amritsar	ASR Com., ASR Rural & Tarn Taran	99151-44448 psnriamritsar@gmail.com
SHO NRI Gurdaspur	Gurdaspur, Pathankot, Batala	99888-26066 psnrigsp@gmail.com
AIG NRI Jalandhar	Jal-Com., Jal-Rural, Kapurthala Hoshiarpur & SBS Nagar	95929-14104 nriaj.jal@gmail.com
SHO NRI Jal City	Jalandhar City	98786-71074 ps.nri.jal.punjab@gmail.com
SHO NRI Jal Rural	Jalandhar Rural	98154-81022 psnrjalr@gmail.com
SHO NRI Kapurthala	Kapurthala	80543-70000 psnrikpt@gmail.com
SHO NRI Hoshiarpur	Hoshiarpur	98720-65007 psnrhoshiarpur@gmail.com

SHO NRI SBS NGR	SBS Nagar, Rupnagar	98158-11127 PSNRINSR@gmail.com
AIG NRI Ludhiana	LDH-Com., Khanna Jagraon, Moga Ferozepur, Fazilka & Faridkot	98786-18009 aignri.ldh@gmail.com
SHO NRI Ludhiana City	LDH Com., Khanna	98155-54578 psnrldh@gmail.com
SHO NRI Jagraon	Jagraon	98769-00023 psnrjagraon@yahoo.com
SHO NRI Moga	Moga	99153-35500 psnrimoga1919@yahoo.com
SHO NRI Ferozepur	Ferozepur, Fazilka & Faridkot	78372-10023 94633-74574 psnrifzr@gmail.com

Issued by



**Office of ADGP NRI Wing
at Phase 7, SAS Nagar, Mohali
Phone & Fax:- 0172-2260042-43
E-mail id:- nri.pbpolice@gmail.com
(Under Office of Director General of Police, Punjab)**



NRI WING PUNJAB POLICE



**Office of :
Addl. Director General of Police,
NRI Wing, Phase-7, SAS Nagar.**

**Website : www.nripunjabpolice.com
E-mail nri.pbpolice@gmail.com
Tel. No. 0172-2260042 & 43**

INTRODUCTION

- Nodal Wing for all issues of NRI's relating to Police.
- NRI Wing of Punjab Police functions from its office at Phase-7, SAS Nagar, Mohali, Punjab
- NRI Wing is functioning since August 2013.
- Headed by Additional Director General of Police rank officer.
- A control room is also functioning in NRI Wing at its office at SAS Nagar, Mohali round the clock for attending to complaints of NRI's.

NRI CAN FILE COMPLAINT AT FOLLOWING :

- NRI Wing website : www.nripunjabpolice.com
- NRI Wing e-mail id : nri.pbpolice@gmail.com
- Fax No. : 0172-2260042
- 181 helpline : 0172-2298543
- E-mail id : help@181pph.co
- Whatsapp No. : 7696181181
- NRI wing also receives complaints in online mode on email nri.pbpolice@gmail.com and on its web portal i.e. www.nripunjabpolice.com
- Complaint can also be filed at Saanjh Kendra.
- There are 27 District Saanjh Kendras, 114 Sub Division Saanjh Kendras and 153 Police Station Saanjh Kendra.
- The buildings of these Saanjh Kendras are situated near offices of Commissioners of Police / Sr. Superintendent of Police, DSP (Sub Division) and Police Station.

Complaint Handling Mechanism in the Wing

- A Control Room is functioning in the building of NRI Wing at phase-7, Mohali. It is operational on a round the clock.
- All calls coming from the NRIs are handled by this control room. The NRI Wing has a website having domain name as www.nripunjabpolice.com, where all complaints/ petitions from NRIs/Overseas Indian citizens are being received and further processed.
- On receipt of the complaint, immediately Unique Identity Number (UID) number is issued to the complainant for any future reference.
- These complaints are further marked to officers and in charges of other field units of NRI wing for conducting enquiries expeditiously.
- Criminal cases regarding complaints of NRIs are registered after completion of enquiries.
- People also come directly to various offices of NRI wing for submitting complaints/petitions.



Functions of NRI Wing

- One single contact point for NRI's
- To facilitate redressal of grievances of NRI's issues
- To coordinate with other units of Punjab police relating to issues of NRI's
- To deal with issues of NRI
 - Enquiry of complaints
 - Registration & investigation of cases
 - Handling issues of safety & security of NRI's
- To Act as Nodal office for 'MADAD' Portal of Ministry of External Affairs, Government of India - For forwarding issue of any help sought by individuals from Ministry of External Affairs, Government of India.



OFFENCES DEALT BY NRI WING OF PUNJAB POLICE

1. Matrimonial disputes : Matrimonial offences can be divided into three categories:
 - a) Offences relating to marriage which are non- cognizable.
 - b) Offences of cruelty by husband or relatives of husband.
 - c) Fraudulent marriages.
2. Cases relating to cheating - Tthe criminal offences which are mostly committed against the NRIs are the offences:
 - a) Relating to property
 - b) Forgery of documents,
 - c) Cheating,Heinous crime cases such as murder/attempt to murder, rapes etc. are handled by district/Commissionerate Police.

SAANJH WING OF PUNJAB POLICE

The 'Saanjh' wing of Punjab Police was started with a view to promote community policing projects in Punjab. Saanjh Centres have been made the focal point of Police Community partnership. These are designed to conceive and implement community oriented projects with community involvement and partnership and to provide across the board, services to the citizen on a state wide IT Platform

A citizen including NRI's / Foreigners from any part of the State can approach the nearest 'Saanjh Kendra' for obtaining information/services of any Police Station in the State.

The following services are offered at these Saanjh Kendras :

NRI & Foreigner Counter

- Registration of foreigner on arrival and departure
- Extension of residential permit for foreigners
- MRG enquiries - in case of loss of passport abroad
- Handles issues of NRI's also
- NRI's can file complaint at any Saanjh Kendra
- NRI's can also approach these Saanjh Kendras for issues like verification of tenant, servant, etc.

Verifications Counter

- Passport Verification
- Other services related with passport
- Stranger Verification
- Tenant/ Servant Verification
- Tenant/ Servant Verification
- Other Verification related services
- Service Verification
- Character Verification
- Verification for fresh Arms License
- Verification for renewal of Arms Licence
- Appointment of retainer of weapon

Permission / NOCs Counter

- NOC for pre-owned vehicles
- NOC for use of loud speakers (applicable only in case of SDM obtains NOC from the concerned SHO before granting permission)
- NOC for Fairs/Melas/Exhibitions/Sports events etc.
- NOC for issuance/ renewal of License of Arms Dealers
- Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc.
- Addition/Deletion/Sale/ Permission/Entry weapons/ NOC etc
- Counter sign of document

Crime Information

- Acknowledgement of Complaint
- Action taken on Complaint
- Copy of FIR or DDR
- Copy of untraced report in road accident cases
- Copy of untraced report in theft cases

Online Mobile Apps

A citizen can download these mobile Apps for getting services offered by 'Saanjh' online and even for his/her safety and security. These are as follows :

- 1) **'PPSaanjh'** - With the help of this App number of services may be sought online -
 - Registration of complaint
 - Registration of lost article/ document/ equipment, etc.
 - Application for No Objection Certificate (NOC)
 - To get Police Clearance Certificate (PCC), service verification, character verification, tenant/servant verification, etc.
 - Download untrace reports of criminal cases especially thefts (general & vehicle)
 - For checking status of complaint
 - For checking status of passport verification



- 2) **'Know your Police'** App - This 'App' helps people in distress situations like accidents, crime, etc. and enables common people to ascertain certain details of Police Stations like its location, telephone numbers of SHO's, DSP's, SSP's including senior officers in office of DGP, Punjab. Individuals can also access following information through this 'App':-
 - Telephone numbers of any Police Station, SHO, DSP, SSP, DCP/CP in Punjab and senior police officers at Police Headquarter.
 - Location and google map of the area of police station and approximate distance of location of individual from Police Station. It also gives details of location of individual at a particular point of time.
 - It also provides contact details of all Police Stations, Sub Divisions including e-mail ID's and google maps of all police stations.



- 3) **'SHAKTI'** - App - For the safety and security of women, a women safety mobile App namely 'SHAKTI' has been developed. The main features of this App are as follows:-
 - User can register this 'App' after filling necessary details.
 - User can feed contact numbers of her relatives or guardians in SOS help to generate SMS alert at the time of crises.
 - By pressing 'HELP' button on her mobile phone, she can send alerts to her relatives, District Control Room concerned SHO, DSP of Subdivision and other police officers.
 - User can take pictures of the unsafe places and can send these pictures to Police control room. These geo tagged pictures alongwith metadata will be received in Police Control Room and Police can further analyse this information and take necessary remedial steps like enhanced patrolling, getting street lights installed in the area, etc. This will help in prevention of crime in area.
 - User with the help of this 'App' can access information like contact numbers of SHO of nearest Police Station, concerned DSP of Subdivision etc. In addition to these details, she can also get her location on google map and distance of this location from nearest police station.

