

Police Assistance Lines (PAL)

Owing to the conventional culture and an otherwise imposing ambience of Police stations, the general public are usually hesitant in going to the Police stations for the resolution of their day to day issues. A number of developed countries have separated public dealing sections of Police stations from the Police station buildings and have established special public facilitation centers that provide a comfortable and welcoming ambience to the citizenry.

Based on such successful examples, the Khyber Pakhtunkhwa Police have established carefully designed Police Assistance Lines (PAL) in every district headquarter. The PALs offer a one window corporate style solution to the masses for the resolution of their day to day affairs.

Services offered in PAL:

- ▶ Theft Reporting
- ▶ Lost items reporting
- ▶ Extortion reporting
- ▶ Child lost and found
- ▶ TIF Form and Rental Agreement Reporting
- ▶ Police Security Clearance Certificate
- ▶ Police Character Certificate
- ▶ CNIC Verification
- ▶ Vehicle Verification
- ▶ Legal Advice
- ▶ Women counter
- ▶ Traffic license and excise document attestation

For all the above mentioned services separate desks are established in the facility and the general public is appreciating the atmosphere and behavior of the staff deputed in these PALs.

These PALs work seven days a week in two shifts of 8 hours each from 7am to 11 pm. Special emphasis is laid upon the delivery of documents etc., within the promised timelines. People can get their CNIC verification and vehicle verification certificates will be issued on spot by the concerned desk in-charge.







