



Government Of Maharashtra

Office of the Director General of Police, Maharashtra State

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O.W.No. DGP/20/SOP- group conflicts /202/2025

Mumbai Dt. 28/08/2025

Sub: SOP for handling minor/small -Caste/communal/group conflicts.

Circular :-

It has been repeatedly observed that in many cases, after any minor/small caste/communal/group conflict, our officers reach the spot and settle the issue locally. But in many cases, no FIR is registered, no preventive action is taken, no manpower is deployed nor senior officers are informed. In many such cases, serious conflicts including violence have taken place on the same day or within next few days. This is primarily due to neglect on part of our police station officers to take action as per law. In many cases, our officers are also found to have been coming under influence for not taking any legal action if peace is assured by the parties involved. However, it is forgotten that such a tendency to neglect taking legal action results in an impression getting formed that even after indulging into conflicts/violence or lawlessness, no action will be taken by-the police. Precisely this kind of belief encourages people to further indulge into violence and rioting-creating bigger problems for the police.

In order to take care of such situations', following SOP is suggested for strict implementation.

1. Immediate Action on spot

- **As soon as any information about any caste/conflict/group tension or conflict is received, a station diary entry be made and whatever information is available be given to the district police control room.** Control room in turn to inform all senior officers. Available staff shall immediately proceed to the spot. Tear gas, lathi, helmet, shield etc shall be carried along.
- Upon reaching the spot the first step should be to separate the groups and deploy policemen along with both the groups while holding talks with them. Thereafter, local police to understand what the issue is. If needed, more force be called for, from the police station or neighbouring police stations/HQ.
- It is important to start videography and capture clear faces of people Involved in conflict so that they can be easily identified later. A few policemen should identify locations where CCTVs are installed and brief the owners not to delete the same without permission of the police nor allow anyone to remove the storage drive.
- If any person/s is/are injured, they shall be immediately evacuated and every evidence seen on the spot be preserved.

2. Legal Action

- **If any cognizable offence is disclosed → register FIR immediately.** This is the most crucial step as this is where we are found to be lacking in many cases. We are not taking legal action fearing that it may further escalate the situation/emotions. But that is a wrong presumption and rather not taking action has resulted into serious riots in most cases.
- **In some cases, either of the parties do not come forward to register FIR.** In such cases, police shall register FIR on the information of any police officer. Even when both parties decide to register FIR against each other, a third FIR may be registered from police side against both sides so that later on, if the two rioting parties arrive at a compromise, police-initiated FIR still remains and lawlessness does not go unpunished.
- **It must be ensured that we do not allow "spot compromise" in place of legal action.** There will always be pressure from one or both sides to 'Let go' of the matter, but we must understand that once a cognizable offence has taken place, FIR must be registered. Even if the matter is of a non-cognizable nature, NC shall be registered and with permission of the court it is investigated, in deserving cases. This kind of decisiveness on part of police will send clear message that if law is broken, it will result into legal action, whomsoever the person is, irrespective of his background.

3. Preventive Measures

- Arrest those directly involved/instigators under relevant provisions of law keeping in view provisions and restrictions on arrest under BNSS.
- Seize weapons if used any, from the spot or from the residences of miscreants.
- Check past records of the accused persons and Initiate peace/good behaviour bonds under BNSS/Maharashtra Police Act etc.
- DySP/ACP to ensure compliance of above directives.

4. Deployment (Minimum 48-72 Hours)

- Uniformed pickets be deployed at sensitive points.
- **Plain-clothes surveillance teams in the area are extremely important.** In every such case, plain cloth deployment be made for at least 48 hours or more. Plain cloth people to report directly to senior officers every 1-2 hours for first 24-48 hours. Reporting shall be about what is being discussed/planned, who all are holding any meetings, any outsiders visiting the area and overall atmosphere. They shall sit at local tea stalls/restaurants etc and listen to what people are taking about. In most cases, this step alone will ensure any future serious riot/conflict is avoided due to timely intervention.
- RCPs deployment can also be considered, if the situation demands so.

5. Reporting & Escalation

- OIC/PI to send Flash Report within 30 minutes of reaching the spot to Control Room with whatever details he can gather. He may use WhatsApp/phone call also for this purpose. Control room to ensure senior officers (SDPO/ACP/SP/DCP/CP) are informed immediately. Senior officers then can plan further deployment/strategy, depending upon the situation.
- Daily SITREPs (0900 hrs & 2100 hrs or even more frequently) to be sent for next 72 hours. to DGP control room & district police control room.

6. Community Engagement

- Police to convene Peace Committee meeting within 24 hours.
- Issue joint appeals for peace with community leaders.
- Deploy liaison officers at religious and public places.

7. Rumour & Social-Media Control

- Cyber Cell to start keyword/geo-monitoring immediately.
- Quash rumours within 60 minutes using official handles.
- Capture evidence of inflammatory posts for legal action.

8. Magisterial/Administrative Measures

- Recommend prohibitory orders (BNSS Sec. 163/Maharashtra Police Act Sec. 37) if mobilization of mob is feared.
- Light up dark spots, clear debris, and coordinate with civic bodies.

9. Investigation Standards

- Record statements, seize digital and physical evidence the same day.
- Preserve CDRs, social-media links, and CCTV footage.
- Dedicated investigation teams, who are not involved in handling the situation on ground be formed.

10. De-escalation & Exit

- Only SP/CP can authorize withdrawal of extra deployment.
- Maintain patrolling for at least 2-7 days post-incident in sensitive areas, as per demand of the situation.
- Entry in VCNB and C notes. A report be sent to seniors as a check list(enclosed) whether all the measures in this Sop were followed or not.

- Post-incident detailed notes to be prepared by the SP/DCP which shall include:
 - Past context of any such incidences in that place or among those people.
 - Whether preventive action was taken in earlier episodes.
 - Whether there were any warning signs before the incident occurred?
 - Future precautions to be taken for that place or those individuals.

11. Accountability

- **Failure to register FIR, to inform seniors, non-registration of FIR, not applying proper sections of law in FIR, buckling under pressure to compromise, not arresting key rioters/instigators, non-deployment of plain cloth personnel, maintain minimum 48-hour uniformed deployment, letting go of actual culprits, deliberate weakening of investigation, shall be considered as an act of dereliction of duty.** Strict action shall be taken against such police officers including removal from their charge and initiating departmental enquiry. DCP/DySP also to be directly responsible for non-compliance of the above.
- SP/CP to hold After-Action Review within 72 hours and decide further strategy.



(Dr. Nikhil Gupta) IPS

Addl Director General of Police (L&O)

To,

All CPs (Except Mumbai city)

All SPs

All Range Spl.IGPs/DIGs

Copy to,

Spl.IGP/AIG (L&O) – for ensuring compliance of above SOP

SP (Control Room, DGP office) – for attention on point no. 5 above.

Quick Reference Checklist

a. Golden Hour (0-60 min)

- ☐ Scene secured, groups separated, videography started.
- ☐ Injured evacuated; evidence preserved (CCTV, weapons, debris)
- ☐ Flash Report sent to Control Room & seniors within 30 min.
- ☐ Uniformed pickets + plain-clothes teams deployed.

b. 2-6 Hours

- ☐ Instigators detained/arrested.
- ☐ Additional forces/Mobile RCPs activated; night pickets fixed.
- ☐ FIR decision made & registered immediately.
- ☐ Recommend prohibitory orders (BNSS Sec. 163/MP Act Sec. 37) if needed.
- ☐ Cyber Cell monitoring started; Rumour rebuttals issued.
- ☐ Civic agencies informed (lighting, debris clearing, power, water)

c. 6-24 Hours

- ☐ Daily SITREPS (0900 hrs & 2100 hrs)
- ☐ Peace/Mohalla Committee meeting convened; joint appeal recorded
- ☐ Witness/victims contacted and protection ensured.
- ☐ Further arrests carried out.
- ☐ Rumours/fake news neutralised

d. 24-72 Hours

- ☐ Continue uniform and plain cloth deployment for at least 48-72 hrs.
- ☐ Community tension summaries (CTS) prepared daily.
- ☐ Trouble-makers/repeat offenders monitored and arrested as per situation.
- ☐ All evidence (digital + physical) secured & case diary updated.
- ☐ Preventive bonds (BNSS Sec. 126) initiated.

e. Exit & Accountability

- ☐ Only SP/CP may approve withdrawal of forces after reviewing CTS trend.
- ☐ Patrolling in vulnerable areas continued for 7 days or as per situation.
- ☐ After-Action Review (AAR) held within 72 hrs (SP/CP chair).
- ☐ Non-compliance (FIR delay, no intimation, early withdrawal, no plain cloth deployment etc) = dereliction.
- ☐ Post-incidence detailed notes prepared