

CENTRAL RESERVE POLICE FORCE
(Ministry of Home Affairs, Govt of India)

New Delhi
Dated 16th June,2017

Subject : **Launching of Toll Free helpline 14411 Madadgaar by CRPF**

Today in a function organised in Tagore Hall, Srinagar, Hon'ble Governor of J&K formally launched the Toll free helpline 14411 Madadgaar to be manned by CRPF, for the citizens of Kashmir residing in the state or any part of the country. Central Reserve Police Force which has a large presence in the valley believes that its spatial spread in areas which are otherwise far and beyond gives them this unique advantage to be the interface between the public and the agency of the state, who can address the issue, whenever a citizen calls the helpline. Issues could range from disruption in civic amenities, women's security, medical emergency, drug counselling, tourist assistance to pilgrims visiting shrines in Jammu and Kashmir, providing information on recruitment in the Forces, disaster relief etc. Besides, genuinely facilitating speedy redressals, this initiative is also expected to bridge the disconnect and win back the trust and confidence of the local population.

The Governor while lauding the initiative of the Force congratulated DG, CRPF and Shri Zulfiqar Hasan, IG (Operations), CRPF, Kashmir on this very unique and imaginative way to connect with the citizens of Kashmir and make a difference. He further stated that the foot prints of the Force all over the country, the progress made in communication technology, gives this special edge to CRPF to respond, not just to the local population but also to any Kashmiri citizen settled anywhere in the country. He saw this as a great opportunity, specially for the youngsters of Kashmir to explore avenues beyond the boundaries of the state as well.

The event was marked by the presence of the Deputy Chief Minister, DrNirmal Singh and Minister for Education Shri Syed Mohammad Altaf Bukhari, apart from the Chief Secretary, J&K, GOC, 15 Corps, DG JKP and many senior

functionaries of the state administration and police. The Dy Chief Minister while speaking on the occasion specially appreciated the logo of the helpline, which depicts an open palm with the symbolic Chinar leaf, Dal Lake and the beautiful mountain ranges of Kashmir reflecting the thought and spirit behind Madadgaar. Shri Mohd Altaf Bukhari, Minister for Education in his address was all praise for the restraint shown by CRPF in the most challenging time and exhorted the Force to treat the protesting students with kid gloves. Both the Governor as well as the Dy. Chief Minister appealed to the media to give wide publicity to the helpline so that every Kashmiri wherever he is, can benefit from it. Shri R R Bhatnagar, Director General, CRPF who came all the way from Delhi specially for the event, expressed his optimism and assured that the Force, wherever deployed will render all assistance and will emerge as a medium for redressal of grievances of the citizens. Few prominent citizens of Kashmir too spoke on the occasion and appreciated the humane approach of the Force and its empathy for the citizens of Kashmir. The function also witnessed the presence of local people from across the valley.

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Public Relations Officer
CRPF, Dte, Genl. New Delhi



