

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 1056**

TO BE ANSWERED ON THE 08TH FEBRUARY, 2022/ MAGHA 19, 1943 (SAKA)

BEHAVIOUR OF POLICE PERSONNEL

†1056. SHRI RAHUL KASWAN:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the people particularly women and about seventy three percent of people belonging to deprived section are reluctant to register the cases of crimes in police station due to improper behaviour of the police personnel in the country;

(b) if so, the reaction of the Government in this regard;

(c) whether the Government has issued instructions to all the States to register all complaints without any discrimination on the basis of caste, faith, religion and gender;

(d) if so, the details thereof;

(e) if not, the steps taken by the Government in this regard;

(f) whether the Government has issued instructions to register F.I.R. online in all the police stations of the country; and

(g) if so, the details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI NITYANAND RAI)**

(a) to (b): “Police” is a State subject falling in List-II (State List) of the Seventh Schedule of the Constitution of India. It is primarily the responsibility of the State Governments/Union Territories (UTs) to make the

police force efficient & capable and its functioning more effective, transparent and accountable. Government has taken several steps on Police reforms which is an ongoing process. The Centre also issues advisories to the States to bring in the requisite reforms in the Police to meet the expectations of the people.

The Ministry of Home Affairs circulated Model Police Act, 2006 to all State Governments which has a provision of constituting Police Accountability Commission & District Accountability Authority for ensuring accountability of the police besides social responsibility of police. This includes display of good behaviour with members of public including women and people belonging to deprived sections.

(c) to (g): The Ministry of Home Affairs (MHA) has issued advisories to States/UTs from time to time for compulsory registration of FIRs/ registration of zero FIR, etc. MHA has also issued advisories to States/UTs to sensitize the police officers at all levels on crimes against women and other weaker section of society, through structured training programmes.

“Police” and “Public order” being State subjects, the States/UTs are competent to provide the facility of e-FIR in their respective jurisdiction. However, in order to facilitate them, the National Crime Record Bureau

(NCRB) has made available an e-FIR module to the States/UTs with an advice to customize and use the same as per their requirements. MHA has also issued advisory to all the States/UTs. Apart from this, all States/UTs have launched their State Citizen Portals providing citizen centric police services including online filing of complaints, obtaining status of complaints, viewing details of missing person/unidentified dead bodies, viewing details of stolen/recovered vehicles and other property.
