



National Institute of Public Policy

INTERNS' VISIT UNDER FRIENDS OF POLICE PROGRAM



Visit Under Friends Of Police Program

Date: Wednesday, 21st May, 2025

Venues: District Police Lines Qila Gujjar Singh, Police Khidmat Markaz Liberty, Special Initiative Police Station Gulberg , and the office of the Deputy Inspector General (DIG) Operations Lahore.

Introduction

As part of the ongoing research internship at the National Institute of Public Policy (NIPP), a field visit was organized for interns on May 21, 2025, under the Friends of Police Program (an initiative of Punjab Police). This program aims to promote public engagement particularly with the youth, transparency, public trust in law enforcement and to provide practical exposure to the internal working of Punjab Police. The research interns were invited to participate in this program to gain firsthand insights into the operational structure, public service delivery, and modernization efforts of the Punjab Police. The visit comprised four main locations in Lahore: District Police Lines Qilla Gujjar Singh, Police Khidmat Markaz Liberty, Special Initiative Police Station Gulberg, and the office of the Deputy Inspector General (DIG) Operations Lahore. The visit was supervised by Dr. Ali Abbas (Research Associate), Mr. Sajid Sultan (Statistical Analyst, NIPP) and Ms. Sabina Babar (Research Fellow, NIPP), who guided the interns throughout the day and helped ensure a productive and engaging learning experience.

1. Visit to District Police Lines Qila Gujjar Singh

The first destination of the visit was the District Police Lines at Qilla Gujjar Singh, where the research interns and supervisors of NIPP were warmly received by the SP Headquarters Ms. Monazza. The visit began with a solemn tribute and prayer at the Yaadgaar-e-Shuhada, followed by a viewing of the displayed profiles and photographs of martyred police officers who sacrificed their lives in the line of duty. The interns were then briefed by Inspector Imran on the Punjab Police's approach to managing violent protests, including demonstrations of formations, pepper sprays and tear gas deployment strategies. Afterwards, an interactive briefing session with the SP Headquarters Ms. Monazza was also held, where she briefed the delegation on operational infrastructure, service delivery, and initiatives such as the establishment of a daycare center for

female officers. During an interactive Q&A session, she candidly acknowledged the challenges faced by the police force while expressing optimism about ongoing reforms.



Briefing session with SP Headquarters at Police lines

The visit at District Police Lines concluded at the police firing range, where interns were taught basic shooting techniques—a hands-on experience they found both valuable and informative.



Visit to Firing Range at Police Lines

2. Visit to Police Khidmat Markaz Liberty

The second stop was the Police Khidmat Markaz located at Liberty. At Police Khidmat Markaz Liberty, the research interns were briefed by the officers about the range of citizen-centric services offered at the centre. These services include the issuance of character certificates, police verification, tenant registration, vehicle verification, driving license issuance and renewal, copies of crime reports (FIRs), employee verification, reports for lost documents, and women and child protection services. The officers informed the interns that essential services such as tenant registration, crime report filing, and obtaining FIR copies are processed and delivered within 24 hours. The interns also visited the Tahaffuz Markaz and Messaq Markaz sections, where they were given detailed briefings. Zanaya Chaudhary, a transgender officer serving as a Victim Support Officer, explained the role of Tahaffuz Markaz in safeguarding the fundamental rights of transgender individuals and other marginalized groups. She highlighted that Lahore Police have established one such centre in each of the city's four zones, each staffed by a transgender victim support officer to foster inclusivity and support. At Messaq Markaz, interns learned about the dedicated services provided to minorities, particularly the Christian community, aimed at promoting inter-faith harmony and protecting minority rights. The visit concluded with an engaging question-and-answer session, where officers addressed interns' queries about the operations and impact of the services. The research interns appreciated the Punjab Police's innovative initiatives in public service delivery through the Khidmat Markaz model.

3. Visit to Police Station Gulberg

The research interns then visited the Gulberg Police Station to observe the station-level operations. The interns' delegation was received by SP Model Town Akhlaq Ullah Tarar and ASP Gulberg Rajender Meghwar. They were introduced to the registration and handling of FIRs, complaint handling procedures, investigation mechanisms, and the station's coordination with general public. SP Model Town Akhlaq Ullah Tarar and ASP Gulberg Rajender Meghwar briefed interns on police station working, highlighting the current role of the front desk in citizen engagement and service delivery. Interns were informed about the role of the "moharar" in prison management, including duties related to the custody, record-keeping, and overseeing the day-to-day operations of the

prison. The interns appreciated the efforts of the officers in ensuring efficient public service delivery at the grassroots level.



Visit to Police Station Gulberg

4. Visit to DIG Operations Office Lahore

The final leg of the visit was to the DIG Operations Office Lahore. At the DIG Operations Office, the research interns had an insightful and interactive briefing session with DIG Operations Lahore, Mr. Faisal Kamran. He elaborated on various people-centric initiatives undertaken by Punjab Police and how these efforts aim to ensure public safety and facilitate citizens effectively. The interns also attended a live open court session led by DIG Operations, where they observed firsthand how public grievances are addressed on the spot. An interactive question-and-answer session followed, during which Muhammad Faisal Kamran responded to queries in a prompt and engaging manner. At the end, special briefing on the Friends of Police Program was also provided. The interns expressed their appreciation for the IT-driven initiatives and public-focused strategies adopted by Lahore Police. They also acknowledged the significance of the Friends of Police

program in raising awareness about police operations and fostering a positive relationship between the Public and the Police.



Interactive Briefing Session with DIG Operations Lahore, Muhammad Faisal Kamran



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