

E-Governance, Police Reforms, and Human Rights in Khyber-Pukhtunkhwa, Pakistan

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Abstract

The Khyber-Pakhtunkhwa government is about to pass a legislation (Police Bill 2016) to replace the colonial police law. Moreover, the provincial police administration has already taken certain measures to introduce modern information technology in the policing system. These measures were taken in the larger backdrop of provincial government's interest in introducing e-governance in the province. In this article we discuss these measures with a focus on whether the police performance and human rights conditions have improved with them.

Key Words: e-FIR, e-governance, human rights, Police, Pakistan.

Introduction

In the federal system of Pakistan, police is a provincial subject. It is a provincial subject partly because the law and order is the responsibility of provinces. Police comes under the Home Department of each provincial government. The federal government, however, has jurisdiction over matters such as the enactment of criminal laws, the training of certain categories of criminal justice personnel, and research, apart from the direct law and order responsibility it has for the federally controlled territories.¹ The law that runs the police in Pakistan was designed and enacted in mid-nineteenth century by the British colonial administration in India. This law has survived for more than one and half century. It was only recently reformed in 2002, even though much of the police system still relies on this old law, and the rules made under it.²

The administrative structure and the law governing police in Pakistan were inherited from the colonial Raj in India. An act was

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ISSN (Print): 2520-7024; ISSN (Online): 2520-7032.
www.reviewhumanrights.com

passed by the colonial administration in 1861 for this purpose and it remained in force until 2002. The act provided a rigid structure, mostly hierarchical in nature and was based on command and control system: at the top was the Inspector General of Police (IGP) in a province, under him was the Deputy Inspector General of Police (DIG) in a region or range, who was assisted by the Superintendent of Police (SP) in a district. Below him was the Deputy or Assistant Superintendent of Police who commanded a sub-division or *tehsil* (sub-district). Below them was a Station House Officer (SHO) who was in charge of a police station, mostly in the rank of Inspector or sub-inspector. In 2002 the new Police Order changed titles/designations of the officers, even though much of the hierarchy remained the same. The Order has, however, separated investigation from prevention or watch and ward. In 2005 the Prosecution Ordinance separated prosecution from investigation and made it an independent department. The reforms of 2002 were a part of the grand reforms agenda of General Pervez Musharraf's government.³

Although police is a provincial subject, it is interesting to know that police officers are recruited from both the center and the provinces. Those who come directly from the center make the cadre called the Police Service of Pakistan (PSP). They are recruited after a competitive examination system called the Central Superior Service (CSS) examination conducted every year by the Federal Public Service Commission (FPSC). This examination is based on merit, suitability, quota, and availability of seats. Prior to the Police Order 2002 and the proposed Police Act (2016), the Police Chief called the IGP (now called Provincial Police Officer, PPO) in the province of Khyber-Pakhtunkwa (KPK) was answerable to the Secretary of Home Department. Now he is himself the ex-officio Secretary to the provincial government. The proposed Act (2016) made the police relatively more independent of the executive's control than ever before.

The basic functions of police in KPK (and in general in Pakistan) are three: prevention of crime (prevention), detection of criminals (investigation), and submitting evidence to the court (prosecution). Apart from these three functions, the police in KPK render a number of social and welfare activities as well. They look after traffic, engage in resolution of petty social issues through the alternative dispute resolution (ADR) under the newly established Dispute Resolution Councils (DRCs), supervise academic examinations, protect public rallies, make different kinds of license, and maintain record of birth and death in areas divided according to their jurisdiction in police stations.

In the Police Order 2002, as well as in the new Police Bill (2016), a detailed account of the duties and responsibilities, as well as the

attitude of the police towards the public, are given. For instance, Article 3 says that it shall be the responsibility of every Police officer to behave with decorum and courtesy, respect and dignity, as well as endeavor to promote peace and amity in the society. A police officer should help, assist, and guide the people in need of special assistance and secure them from damage and harm, especially the poor, minorities, children, women and elderly. The duties, in this long list, basically are that every officer will perform his/her duty to protect life, property, honor and liberty of citizens. In Article 4 there are about twenty-three duties prescribed for a Police officer to perform. These duties relate to his/her role in prevention, investigation and prosecution. In other words, these duties are focused on maintaining law and order, prevention of offences and apprehension of the criminal/offenders, and hence maintaining peace and security in the province.

The police of KPK normally has not been happy with the available strength and budget. It has often demanded for more recruitment and funds. In this regard, the provincial government has provided more resources only when grievous terrorist attacks happened. For example, the police strength was increased from 48,655 (2008) to 74,000 (2011). In general the major portion of the total police budget goes to establishment and management cost (80%), i.e. salaries and allowances of the force and only a little (20%) is left for the qualitative improvement, capacity building and professional competence.⁴

I. The Need for Reforms and E-Governance in KPK

1. POLITICIZATION OF CRIMES AND CRIMINALIZATION OF THE POLICE AND POLITICS

A police station often faces political influence in different forms. For instance, politicians regularly influence top police brass in order to get from them posting/appointment of station house officers (SHO) and police-station clerks (*Muharir*) in police station (PS) of their choice. In this way the senior police officers look after the interests of their political patrons who in turn grant them other favors. Secondly, such patrons provide logistic and financial kickbacks to SHOs and their immediate seniors to win them over.

It should be noticed that certain crimes also involve financial rewards, e.g., gambling, business in stolen/non-Custom-Paid (NCP) vehicles, drugs (narcotics), and smuggling of contraband items (like cloth, chemicals, etc.). Normally influential and resourceful people are involved in such illegal activities who are ready to dole out money. Harboring criminals and absconders is also not possible for a common man. Only influential personalities in an area are connected with gangs for their own benefits. This can also result in the Crime-

Terror-Continuum (CTC), a model/theory developed by Timara Makarenko where the influential criminals provide sponsorship/money to terrorists to buy their services for crimes like drug pushing, human trafficking or kidnapping.⁵ This situation has given rise to the criminalization of police and politics in Pakistan as influential people believe that they cannot sustain their influence and politics without assistance from the police. Thus the influential people provide money, men, and materials (3 Ms) for their elections and party-offices. The gangsters do commit crimes against the political opponents of their sponsors. This becomes a kind of marriage of convenience, a kind of complementing and symbiotic relationship—a quid pro quo, the give and take, a crime-terror continuum. The police culture is thus polluted with undue influence, malpractices and corruption. One critical example of an institutional malpractice was that of Federal Service Force (FSF), which was especially raised by Z.A Bhutto in order to target and tarnish his political opponents. This force was blamed for unethical use of force and torture. Gen. Zia dismantled it and the officers were either dismissed or sent off into the far flung areas of Balochistan.

The legally authorized Central Investigation Department (CID) was first used for political purposes by the British in colonial times in order to keep a vigilant eye on their political dissidents/activists in the British Raj. Latter the practice was carried out by Pakistani politicians after independence. The basic function of the CID and the Special Branch (SB) was to keep an eye on potential criminality, which was thus reduced to chasing the political opponents. Still it is done by more powerful agencies as CID and SB are no more that much effective. Also, the CID's role is now taken over by the CTD, which is more concerned with terrorism than political opponents. However, in the new Police Bill 2016, some modicum of sanctity is given to the tenure of officers and a process of de-politicization of police has been started which is giving fruits.

II. Election (2013), New Government, and the Introduction of E-Governance in KPK

The general election in 2013 was a big 'leap-forward' in terms of election slogans and party manifesto in the country, especially in the KPK, wherein the public was already tired of the slogans of 'Islamization' of religious parties and of 'nationalism' of traditional Pashtun parties. People demanded 'change' and this slogan was exploited to the best by a new political party of a cricket star turned politician, and his speeches and roaring oratory made the slogan a reality in the election of 2013. His party the Pakistan Tahreek-e-Insaf (PTI) termed the kind of change they promised as 'Tsunami.' Although a negative term, the party used this term to represent

change, which would mean efforts to streamline the affairs of the government ensuring 'accountability.' The buzzword for the election manifesto of the PTI was accountability. But how to realize change with stability is the real task, no doubt a gigantic task, which had never been successfully attempted due to a number of uncontrolled variables.

The KP government after coming to office announced a number of revolutionary measures. These measures were mostly focused on basic demands of the public, for instance, relating to health, education, and local government. Some measures were also focused on complaints of complacency relating to the role of *patwari* (the record-keeper and field-officer of revenue/land/properties in an area of jurisdiction, called *Halqa*, literally meaning circle) for taking bribes and tampering record, and the role of the Station House Officer (SHO), for his non-action delaying tactics in dealing with crimes and criminals in an area, called Police-Station (PS). The populist government of PTI took the occasion to change the role and behavior of *Patwaris* and SHOs. The land revenue record was until maintained manually and its tampering was not a big deal for a *Patwari*. It was announced that the system would be computerized and digitalized, so that easy access and verifiable accounts were made in terms of mutations (*intiqalaat*) and transfer fees were not concealed. Though this laborious change has been resisted by the traditional *Patwaris*, *Gardawars* (an officer immediately above a *patwari*) and status-quo preachers like *Tehsildar* (a revenue officer for a sub-division) and revenue/state officers of the Board of Revenue. Because of non-professionalism, lack of computer literacy and opposition of traditional stakeholders, this computerization has not been made into practice, hence no public relief is given in this respect; rather the public are confronted with difficulty in getting copies of mutations as all record has been sent for centralized computerization. This is the dividend of change for general public. In hospitals and schools, the same status-quo mafia has resisted the various supervisory and monitoring role of the third-party, as most of these initiatives have been out-sourced for want of non-availability of technical know-how, and experts in the relative field. The doctors and teachers would not like to be tested for their arrival for duties through Biometric where machines will tell the entry and exit time.

III. How Far Police is Ready to Accept E-Governance?

Police is the most rigid, introvert, and static organization of all the government departments. But luckily, in the KPK the Police leadership welcomed the change and announced its vision of 'Policing with Passion' having following elements: namely,

outsourcing the recruitment and somewhat training to the third party and giving birth to a paperless policing or policing by technology. For this purpose, the manual work of recruitment was given to National Testing Service (NTS) and Educational Testing and Evaluation Agency (ETEA) and multiple-choice questions were introduced in selection of candidates for various professional examinations and all results were computer-generated which is automatic. The investigation branch was subjected to a new system, called Investigation Management System (IMS), where the FIR was digitalized and all the processes of an investigation were connected to a central system. Entries made in a remote district can now be easily seen, checked and commented upon by a senior supervisory officer in CPO Peshawar. The connectivity was achieved after provisions of all gadgets and software/hardware to district offices, and an IT course was initiated for all lower subordinates for a month or so, at times mandatory, where professional and skillful operators are doing the needful. A dialogue is underway with the UNODC and UNDP to develop this system for the KPK police and provide them with necessary training and technological tools.

The criminal record of all absconders and proclaimed offenders (POs) is also being digitalized and smart phones are being provided for crime scene preservation for trace-evidence. The Forensic Science Laboratory (FSL) is being upgraded in Peshawar and new one is being established in Swat with the help of UN agencies. The Police Assistance Lines (PAL) and the Police Access Service (PAS) are introduced for quick resolution of public complaints and police is easily accessible now on SMS, email, and especially the whatsapp application wherein videos, pictures and messages are shared.

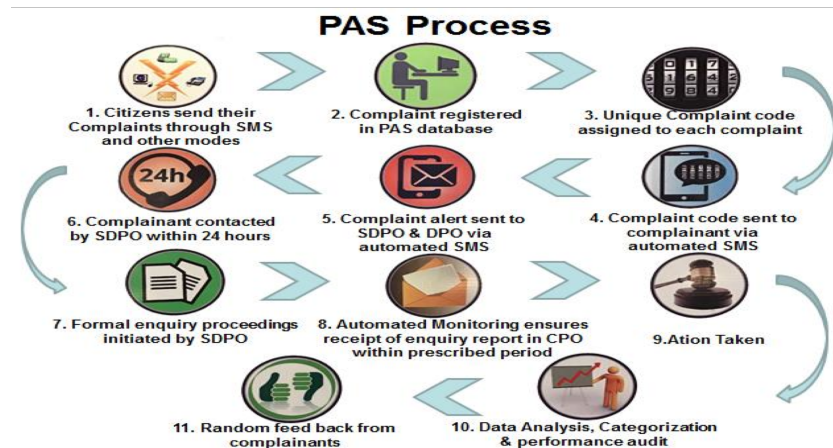


Fig 1. "Police Access Service (PAS)." 2015. Khyber-Pakhtunkhwa Police, Peshawar.

The top leadership is now not unaware of the working of the lower subordinates. In the much-detailed use of scrutiny, criminal profiles are properly assessed and researched electronically and reports are automatically generated on various indicators. Complaints can be lodged online or sent on SMS/WhatsApp to concerned officer or even the top police chief. This is an example of e-policing in the KP which has set a good example so far. Separate desks for all their processes are set-up at the CPO.

IV. E-FIR as Part of E-Governance in KPK

a. WHAT IS AN FIR?

The First Information Report (FIR) is the first Register (Register No. 1) in the police criminal record of a Police-Station, which contains 25 Registers (in parts, a total of 50 Registers are there in a Police-Station). FIRs are recorded on the Register No.1. An FIR is a legal document and the report of a complainant is lodged in this register under section 154 of the Criminal Procedure Code (CrPC) (1898).

b. LIFE OF AN FIR

Out of all documents in a Police Station, the FIR is the 'longest living' document. The Register No. II (Daily Dairy) in Urdu also called "ROZNAMCHA" is maintained for two years, after which it is destroyed, but an FIR register is maintained to 60 years at the minimum and in certain cases up to 100 years.

c. LEGALITY OF AN FIR

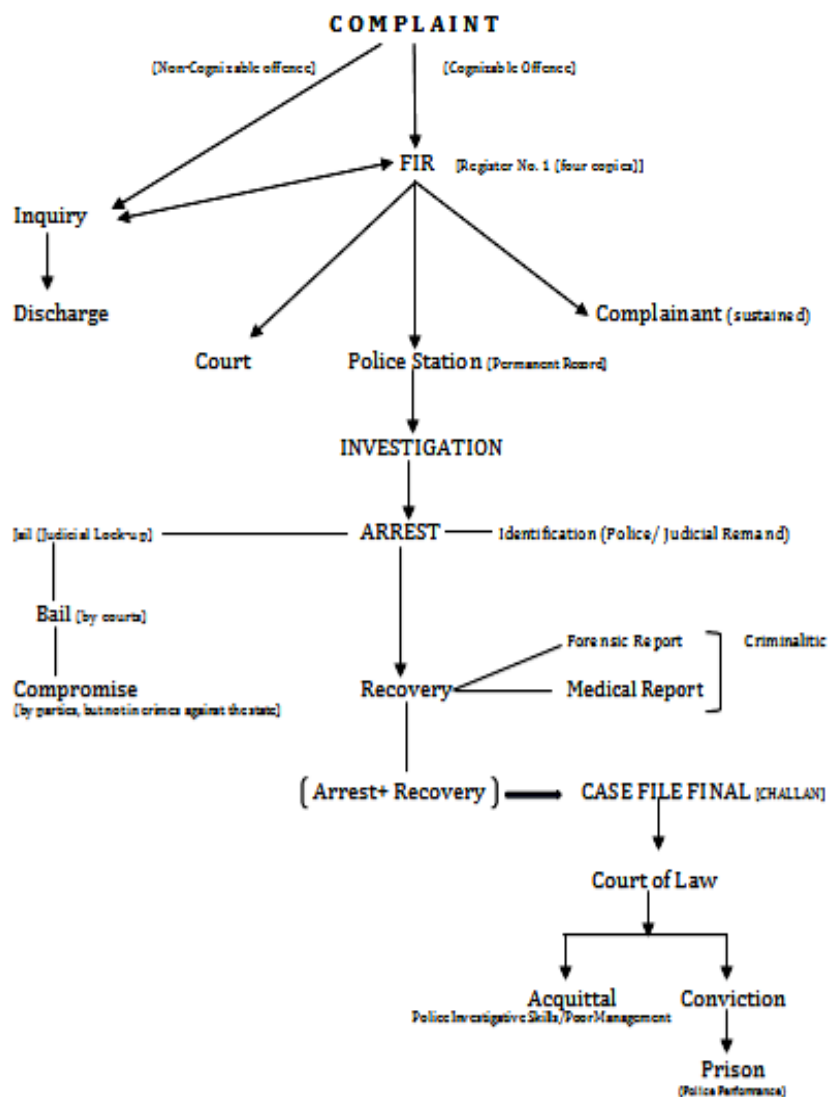
Out of the 25 Registers of a Police Station, only Register No. 1 and Register No. 2 (Daily Dairy) are the legal documents. By this we mean that the original or attested copies of the two are admissible in a competent court and they are part of the Police File (Police misal) and Judicial File (Judicial misal); it is the basis of a report in which the commission of an offence is reported and the "investigation" is started after lodging an FIR in a Police-Station. Without an FIR Registration, no investigation can start; in case of Daily Dairy Report (which is made in case of a non-cognizable offence or a suspicious report about a commission), "Enquiry" is conducted under section 156 CrPC (3) or 550 or 157 (CrPC), which may result into an FIR if the commission is established.

An FIR is 'Registered/Lodged' under section 154 CrPC. When there is 'credible information' about the commission of an offence. The report of a complainant is reduced into writing, read out to the complainant, got signed by the complainant (or testified with thumb impression) and then attested by the Station House Officer (SHO), and assigned to the concerned officer for investigation. It is a legal right of a citizen that his report of a complaint about the commission of an offence is to be taken. After registration of an FIR, a cascade of events start: arrest is made, recovery of weapons/trace or stolen

property is carried out, evidence collection is recorded, witnesses are consulted and confronted and their statements are recorded, identification parade of an accused is done under certain procedure, and forensic/medical reports are obtained, if required, and finally Challan (Final Report) is submitted under Section 173 of CrPC in the court of law for prosecution, which may lead to conviction (punishment) or Acquittal (discharge) of an accused.

Flow chart

EVENTS OF AN FIR AFTER REGISTRATION



4. POLICE RELUCTANCE TO REGISTER FIR

Amongst the many key performance indicators (KPIs) for police functions, the increase in number of registered FIR is an indication of the high prevalence of crimes in a locality. The Crime Rate (total reported crime per 100,000 population) will rise if the FIRs are greater in number. It will indicate that the community is not safe and criminals are free to commit crimes easily like murder, theft and robbery or dacoity. In such cases the police try to reduce the number of FIRs in their respective areas. Public complaints about police of hiding crimes and reducing them to the status of enquiries in the Daily Diary are higher than any other complaint about police in our society. The police usually try to render the 'theft' into a private dispute or a case of missing property, so to reduce the severity and intensity of a crime in the public eyes and in front of senior officers. This also leads to less sensational signals in media and so less criticism from opposition. In case of loss or stolen property in a case of theft or robbery, the senior officers come very hard on the field officers and they are held accountable for commission of such serious offences in their areas of jurisdiction. This is why they try to mitigate the severity of such offences. But this is against human rights and this is tantamount to concealment of facts and abetment in crime.

5. E-FIR AS A SOLUTION TO POLICE MANIPULATIONS

In order to address the machination, manipulation/ maneuvering, complacency and poor performance of the police, and to address the delay in the registration of a complaint about a cognizable offence, the Police Department of KP Government has introduced the Registration of an Online FIR. By this a complainant puts his complaint in his own words (English/Urdu/Roman) which is exactly reproduced in the same language and the local police is bound to act upon the same for investigation and arrest/recovery. The complainant maintains his/her record of registration/print out or Email note etc., the system is connected to a central database in the Central Police Office (CPO), where the director of IT/Data-base center in-charge, can easily report to the police chief or senior officers in the investigation wing for supervising/monitoring the FIR after processes. The online registration is just a quick response for the registration of a complaint. It is not a complete FIR. It only reduces the delay in a police station and avoids tactics of a police officer to hide or delay the commission of an offence to report to the senior officer. This has led to a higher level of accountability fear in the police officers of concerned police station. It also cultivates a sense of responsibility and greater level of monitoring at the top management who are also brought into the loop of investigative management. An FIR, on its back, has many columns for different

police actions and outcomes of an investigation; a further online entries into those columns which helps a complainant to check his 'account of investigation' like an 'account of online-banking'. Technology has come to the rescue of a poor complainant who was denied to register his complaint about the commission of a crime, which was his/her legal right.

V. Police Investigation and Human Rights Violations

Police are often accused of human rights (HR) violation in all of its functions namely prevention of crimes, investigation of crimes and prosecution of criminals. The major HR violations which the police are suspected or which actually they do, are summarized as follows:

a. DENIAL OF INVESTIGATION AND REPORT

Under the law (section 154 CrPC), a citizen is authorized (has the legal right) to report to the police for infringement of any of his right (like right to property, right to enter a public/open/personal place, right to protection, etc), which should be subjected to investigation for fixing responsibility on the violator/ perpetrator of the crime. Police manipulation, police corruption, police tampering in the report or non-chalance may deprive a citizen of his/her basic right to complain against the violation of and commission of an offence. The experts and advocates of HRs consider as a violation of human right to which a citizen is entitled.

b. WRONG IMPLICATION IN CRIMINAL CASES

The Police may either implicate an innocent person into a kind of 'joint responsibility' (as often seen in cases of murder due to family feud where not one murderer but maximum of male members of the opponent party are charged with the commission of same offence), or exonerate a real culprit by giving him advantage of legal lacunae or safe passages like alibi (where the presence of a perpetrator is shown in a distant place at the time of commission of offence) or non-provision of any solid evidence and thus discharge of a person under section 169 of CrPC where the Investigation Officer (I.O) could not establish the case against a person for want of solid proof or any record or witness against the perpetrator. It is pertinent to mention here that any wrong entry in FIR register or Daily Diary register invokes a minimum punishment of dismissal from service.

c. DELAYING TACTICS

An I.O. is bound to submit a daily Case Diary (called *Zimni* in Urdu), which is considered as a Progress Report in the advancement of the investigation. In case of non-submission for a day or so, he is bound to give reasons for a break in the investigation, which is a continuous process. In such delay, an I.O can deliberately deny many rights to

the complainant as well as the accused who may face a long detention in case of non-completion of investigation, leading to faulty prosecution or denial of bail to an accused who is under custody and waiting for the findings of an I.O.

d. **HABEAS CORPUS—WRONGFUL DETENTION**

Police is often blamed for wrongful detention in police locks-up or safe-houses (away from police station). Often citizens resort to legal remedy to approach the High Court of a province for writ of Habeas Corpus, where the Court orders the production of a detained person without any reason or law. The UN has its guidelines for the protection of all detained persons in a police custody or jail, whether they are kept in a police custody for investigation up to 14 days in Police Remand in cases of ordinary nature. Often the police investigation cannot be completed in 14-days, or the competent courts don't grant a remand for more days, the police can twist the investigations in either direction. In cases of terrorism, heinous crimes (like extortion, but covered under the terrorism laws), the police have a greater authority for police custody, up to 90 days, in which even the bail is not granted by the competent courts so easily. In Police corruption, the I.O. may add a new section of law to the existing FIR in order to aggravate the crime and increase its intensity, so the accused is deprived of many of his rights. In many cases, the police I.O. may drop a section of law, and may thin out the crime, so may deprive the complainant of his/her right to his/her property and where the real culprit is discharged on legal basis.

e. **NON-SUBMISSION OF FINAL REPORT**

In most cases, the police SHO don't submit the Final Report, called 'Challan' to the competent court, through prosecution in time. The former Chief Justice of Paksitan Iftikhar Chaudhry used to visit the prisons and ask for the trial of an inmate. He often gave very strong remarks against the SHO and ordered their enquiries as why people were languishing in jail and their trials were not started as the challan were not submitted in time. An accused is thus deprived of his/her freedom and liberty, for a fault not of his/her own.

f. **TAMPERING WITH DOCUMENTS**

An I.O. may do willful tampering in record, like recording the age of a juvenile as 18/19 or 17/18, or often an adult as 17/18 or 16/17, so to benefit a party with interest. The I.O. may avoid confirmation of the stated age with modern medical facilities. Instead he gives weightage to the self-prepared school/ municipality report or self-assessment. Delaying in medical or forensic reports also lead to such tampering. Improper presentation of sample or destroying the evidence at the scene of crime (as happened in the famous case of Benazir Bhutto's murder) also are HR violations for one or another

party. In cases of child abuse or juvenile offenders, photographs are not to be issued to media, but the I.O often do it secretly, which are violations of rights and in conflict with the juvenile justice system law (2000).

VI. Police Reforms and the Condition of Human Rights in KPK

The reforms in police are initiated due to one or other reasons, e.g. new laws, new technologies, new demands, new international obligations and new vision of police leadership or political parties manifesto. Whatever is the reason, the police reforms are carried out at different levels, like reforms in selection/ recruitment, in training, in posting/transfers, in police rules, in new guidelines (called Standing Orders/Circular Orders), new procedures, new authority and new units, etc. when I look back to the last 16/17 years in the KP police, I recall the following measures adopted by police for improving the Human Rights situation: (Fasihuddin, 2012)

a. IMPORTANCE OF HUMAN RIGHTS IN LEGAL DOCUMENTS

The Police Act, 1861 remained in vogue till 2002. The Act of 1861 was seriously criticized for being 'Colonial' and subjugation of 'Indian Subjects' and its promulgation was blamed to be a 'coercive law' in the aftermath of '1857 mutiny' (war of Independence) where 'suppression' and 'oppression' of dissenting voices and non-conformists was the basic aim in order to achieve peace and restore 'order' in the area. There may be counter-arguments, but the genesis of 1861 is blamed thoroughly on these grounds.

The Police Order, 2002 was initiated to address, inter-alia, such anomalies, and give a good name and humanly touch to the public face of the police, who are charged with serious HR violations like torture, illegal detention, wrongful implications of innocent people, or tampering with documents to deprive people of their fundamental rights to safety and property. The Order 2002 describes the role and responsibilities of the Police in detail and HR considerations are particularly mentioned, especially those of women, children, elderly, minorities and inmates (people in police custody). Similarly, the Police Act, 2016 (now 2017) also gives a detailed description of the role and authority of the police, with the same aim which the founder of the modern Police, Sir Robert Peel, gave in 1829 by saying, "Police are public and public are the police."

b. STRUCTURAL UNITS FOR HUMAN RIGHTS PROTECTION

After the 2002, the Police in KP entered into agreements with the civil society and NGOs and in collaboration with the UN or Donor Agencies, like Save the Children, etc. and a few units were established like:

- i) Police Child and Women Protection Committee
- ii) Juvenile Justice Working Group (JJWG)

- iii) Police Child Protection Center (PCPC)
- iv) Directorate of Human Rights (DHR)

All the units were fully operational for many years, and were represented by all stakeholders and pillars of the Criminal Justice System (CJS), and they provided excellent services to the marginalized groups of children and women (whether victims/abused or offenders). Their work and service were praised by the local judiciary as well and the initiatives in KP were replicated by the Police of Balochistan and even the National Police Bureau (NPB) advised and recommended to other provinces to follow the same pattern and reforms for children and women rights as done in the KP (then NWFP). On the basis of these reforms, the Pakistan Society of Criminology, reproduced two research reports on Juvenile Justice Indicators (JJIs), as recommended by the United Nations Office on Drugs and Crime (UNODC) and the United Nations International Children's Emergency Fund (UNICEF). In the whole Asia, it was done only in the KP. These Institutional Reforms led to the introduction of two new registers in the Police Stations, called 26-A and 27-A, for data and record of juvenile justice and women rights. The Pakistan Journal of Criminology, in collaboration with stakeholders and local police, published special issues on juvenile justice and women protection/Gender-responsive policing. Sadly, the donor's fatigue left these reforms in the middle, however, some of them are still in vogue in the police station or in Balochistan. Thousands of police officials were trained in the Police Training College Hangu, in the modules for child protection prepared by the Pakistan Society of Criminology (PSC) and some of the subjects were included in the curricula of police training centers in KP and Balochistan, and even other provinces followed suit and prepared their own. The ICRC prepared a complete document of HR and Policing for police officials and training centers in Pakistan. The ICRC published some booklets in Urdu and English for field officers so they should know their responsibilities in terms of HR, which they are required to protect and promote.

c. PROCEDURAL REFORMS FOR HR PROMOTION

The recent police reforms in KP may be summarized, for promotion of HRs, as it "depolicitized the police in terms of selection, promotion, posting and transfer." Extraneous influences are removed and the police are held responsible to the public. The various tools introduced for this purpose are:

- a) Citizen Police, Liaison Committee (CPLC)
- b) Police Complaint Authority
- c) District Committee on Justice

- d) Public Safety Commission (emerged with Police Complaint Authority). It is at all levels, from district to Province.
- e) Police Access Service (PAS)
- f) Police Assistance Line (PAL) (PAS and PAL are the indigenous ideas of local police for ready accessibility to the public).
- g) SMS/ Complaint Registration: People can approach senior officers directly for any of HR violation, where an automatic/computer generated response will be recorded.
- h) Online Registration of FIR: Often Human Rights violations are generated/given rise due to the non-registration of a complaint. The citizens can do it online, if they have the facility, and can keep the record. They can avoid this fundamental right themselves. A citizen is entitled to do so.

d. POLICE ACTION AGAINST TORTURE AND POLICE ACCOUNTABILITY

This is the main and very common complaint of human rights violation against the police. Some social media images led to serious police notice by the senior police officers (like in District Karak and Nowshehra), where HR violators (the accused officials) were suspended and proceeded against. Most of the officials, accused of HRs, lost their jobs, after allegation and evidence of human rights violations. The recent reforms of responding to human rights violations made examples for others.

e. HUMAN RIGHTS EDUCATION IN POLICE TRAININGS

Most of the courses/syllabi of police officials and in both the basic and specialized trainings, the subject of Human Rights, its protection and promotion, is now included, to educate and sensitize the police on this important aspect of policing.

Notes:

1. Suddle, "Pakistan."
2. Fasihuddin, "Criminology and Criminal Justice System in Pakistan"; Fasihuddin, *Expanding criminology to Pakistan*; Fasihuddin, "Police and policing in Pakistan."
3. Shigri, "Dismantling the police command structure."
4. Fasihuddin, "Criminology and Criminal Justice System in Pakistan."
5. Makarenko, "The Crime-Terror Continuum."

Acknowledgement:

We would like to thank the editor Syed Sami Raza for his generous editorial and proof reading assistance.

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