

**No.C3-187299/2016/PHQ**

Police Headquarter, Kerala

Thiruvananthapuram

Dated : 18/04/2017

**Executive Directive No.07/2017**

**Sub : Public Relation Officers (PROs) at Police Stations - reg.**

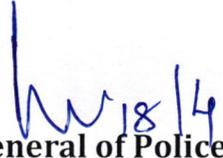
Ref : Circular No.23/2016 dtd 01/11/2016

Today, there was a Review-cum-Discussion relating to the P.R.O. System in the Police Stations. It has been decided that the system should be continued and should be strengthened.

You are directed to do the following from tomorrow onwards without fail :

- (i) Select the most suitable person at least of the rank of SCPO/ASI/Grade ASI as the P.R.O of a Police Station.
- (ii) A woman police official working in the Women Helpdesk in a P.S, will be designated as the Assistant P.R.O.
- (iii) A visible armed band should be provided to identify the P.R.O. or Assistant P.R.O.
- (iv) P.R.O. should be provided table and chair very near to the Reception (if the Reception-counter is big, a board should be provided in the Reception-counter behind which P.R.O. can sit in the same counter)
- (v) The SHOs are not very clear about the total functioning of the system. The DPC must personally call all the SHOs in the next 2 days and explain about the system. The main purpose of which is that "P.R.O. is a bridge of good relation between the Police and Public and P.R.O. helps the Public to help redress the grievances who comes to the Police Station".
- (vi) The P.R.Os. can start their working at 08:00 a.m. in the morning and can finish their work at 06:00 p.m. After 07:00 p.m., the officer-in-charge (GD change) will act as P.R.O. So suitable officers only to be selected as G.D. i/c. in the evening. This can easily be done if the SHO/SDPO work in tandem and select the officer.
- (vii) This system will be streamlined after a short period of time. Necessary encouragement must be given to the P.R.O. as it will be a motivating factor.

- (viii) Any expense relating to functionalization of the system by way of small procurement, small installations, some refreshments can always be made from the Government account. Funds can be allotted for this purpose provided DPC concerned must project the requirement immediately. SFO may be contacted.
- (ix) In no circumstance the P.R.Os shall be put to any law-and-order duties, traffic duties, VIP duties or investigation duties without the approval of the IGP concerned.
- (x) In addition to this, SHOs should ensure that all calls received in the Station should be properly attended to in a pleasing and respectable manner and to be acted upon without any delay.

  
**Director General of Police &  
State Police Chief**

*DG NZ, ADGP SZ*

To : All Range IGP's / All District Police Chiefs

Copy to : SFO / All Officers in PHQ

