

CLIENT/CITIZEN'S CHARTER OF BORDER SECURITY FORCE

1. INTRODUCTION:-

The Border security Force came into existence on 01 Dec 1965. The Force grew from 25 battalions in the 1965 and is presently the largest Border Guarding Force in the world. The Border Security Force is An Armed Force of the Republic of India, with the basic role of guarding the Borders of India with Pakistan and Bangladesh and matters connected therewith.

The force draws its uniqueness from the fact that it is the only CAPF with its own Air Wing, Water Wing, dedicated Artillery, own cavalry, camel wing, canine wing and its breeding/training centre and dedicated R & D institutions.

Till date 1733 brave hearts have made the supreme sacrifice on the altar of duty and attained martyrdom. The supreme sacrifice of the Bordermen has been duly recognized by the Govt of the India by awarding 01 Mahavir Chakra, 11 Veer Chakra, 04 Kirti Chakra, 13 Shaurya Chakra, 232 President Police Medal for Gallantry and 891 Police Medal for Gallantry.

For the last several decades the BSF has been deployed all over the country and abroad for maintenance of law and order, internal security duties, counter insurgency operations, Anti-Naxal operations, Election Duties and Disaster Relief. Due to its unique capability to quickly adopt to various situational requirements, and also, to work in perfect harmony with the Indian Army and State Police, BSF has over the years, acquired the distinction of being perhaps the most acceptable force by the people and the State Administration. BSF has also worked relentlessly in containing militancy in Punjab and J&K and insurgency in North Eastern States.

2. ROLE AND TASKS PERFORMED BY BSF

Specific tasks/role and duties performed by the BSF placed as Annexure-I.

3. OUR VISION

To be a force of Excellence in guarding the borders of India by means of a highly professional, credible and efficient Border Management.

4. OUR MISSION

- To maintain the sanctity of the borders of India through eternal vigilance.
- To include a sense of security by harnessing the co-operation of the Border population.
- The effectively deal with Internal Security challenges whenever so tasked by the Government.

- To achieve an effective combat capability by absorbing leading-edge technology. State-of art training and user-friendly equipment.
- To evolve and implement a growth oriented Personnel Management System aimed at instilling core values to satisfy the social, economic and psychological needs of the force personnel.
- To effectively assist the civil administration in disaster management, and provide succor to the people.
- To effectively promote the core values of human rights, pride and dedication to duty in the Force.

5. **ORGANIZATION STRUCTURE**

Organizational structure of BSF is placed at Annexure-II.

6. **ROLE OF BSF IN PROMOTING COMMUNITY TIES TOWARDS CITIZENS.**

With the introduction of Integrated Border Management (BM), civil population has become a major stake holder in BM as such border wellbeingness and development of border population has become a major issue of concern for BSF, which is required to be addressed on priority on various important issues.

- To create awareness among border population.
- To assist in devolving basic infrastructure in border areas.
- To create job opportunities by undertaking skill development programmes.
- To improve quality education.
- Provide and assistance in basic health care.

7. **ONUS ON BSF TOWARDS CITIZENS UNDER VARIED CIRCUMSTANCES**

a) **Safety and Security**

BSF being first line of defence it is the primary duty to provide sense of security among border population.

b) **Kissan guard system at IB.**

BSF facilitates farmer's movement ahead of the fence and ensures their safety and security.

c) **Civilian Evacuation**

Jammu is a highly volatile Border which is often targeted by Pakistani Rangers by shelling Mortars. BSF plays an important role to assist district administration in safe evacuation of civil population from the border areas.

d) **General safety and awareness/ educating border population on security norms.**

Field Commanders briefed border population about various threat perception and create sense of security amongst them.

e) Role of BSF in Disaster Management

During any disaster BSF immediately rushes to assist civil population and civil administration in carrying out rescue and relief operation in tandem with other agencies.

f) Relationship with Border Population.

BSF is a face of the State to the local population. As BSF is highly professional in Border Management, its endeavour is always to maintain extremely cordial relation with the Border population.

g) Civic action/skill development/our programme undertaken by BSF

Under the Civic Action Programme (CAP), BSF plans, adopts and execute various developmental programmes as mentioned below in order to uplift living conditions of Border population.

- i) Medical camps.
- ii) Bharat Darshan tours.
- iii) Adoption of schools/villages.
- iv) Distributing stationary and school uniforms to poor school children.
- v) Arranging various vocational training programmes for men and women in collaboration with specialized agencies like NSDC, ITI, District Welfare Department etc.
- vi) Organising sports activities.
- vii) Undertaking various pre-recruitment training programmes for youths.
- viii) Improve infrastructure and basic amenities in Border areas.

h) Induction.

During induction of new Bns, field commanders and troops are briefed about various important issues pertaining to the area for better understanding and co-operation with Civil Administration and Border population.

8. CITIZEN CENTRIC SERVICES

a) Anti Drug Drive against Drug Abuse and Illicit.

Various workshop/counselling programmes are organised to educate border population about drug abuse and its effect on the society under aegis of BSF Wives Welfare Association (BWWA).