



Bureau of Police Research and Development
Ministry of Home Affairs, New Delhi

BEST PRACTICES AT POLICE STATIONS IN VARIOUS STATES & UTs

2021





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**A compilation of
the Best Practices
at
Police Stations
in
States and Union Territories**



PREFACE

The '**Best Practices followed in Police Stations**' as shared by twenty seven States and Union Territories have been compiled in this booklet, which need to be shared with all the stakeholders for its replication to fulfill the objectives of citizen-centric policing.

The feedback received from twenty one States indicate that they are following the best practices at their police stations as per their local needs. The Senior citizens are also well taken care off.

A similar feedback is also received from six Union Territories, where a good emphasis is laid on cyber security.

All the details mentioned by various stake holders are well described in this compilation for others to follow.



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01

Best Practices Followed at Police Stations in **ANDHRA PRADESH**

A) AP Police Seva Mobile Application

- 1) The main aim of developing the AP Police Seva Mobile Application is to provide the citizens an easy way of availing all the Departmental citizen services.
- 2) All the Services offered by Police Department are brought on to a Single Platform to improve the accessibility of services and citizen friendly policing.
- 3) AP Police Seva Application also provides the 60+ Citizen Police Services – SOS, Lodging Petition, FIR Status, Passport Status, Job verifications, Missing Lost Documents, House Watch Requests, pending Challan details of citizen's vehicles, know your police station etc.

a) Key highlights of the App. :

- 1) Easily lodge petitions & get permissions without going to PS.
- 2) FIR copy can be viewed or downloaded just on a single click.
- 3) Verifies the status of stolen property.
- 4) Verifies whether the vehicle involved in theft or not before buying.
- 5) Easily raise request for police watch on their houses.
- 6) E-Challans can be directly paid from mobile app itself.
- 7) Easily connect with local police via social media from this app.
- 8) Location based nearby PS can be known.



- 9) SOS is provided and it is directly linked to Central command centre.
- 10) Cyber related awareness information can be accessed.

b) Impact of the Project on citizens/policemen :

- 1) Assured Time frame will be maintained for delivering services.
- 2) Petition status can be obtained on a single click.
- 3) Transparency and Accountability of Police officers will be improved which in turn improves Citizens Satisfaction.
- 4) Citizen – Police relationship will be improved.
- 5) The Service Charges will be monetized and will be used to improve department efficiency.
- 6) All Police services will be offered to Citizens on a Single Platform.
- 7) User convenience is more.
- 8) Accountability on Police Officers will be improved.
- 9) Corruption will be reduced.
- 10) Time lines will be met.
- 11) The Payment can be done through mobile application.
- 12) No physical interaction is required for availing the services.

c) Organizational sustainability (Capacity building, finance, logistics, rules & regulations etc.) :

- 1) This mobile application has been developed under Modernization of Police Funds.
- 2) This mobile application is aimed at providing all the citizen services at single window.
- 3) In view of this, all the difficulties involved in the integration process of various



applications have been identified, suitable amendments have been made.

- 4) Coordinated with all the service providers of various applications for the purpose of integration.
- 5) The necessary Hardware and other infrastructure required for hosting the application in crash free environment without any down time have been identified and procured.
- 6) Resource person has been identified and deployed at the premises for making necessary amendments as per the requirement.
- 7) Helpdesk has been established and made available to Citizens to raise any complaints/ queries.
- 8) All units IT Core Team members have been trained on addressing issues from public.
- 9) Citizen awareness campaigns have been conducted throughout the state.

d) Adaptability and scalability (Present status and future scope) :

- 1) To bring uniformity and ease of delivery of services, all the services have been provided on a single platform.
- 2) Integrated with C-DAC to send SMSs on registration and to contacts while in emergency situations.
- 3) All CCTNS related important services have been offered and other states can also replicate.
- 4) Regular awareness campaigns are planned.

B) Introduction of Automated Vehicle Alert System

- 1) Every vehicle stolen/recovered/involved in crime has been entered in records at Police Stations and in EeCOPS application while registering the FIR which would be stored in database. However, tracing of stolen vehicles was carried out separately by Police Stations. No proforma was present to share the theft vehicles/recovered vehicles data among the police stations. Usually, vehicles registered as stolen in one



jurisdiction were recovered at another jurisdiction, in such cases tracing the vehicle was difficult for Investigation Officers despite vehicle was recovered at somewhere, as result large number of vehicles were not tracing immediately.

- 2) To overcome this, AP Police Department has developed a solution called Automated Vehicle Alert System. If an FIR is filed against motor vehicle theft, this tool automatically searches with existing data base of stolen/Recovered Vehicles, if any vehicle number is matched an alert would be sent to SHOs who registered the FIR on same vehicle number. Then, SHOs coordinate with each other to trace the vehicle quickly. And this tool also helps the police to identify the repeated vehicles which are involved in Sand Theft/Excise cases.

a) Key Highlights of the Alert System :

- 1) With the result, 127 Missing Vehicles were traced in the State & 300 repeated Vehicles were also identified and seized.
- 2) All SHOs & Unit Officers are alerted via SMS, if same vehicle is involved in multiple crimes.
- 3) With Automated vehicle alert system, the vehicles involved in other crimes are being identified while registering FIR itself.

b) Impact of the Project on citizens/policemen (in terms of time, efforts, money etc.)

- 1) All Investigation Officers, SHOs and senior Officers of the Andhra Pradesh Police Department are benefitted during the Investigation.
- 2) All citizens of Andhra Pradesh state are benefitted indirectly as justice would be ensured.
- 3) The mechanism behind this solution is: every vehicle registered in CCTNS FIR automatically searched with the database of previous vehicles involved in crimes, if any vehicle matches concerned SHO & Unit Officer will be alerted via SMS.
- 4) The accountability of field officers has been improved by providing these details.



- 5) Tracing of stolen vehicles will be transparently done by coordinating with other SHOs.

c) Methodology/Technology used in the implementation of the Project :

- 1) Technical services have developed this module on top of CCTNS database with the help of the System Integrator.
- 2) This was carried out using technologies such as Java and Oracle which have been used to develop CCTNS as well with no extra monetary cost.
- 3) Integrated with C-DAC to send alert SMSs to Investigation officers while Vehicle matches.
- 4) Mail Integration has also been done.

d) Adaptability and scalability (Present status and future scope) :

- 1) On top of CCTNS, this alert system has been developed with no extra funds.
- 2) Other States also can replicate this system for speedy investigation in tracing of vehicles.

02

Best Practices Followed at Police Stations in CHHATTISGARH

Best practices being followed at the police stations in the state are as follows:

- **Cyber Sangwari Abhiyan** - Online anti Cyber-fraud Campaign is being run by Raipur Police to avoid cyber-crimes. Under this campaign, awareness is being spread in each police station of the unit, by communicating about the measures to avoid cyber fraud in the localities and squares of the city / village. Along with giving information about the changing nature of online frauds to bank managers located in the district, by the cyber cell, immediate action is being taken by sharing the information with the police by forming WhatsApp and Telegram groups to stop it and refund the cheated amount.
- **Short Video** - There is a state of public health emergency in the country at this time. Such a challenge would seldom have come before the country. When such a choice comes, new criteria have to be set at different levels to compete with it. In order to protect and protect people from the corona epidemic, the general public has been made aware through 09 types of short films. Different messages have been given in each video to fight and prevent the corona epidemic, which has definitely benefited the general public. Despite Gariaband district being tribal dominated, each short film has got a good number of views and certainly all the videos were appreciated by the general public. Through this short film, the image of Gariaband Police has definitely improved among the public.
- **‘Hamar Police Hamar Sang’** - In district Mahasamund, awareness campaign is being run in respect of online fraud, staying away from all kinds of intoxicants/addictions and to strictly follow the traffic rules. Every police station/outpost/office in the district has been made drug free and the police station area has been declared a drug prohibited area, which has had a great impact.



- **Aastha Abhiyan** - Under this campaign in Kabirdham district, villagers were duped by various economic crimes like ATM PIN, fraud by trapping villagers in connection with fake lottery, cheating gold and silver in the name of polishing utensils, cheating in the name of installing telephone tower, fake chit fund, etc. Continuous information is being given regarding these frauds, committed in the name of a company, so that the villagers can be saved from this type of frauds. Villagers are being informed about the old evils prevalent in the society like witchcraft, sacrificial practices, untouchability, etc. During the entire campaign, apart from all the above messages, the villagers were given particular attention about drug abuse. Through this campaign, the information is also given about strictly following the traffic rules, wearing helmets while driving two wheelers, keeping complete documents of the vehicle, etc.
- **Cyber Crime and Mobile Police Stations** - In Bemetara district, under this campaign, providing information about economic crimes to the general public by setting up a mobile police station was attempted to provide protection from being cheated from chit-fund, ATM PIN, fake lottery, PF account insurance, cheating in the name of polishing utensils, etc. Apart from this, information is also given regarding social evils like child marriage, female foeticide, untouchability, jadu-tona, etc. Apart from cautioning from social evils like drug addiction and dowry system, the legal information related to traffic rules, helmets, vehicle documents is also being given.
- **Cyber Mitaan** - In order to stop the increasing cyber-crimes in the present environment, the campaign of Cyber Mitaan was run by Bilaspur Police to make people aware of cyber-crimes, in connection with ATM frauds, online fraud, social networking sites, spam calls etc. The main objective of this campaign was to make aware about 8 lakh people about various ongoing frauds. This Campaign was run between September 01 and September 06, 2020 and on 08th September the work of Bilaspur Police was recorded in “Wordbook of Records, India Book of Records and also in the Gold Book of Records.
- **Cyber Cell** - In view of the increasing number of cyber-crimes in Raigad district, a cyber cell has been formed at the district level for the prevention of cyber-crimes. In various serious and sensitive cases, the police was successful in arresting the culprit by tracing the location of the criminal through modern cyber technology. Besides, work was also



carried out to nab the accused with the help of cyber cells in cases like online Cheating, ATM Frauds, etc. About 503 lost mobiles have been recovered and returned to their owner by the cyber cell of this unit. In this way, cyber cell and modern technology are helping police a lot in discharging their professional responsibilities. For the prevention of crimes, officers and employees are being trained in the cyber training programs and workshops are organized at Headquarter/Range level so that the functions of cyber cell can be implemented more effectively.

- **CCTV Cameras** - CCTV cameras have been installed under ‘Mission Secure City’ in every square and intersection of district Mahasamund, which is being used to nab the criminals. Besides, with CCTV Cameras the people are also being helped by the police during the disaster management and controlling the traffic system.
- **Village Choupal Abhiyan** - In order to control the increasing road accidents in rural areas, a traffic chaupal has been organized in rural police stations under the traffic awareness program with the aim of making the drivers aware about the traffic rules. Village representatives and citizens have been informed about traffic rules by organizing village chaupals in different panchayats of this unit.
- **Traffic Mitan Abhiyan** - Under this campaign, such vehicle drivers who always follow the traffic rules on the road were identified and honored. This campaign has been started on 2nd October and so far, 141 people have been honored through Traffic Mitan campaign.
- **Mask-up program** - A large number of citizens were getting infected in the second wave of Covid-19. In order to break the chain of infection and reduce the problem, a mask-up program was organized in the police stations, under which free masks and sanitizers have been distributed to the physically and financially weak persons.
- **Lockdown was imposed** during the Corona epidemic, due to which all other services were affected and the general public was advised to stay at home. In the meantime, the police performed their duties, following the orders issued by the government and administration. Besides, keeping in mind about own safety, the Police made sure to follow the rules along with making the general public aware about the prevention of infection in low-lying settlements and slum areas. The daily use ration material, essential



commodities and medical aid and support were provided to the poor families.

- The general public was also made aware by running a public awareness campaign for the control and prevention of global epidemic Corona virus infection. During this period, a constant vigil through foot, bike & vehicles patrolling was kept and the instructions were issued by the administration from time to time. Some social service organizations and individual social workers have also provided help. The legal action has also been taken by the Police against those who violated the orders and rules of the administration.
- **Establishment of Mobile Control Room** - In view of global pandemic corona virus infection, a temporary mobile control room with all facilities and resources has been prepared, to take prompt action on receipt of information related to corona virus infection. In this room, the hand-wash, sanitizer, PPE fit, gloves, barricades for traffic control, stoppers, wireless set communication, CCTV camera, public address system, electrical system and register have also been maintained.
- **Protection / Facilitation of Police and Police Family** - “Sughar Samadhan Yojana” was launched in Police Residential Complex. The Phase-01 and Phase-02 was launched by the Gariaband Police keeping in mind the police personnel as well as the families of the police personnel. As the 24 hours duty was imposed for jawans along with four wheelers, to provide facilities during the time of corona epidemic, every jawan need to go to each room of the police colony, taking a list of ration, vegetables, medicines and other materials. They used to supply vegetables and other materials to the family members. At the time of all the police personnel being on duty, the family members of the police families had to go to the market to bring ration, vegetables, medicines and other materials. Due to which the people of the police family were more at risk of getting corona infected. For the protection of which the family members of all the police personnel have been kept safe from Corona by running the “Sughar Samadhan” scheme. Various resources were also made available for the entire team, oxygen cylinders, medicines, beds, nutritious food and entertainment.
- **Community Policing Program** - Under the direction of Superintendent of Police Gariaband, the sports competitions of Kabaddi and Volleyball were organized in different



villages of the unit with the aim of establishing better coordination and friendship between the police and the public under community policing and the winning teams were given cash, Shield, medals & other prizes with an appeal to all the players, children and general public to cooperate with the police.

- **Spandan Abhiyan** - Under the 'Spandan Abhiyan' directed by Director General of Police, Chhattisgarh, at HQR.-Raipur, a parade is organized every Tuesday and Friday in the protected center / police station / outpost to relieve the tension of the police personnel posted in the district, after listening to the problems of the officers and employees. Every effort is being made to resolve their problems quickly.
- The health camps are also organized from time to time in which medical teams are called for necessary guidelines / suggestions regarding the physical health test of the jawans, stress free environment and towards nutritional diet. To stay free from mental stress, physical activities like sports and yoga are done. While improving the functioning of the police at the police station / outpost level, changing the time of duty of the policemen and giving weekly off once a week, to be able to discharge their duty with a sound mind.
- **Women Crime** - In order to prevent crimes against women and girls in the district, work on child friendly policing is being done by Mahasamund Police in collaboration with UNICEF in the district since last year. Under Bal Mitra Cell, Women Help Desk Cell has been prepared in each police station and child welfare police officers have been appointed in each police station for cooperation with the children. Complaint boxes have also been set up in schools. Apart from this, by establishing better communication between the police and the people of the area, efforts are being made to prevent sexual offenses under sections of the Indian Penal Code, Protection of Children from Sexual Offenses Act, Juvenile Justice Act, Right to Education Act and prevention of human trafficking. For the prevention of crime against women and children, a 'Shakti team' has been constituted in the district. Also by organizing workshops from time to time, the policemen, women and children are sensitized and made aware of crime prevention by training through experts.
- **Women commandos** - Women commandos have been set up in Mungeli district. The work of empowering women is being done by the team of women commandos in the



district. Women commandos are playing an important role in the prevention of atrocities, molestation etc. on women and girls, as well as for the prevention of gambling, betting, de-addiction and other crimes.

- **Prevention of Human Trafficking** - Raigad district is mainly a Scheduled Tribe dominated district, where serious complaints of human trafficking were observed in the police station of Dharamjaygarh and Kapu area of Dharamjaygarh tehsil of the district. This area is very sensitive from the point of view of human trafficking. Keeping this in view, a special campaign against human trafficking was initiated in the district. Local villagers, Panchayat level public representatives, government employees working at the field in the village & NGOs were sensitized. Efforts are being made to control and completely eliminate human trafficking by running a public awareness campaign with the help of media. On the other hand, for the cases registered earlier, efforts are made to complete the judicial process at the earliest to punish the accused, which is yielding positive results. By organizing a mobile police station, the victims of human trafficking are being made aware to register such cases in the police station.
- **Traffic related awareness** - Related publicity and workshop organized by the Safety Cell team of Traffic Police, Rajnandgaon, to make public awareness about traffic rules by visiting all major square, intersections and crowded areas in the district's government, non-government schools and colleges. By going to more and more people, they have been made aware to follow the traffic rules.
- **Samarpan Abhiyan** - In all the police stations of Rajnandgaon district, membership cards have been distributed to senior citizens, giving special priority to senior citizens. A police team has been constituted to take action on the complaint of senior citizens and their complaints received in police stations are being resolved immediately on priority.
- **Abhiyan Aas** - Due to the Covid-19 pandemic in Kawardha district, the mental and physical problems among the people are worsening due to an increase in mental depression & stress resulting in suicidal tendencies. Keeping this in mind, life in the police station area is a priceless heritage. Banner-poster has been pasted in the form of a campaign appealing to the people not to commit suicide due to fear of problems and due to mental



depression & stress. An initiative has been taken to make people aware in this regard by issuing mobile numbers of police stations, psychiatrists and senior officers.

- Kawardha's Anjor** - In order to provide employment opportunities in the border and forest areas of Kawardha's Anjor district, Kabirdham, a special training camp is being organized for the youth of the area to be selected in the police department and other paramilitary forces under the "Anjor of Kawardha" program. In the said camp, youths and girls of Vananchal area Chilfi, Rengakhar, Kukvoor, Jhalmala Salohara, Podi have participated in which more than 1300 youths have been selected in Police Department and Army, Air Force and Para Military Force according to the selection process. Youth have been trained. About 125 trained youth / girls have been selected for the posts of Para Military Forces, Army, CAF, Air Force and Forest Guard. Trainees have been selected after health test. At present, 250 trainees have been selected for the post of constable (GD). The training is currently going on.
- Hamar Zindagi** - Corona awareness campaign "Humar Zindagi" is being run at the police station level in Bilaspur district. Under this scheme, 02 to 03 teams of police have been formed in the police stations, which visit 5 to 7 villages and localities every day and together with the Panch, Sarpanch, Mitadin, the general public is encouraged to get corona vaccination. Presently, by visiting more than 500 villages and wards, the police team have encouraged the general public for vaccination.
- A defence rule of Masking** - Raigad Police has registered the first world record for distributing maximum number of face masks in 06 hours on the occasion of last Raksha-bandhan festival in the dreadful situation of outbreak of Covid-19 pandemic in Raigad district. The certificate has been sent on the official e-mail of Raigad Police on 05.08.2020 by the "Golden Book of World Records", the world record registering organization. In the field of distribution of masks by any organization, department or person, this record was not in anyone's name before. Raigad Police is the first department to do this work with public cooperation. In view of the massive distribution of masks, all the police stations / outpost in-charges and various institutions / social / volunteer and youth organizations interested in distribution of masks were appealed to volunteer and follow the guidelines of Covid-19 in terms of the physical / social distancing. In this way, the campaign was



successful in reaching seven lakh people for distribution of 12.37 lakhs face masks.

- **Condolence campaign** – It was launched by Raigad Police keeping in mind the humanitarian approach to help the flood victims of the district. In the last week of August 2020, due to heavy rains in the state, the coastal areas of Mahanadi had come under inundation, due to which dozens of villages of Thana Pusaur, Saria, Sarangarh and Kosir areas were affected. Thousands of flood victims were saved in temporary relief camps by the police, district administration, home guards and flood rescue teams in time. Appropriate arrangements were made for sending to relief camps, the medical and other essential services by the top officials of the administration and district police. In the most affected areas, 768 families were provided blankets, lungi, dhoti, gamchha, sari, etc. and also tin shed, tarpaulin, cement, slippers, readymade clothes, bamboo, utensils, buckets, mugs, mats, mosquito nets, bed sheets, soap, surf, Torch and ration materials were distributed.
- **Chetna program** - The main objective of the Chetna program of Chetna Mungeli district is to save boys and girls from atrocities/crimes on them, to enable them to fight against the atrocities on them and to make them aware, so that they do not become victims of any kind of harassment. For this purpose, especially in the district, Girls have been made aware through videos/posters/banners by organizing programs regarding good touch & bad touch.
- **Anjor Rath Yojna** - To reduce the road accidents occurring under various Dhana/Chowki areas of district Balrampur-Ramanujganj, a campaign was organized through Anjor Rath and mobile police stations, to create awareness about the traffic rules by marking the possible accident areas. By giving information about the traffic signs, they were instructed to follow the traffic rules while driving, wear helmet while driving two wheeler, use seat belt while driving four wheeler, etc. Publicity of traffic rules is being done through Anjor Rath in various schools, colleges and weekly markets of the district. The accident victims are being encouraged to immediately reach the nearest health centers. The Traffic signs, radium signatures are being put up on the roadside in the accident area and health check-up of drivers and operators is being conducted from time to time.



- **Police Janmitra Scheme** - “Police Janmitra Yojana” has been made with the objective of establishing mutual co-ordination between the police and the public. Under this scheme, the police station in-charge and gazetted officers in the police station areas regularly meet the general public in the localities and colonies of their jurisdiction to get information about their problems, crimes happening with the general public, ATM fraud, cyber-crime, etc. The information is being given in detail about the methods adopted by criminals in property related crimes, social media crimes etc. and ways to stay safe from them.
- **Formation of Village Defense Committee** -”Village Defense Committee” has been constituted in the direction of implementing effective police system in rural areas and getting active cooperation of the rural people for crime control. In the meeting organized for the formation of Village Defense Committee, the in-charge of the Station House to inform the villagers in detail about the current crimes such as ATM, fraud, chit fund fraud, human trafficking, social media fraud, superstition, social evils, illicit liquor, speculation, gambling, illegal ganja sales etc., among the villagers to take effective action. Wide publicity is being done so that the general public can be saved from the above types of crimes.
- Through Raksha Service App till date, 2676 People in the district who were being home quarantined and home isolated were taken into record for keeping surveillance on them to prevent them from breaking the quarantine protocol. This App was also adopted and used by other 10 districts of the state (Janjgir-Champa, Bilaspur Korba Raigarh, Pendraroad, Mungeli, Balod, Bemetara Durg Korea) and a total 5542 people quarantined as well as isolated were taken into surveillance.
- **Lone Varratu (Come Back Home) Campaign** - Under the direction of Inspector General of Police Bastar Range Jagdalpur Shri Sundarraaj P (IPS), Dr. Abhishek Pallav (IPS) and Additional Superintendent of Police Shri Rajendra Jaiswal, Police Sub-Divisional Officer under the guidance of Dantewada, Shri Chandrakant Gaverna, Police Sub-Divisional Officer, Kirandul Shri Devansh Singh Rathore and Deputy Superintendent of Police, Chief, Dantewada Smt. Shilpa Sahu, Deputy Superintendent of Police Naxal DRG / Ops Shri Abhishek Paikra, Deputy Superintendent of Police Naxal DRG / Ops. Under the leadership of Shri Amar Singh Sidar, Deputy Superintendent of Police DRG / Ops



Shri Bhupat Singh Dhaneshri, Deputy Superintendent of Police (Ajak / Kaim) Ms. Asha Rani, an anti-Naxal operation in all the police station areas of the district and under the rehabilitation policy of the Chhattisgarh Government, by Dantewada Police, “Lone Verratu (Come Back Home) Campaign” is being run from 15.06.2020. The word Lone Varratu is derived from the local dialect Gondi which translates to “Come back home” in Hindi, through which the people of different villages under the police station area of Dantewada district, who are active in banned Naxalite organization, have been identified by the Superintendent of Police Dantewada Dr. Abhishek Pallav (IPS) to surrender and live respectfully. Under the said campaign, an appeal was made for the return of these Maoists to the mainstream by pasting the names of the active Maoists of the concerned area in all the police stations/camps and gram panchayats and through the families of these Maoists and the sarpanch and other public representatives of the concerned village. As a result, till now a total of 375 Maoists have surrendered and joined the mainstream.

- **Operation Muskaan** - Under “Abhiyan Muskaan” and “Samvedna Karyakram”, a special campaign is being organized in the district by forming a special team for missing children and missing women. In addition to the total 18 missing cases, 01 driver and 17 girls registered in the year 2021 till May, apart from 01 case from Digar province, Orissa and 01 from Tamil Nadu during January 2021 to 31 May 2021, success has been achieved in handcrafting 01 child.

Similarly, till May 2021, a total of 73 female missing persons, 64 from Kanker district, 03 from other districts of Chhattisgarh state and 02 from Madhya Pradesh, one from West Bengal, 01 from Karnataka and 01 from Andhra Pradesh, a total of 77 female missing persons and 23 male missing persons were successfully handed over. Under the campaign Muskaan and Samvedna programme, the unit has succeeded in registering a total of 118 missing persons in the last five months.

In the direction of effective implementation of Juvenile Justice Act 2015 and Model Rules 2016 and protection of child rights, 04 police stations Kanker, Charama, Bhanupratappur and Pankhajur have been developed in the district by marking them as child friendly police stations. Separate room, painting and attractively decorated living room, drinking water, insect material and toilet have been arranged.



- **Student Police Cadet** - Under the Student Police Cadet Scheme, school children of Bijapur are given information about basic policing, working style, duties and responsibilities of police personnel by visiting police stations, camps and offices. The students are taken to the nearest tourist place. Under the Student Police Cadet Scheme, the main objective is to create a fear-free dialogue between the students and the police and the image of a friendly police. As a result of better communication between the police officers, the Bijapur Police has been successful in eradicating the fear of the police from the minds of the students. Student Police Cadet Scheme has increased the sense of respect for the constitution, justice/law and order and police in the minds of the students.
- **Production of short films and songs** - To run an anti-Naxal campaign by Narayanpur Police, filming and recording of some Halbi, Gondi and Chhattisgarhi songs have been done, to attack Naxalism and there is an attempt to connect the common citizens in the main stream of the society. Puna Dera, a Surrender Video made by Narayanpur Police to motivate the youth who have become Naxalites, to surrender and return to the mainstream in the Naxal affected areas of Bastar.
- **“Exploring Abujhmad”** – The Largest Unserved Area of India Released By Shri Chandan Kashyap, Hon’ble MLA, Narayanpur. The Beauty of Tribal Life through this documentary depicts beautifully the traditions, culture and moral values of Madia, Muria, Gond and Halba tribes. While the skills based on Haat Bazar, cock fighting and general public life in Narayanpur have been shown, at the same time an attempt has been made to show the working method and routine of the soldiers deployed in the Naxalite operation. Bastar division has its medicinal properties. Popular food and beverages like chapda chutney and sulfi, toddy has also been shown. Narayanpur is now progressing and developing with the special contribution of police administration.

Narayanpur, which was the most backward in terms of roads, schools and health a few decades ago, is now moving towards bringing its natural beauty, hundreds of mountain ranges, rivers and dozens of waterfalls to the world’s fame in the form of tourism and giving a fear-free environment to the tourists.

- **“Karo Samarpan”**- Halbi Song Released on Surrender of Naxalites “Kara Samarpan”



is a Halbi song, composed by Narayanpur Police. The lyricist of this song is himself Mr. Mohit Garg (IPS) Superintendent of Police, District Narayanpur. Through this song, filming has been done on how local youth and children are forcibly made Naxalites and how much they are tortured for inhuman violence, how much slavery has to be done to their big Naxalite leader. It has been shown through the song that even after becoming a very cruel Naxalite, they are forced to live a life full of terror and poverty, deprived of love, education, respect and human rights.

03

Best Practices Followed at Police Stations in GOA

Coastal Security Police

The movement from the jetties is monitored by means of Token System, wherein, a fishing trawler leaves the designated jetties only after submitting details of the particular fishing trawler like registration number, name of the trawlers owner, details of labour crews, safety equipment on board, etc. to the Fisheries Officer & Coastal Security Police. Accordingly, a token number is issued to the particular fishing trawler. Thereafter, upon arriving at the designated jetty, the details submitted earlier by the particular trawlers is counter verified by the Fisheries Officer.

Further, in order to make the practice of Token System more effective a particular fishing trawler is allowed to leave for fishing activity from a designated jetty and to returns back to the same designated jetty.

The practice of Token System and To & Fro movement of fishing trawler enables smooth monitoring of the fishing activities in the State of Goa and also ensure that no unauthorized person enter Goa via sea hence reduces the chances of getting Goa state free from any terror threat from sea.

(A) NAMAN Scheme for Senior Citizen

It is necessary to form a system to take suitable care and to provide security to the Senior Citizens, who are living lonely by the police. To get quick assistance in emergent circumstances to the senior citizens, “Maintenance & Prosperity of Mother-Father and Senior Citizens of Gujarat Act, 2011” is in existence in Gujarat. As per the Rule 14 of Maintenance & Welfare of Parents and Senior Citizens Act, 2011, the police of the respective jurisdiction have to identity senior citizens and to keep a list having their details in the police station, to enter these details in a register and to pay visits to their places by the police officers periodically, for the safe stay of the senior citizens. As per the arrangement of ‘*salute: honour with hospitality*’ for the safety of senior citizens, it is instructed to make consequential arrangements by keeping in view the following points.

- (1) To prepare an updated list of lonely senior citizens or husband and wife who lives alone (65 years or more than 65 years of age) residing in the areas of respective police station of the City/District. All out efforts should be made for maximum registration of the senior citizens on their willingness.
- (2) There is a provision for registration of senior citizens on ‘Citizen Portal, Gujarat Police Portal and Citizen First App’ of Gujarat government. Hence, the registration can be done through this medium also. All the senior citizens should be encouraged to download this application.
- (3) The file/register with regard to senior citizens has to be maintained at every police station compulsorily. The full names of the senior citizens / couple, address, phone number, age, details of their relatives and neighbors has to be mentioned compulsorily. The photographs



and complete details with mobile phone number of the people like domestic worker, driver, house-owner, tenant, milkman, provision store man, newspaper vendor, private security guard, security guard of the society etc., who are in contact with the senior citizens on daily routine, must invariably be collected and mentioned in the register. All the details of permanent address, details of identity card, Aadhar card, Election identification card etc. of these people has to be collected. Antecedents of these people have to be verified. These formalities should be done in a cordial manner by police actively so as not to cause any discomfort or trouble to the persons engaged with the senior citizens on daily routine.

- (4) It is to be ensured that this register is kept with the Police Station Officer on duty and the same may be handed over to the new incumbent at the time of handing over charge.
- (5) In case the children/relatives of the senior citizens resides abroad or in other cities, names and phone numbers of the acquainted persons, relatives and friends residing in their areas should be noted. The names and numbers of the neighbors of the senior citizens should also be kept so as to enable to know about their safety promptly on phone.
- (6) The Police Station in-charge of every police station has to visit the senior citizens regularly. Necessary arrangement has to be chalked out so that in-charges PSI/ASI/HC of the Chowkey/Beat and staff members remain in constant contact with the senior citizen of their respective areas. If possible, a policeman should be earmarked to remain in touch with the senior citizens. If **She Team** exists or likely to come up in the district/city, this could be entrusted to the team. Arrangements should be made to meet the senior citizens by the PCR van during their patrolling, at the convenience of the senior citizens.
- (7) The list of senior citizens should be kept by the Police station officer and all the staff / Mobile van / PCR / Bike patrolling personnel including in-charge of Chowkey/Beat/ Surveillance. The patrolling should be performed to ensure the safety of the senior citizens especially during the night patrolling.
- (8) Necessary entries about the time and the name of personnel who visited the senior citizens, details of any complaint/ problem/ application/ Janva Jog/oral information, if any, stated by the senior citizens should be mentioned in detail in the above stated register maintained in the police stations. The action taken in this connection should also be noted



in the register.

- (9) The supervisory officers have to check the register and to review the entries made therein during their visit to the police stations of the jurisdiction. The Supervisory Officer should also meet the senior citizens at least once in fortnight and to acquaint with their problems/difficulties and to settle the issues properly.
- (10) The details about the emergency, medical, legal, and security difficulties of the senior citizens in their daily routine should be collected during the visit of the senior citizens. All out efforts should be made to solve these difficulties/problems in a sensitive way. Efforts should be made during the visit, if there is any type of teasing of the senior citizens. Necessary sympathetic assistance should be extended to the senior citizens for daily requirements like, payment of electricity bill, filling of gas cylinder, purchasing of medicine etc. on priority basis.
- (11) A list of numbers of Police Control Room of the City/District and 100, phone numbers of Police Inspector/Police Sub-Inspector of police stations, Surveillance PSI/Chowkey PSI, landline phone number of police station along with important phone numbers should be handed over to the senior citizens, during the meeting with the senior citizens, so as to enable them to contact the police at the time of any emergency.
- (12) Necessary suggestions should be given to the senior citizens to make arrangements with an intention that the senior citizens could not be a victim of any crime and unauthorized entry of any thief or any unknown person into the house of any senior citizen, especially, to strengthen the windows and doors, to fix iron-door in front of the door/window, to install CCTV camera, to install emergency alarm system to use at the time of medical or any other emergency to call the security guard of the society and neighbors.
- (13) The senior citizens should be got acquainted with the latest modus operandi of the crime/cheating and the ways to escape from such cheating, during the meeting with the senior citizens. Necessary guidance should be given about the OTP based frauds by using the mobile phones and the ways to escape from such frauds.
- (14) A fortnightly report with regard to the details of date and personnel, who have paid visit



of the senior citizen, whether got information about any problem/difficulty or otherwise, whether requested for any help or otherwise, whether registered any complaint/ application/ Janva Jog or otherwise etc., action taken on it, progress report/final report incorporating the preventive measures and final disposal etc. should be submitted by Police Station Officer to the Commissioner of Police / Superintendent of Police.

- (15) The security guard of the society etc. should be briefed to keep an eye on the need of the senior citizens and to extend help to them. The actions initiated by the police for the security of the property of senior citizens should be widely announced / published at regular intervals.
- (16) Necessary provisions have also been incorporated in the ‘**Suraksha Setu**’ of Police Department with regard to extending support to the senior citizen in the difficult times and different activities for them. Action should also be initiated on the basis of directions issued from time to time in this regard. For any program or arrangements of the senior citizens, the fund allotted under the ‘Suraksha Setu’ can also be utilized lawfully.
- (17) ‘Swayam Sevak Samiti’ of one or more Swayam Sevak should be formed at the level of each police station. Any person of the N.G.O. should meet the senior citizen once in a fortnight/month regularly and if the senior citizens requests for any help, the problem(s)/ complaint(s), it should be placed on the notice of the Police Station Officer as early as possible. Efforts should be made to make solution of the problem(s)/complaint(s) by the police or by NGO.
- (18) Many NGOs are working for the welfare of the senior citizens in the City/District. Contact of staff members of such organizations should be done for meeting with senior citizens, so as to enable the senior citizens to get help from such NGOs, if they wish. Necessary efforts should be made to install the CCTV cameras in the area where senior citizens reside with the help of such organizations working in the respective areas.
- (19) If any person is given the responsibility of care and security of a senior citizens and such person sends such senior citizens at another place intentionally, there is a provision in Section 24 of the Maintenance and Welfare of Parents and Senior Citizens Act 2007 for a punishment of three months’ jail or a fine of Rs.500/- or both. This offence is within the



purview of police power and bail-able offence under the provisions of Section 25 of the said Act. Hence, the same has to be noted and complied with, if any need arises.

- (20) If the senior citizen is not in a position to meet the livelihood from the earnings or the properties owned by him, the senior citizens have right to file application for livelihood against their children (not minor) and in case of having no children, against any relative stated in clause (2) of Section 2 of the said Act under the provisions of Section 4 of the Maintenance and Welfare of Parents and Senior Citizens Act 2007. If any such application for the livelihood of senior citizens receives in the Police Station, the senior citizen should be acquainted about the above said Act and should be guided to file such application/requests before the Maintenance and Welfare Tribunal or in the office of the Sub-Divisional Magistrate.

(B) COASTAL SECURITY of GUJARAT

- ❖ **Gujarat coastal area:** Gujarat Coastal belt is longest among all the states of India. Due to close proximity with Pakistan, there remains a real threat of subversive activities of ISI (Terrorist/fundamentalist groups). This coast may be used by enemy agents/terrorists for infiltration as well as for smuggling activities including narcotics and arms/ammunitions.
- ❖ There is history of the misuse of territorial water by anti-national elements for landing of RDX at Gosabara in 1993. Also Cross border subversive activities by ISI Infiltration through sea. In 2007, 02 Pakistani national ISI agents who were dropped near 'Akri', between 'Medi' and 'Jakhau' 01 were arrested from near 'Dayapar' Police Station after 4 months while trying to return to Pakistan. Subsequently, 16 persons were also arrested in this connection and huge quantity of FICN recovered in the matter. They contacted many Indian nationals with objective of turning them into espionage agents.
- ❖ In 2008 Terrorist got entry from Bombay using hijacked fishing boat "Kuber" from Porbandar near IMBL. Since then, many infiltration attempts have been foiled by Indian security agencies as well as Gujarat Police. Also in Kutch, 'Haraminala' and 'Sir Creek' difficult terrain makes it difficult to patrolling these areas.
- ❖ Every year crossing of IMBL by our fishermen, Pakistan Marine Security Agency (PMSA)



seizes boats and fishermen plying beyond IMBL in the hope of catching valuable fish 'Lalpari'. There is possibility of such fishermen being used by Pakistan for espionage purpose.

- ❖ Smuggling of Narcotics are major seizures off the coast of Gujarat in recent times. More than 1600 drug packets seized in 2020/2021 along Kutch coast by Navy, Coast Guard, BSF and Marine Police. It is reliably learnt that packets were thrown overboard by drug smugglers fearing presence of law enforcement boats nearby.
- ❖ An emerging threat is use of drones for cross-border activities like dumping of contraband or arms/ammunition towards our side or use of drones for terrorist attacks on vital installations situated nearby the coastal belt, especially oil refineries.
- ❖ **Strategic Importance and challenges of Gujarat Coast:**

Gujarat has 1640 kms coastline in India. There are 17 Coastal Districts, 38 Coastal Talukas, 3000 villages and a total of 1,03,072 Households involved in fishing activity, out of which 2,18,270 are active fishermen.

- There are 29,340 fishing vessels and 116 Smuggling Landing Points, 107 Fish Landing Centers and 144 Islands along the coast, many of them uninhabited islands. 60 of these islands remain unsubmerged during high tide also and 51 out of these 60 are uninhabited making them ideal target for anti-national elements.
- Presence of large number of vital installations including 49 ports as well



- Strategic industries and SPMs, Important religious places, Defense establishments and EEZ (Exclusive Economic Zone) Vast sea area of responsibility for economic importance.
- Challenges of coastline are Subversive Activities of ISI and terror/fundamental groups, Proximity to Pakistan, Military target, Terrorist target, IMBL crossing by our fishermen, Contraband smuggling, Infiltration, Misuse of Unmanned Islands.
- Presence of large number of very big Vital Installations-Commercial-Industrial-Religious and Defense establishments, huge movements of foreign ships/foreigners as well as thousands of fishing vessels without proper tracking devices and regulation on movements of Dhows, also security threat of illegal mosques/ dargahs/ temples built throughout the coast line.

❖ Smarts policy for defence against threats:

- There are 01,68,895 fishermen have been issued Bio-metric cards by Central Government out of 2, 18, 270 total active fishermen and Color coding has been completed of all the fishing boats are help to monitor traffic in sea.
- Coastal patrolling: Vehicle patrolling is done with motorcycles and jeeps on coastal



roads. Foot patrolling is carried out around landing points by 22 Marine police stations, 25 check posts and 46 out posts are situated along the coast as well as Joint Coastal Patrolling (JCP) by Coast guard, marine police, BSF and Navy.

- Marine Police presence on Ports, Landing points and Fish Landing centers. Auxiliaries like SRD are also used for this purpose. There are 3273 SRD members in Gujarat and Sea going fishermen are selected as members of FWG. Monthly meeting is held at various location of fishing village in coastal districts. At present, total 2822 fishermen are the members of FWG. They are giving information to Police. They are also actively participating in Fishermen Awareness Program.
- There are 144 Islands and most of these islands within 12 NM are regularly visited by Marine Police. A quarterly consolidated report of such visits is sent to Home Department and DLCC meetings are held mostly regularly in the coastal districts. These are held once in every 3 months.
- Track fishing boats and fishermen on voyage: Transponder/AIS (Automatic Identification System) to track boats VTMS feed/Coastal Radar Chain feed, Monitoring crossing of notional IMBL, Carrying of valid ID card by fishermen on voyage. It is important for any security agency tasked with maritime security to be able to track fishing vessels and fishermen on voyage. Automatic Identification System or any other system like Transponders that can track movement of vessel needs to be made compulsory for all fishing vessels. Integration of AIS with VTMS (Vessel Tracking and Management System) and/or with IMAC (Information Management and Analysis Centre) will help in directing police boats towards boats without AIS and towards boats moving in suspicious manner. Gujarat State, total 443 no. of "Satellite based transponders" have been fitted in fishing boats of Porbandar (299), Okha (54) and Veraval (90) by Indian Space and Research Organization. Another important security requirement is that fishing vessels should not cross notional IMBL knowingly. Crossing IMBL is serious security issue. It gives opportunity to unscrupulous elements to exchange sensitive information as well as all sorts of contraband.



- Crossing of IMBL by Fishermen: Reasons for crossing of IMBL IFBs stray in to Pakistani waters either inadvertently when their GPS malfunctions and in some cases, boats do not have GPS at all on board. When these fishing boats cross IMBL, it gives every opportunity to anti-national elements to exchange information as well as all sorts of contraband. Seized boats further pose risk of them being used to infiltrate our coast in future. Possibility cannot be ruled out that Pakistani security agencies may recruit some Indian fishermen for the purpose of espionage after their repatriation also stop unauthorized plying without Registration/License, Plying without Token, Plying with unauthorized crew and Plying in NO FISHING ZONE. Fisheries Department In such case, license of the boat is cancelled for up to 1 year and boat is seized and kept in custody of Fisheries Department for that period.
- Gujarat Fisheries Act has been amended recently. It has empowered Marine Police for the first time in regulating fishing boat traffic as far as above-mentioned aspects related to coastal security are concerned. Marine Police has started registering FIRs against fishing boats not complying Rules related to above-mentioned aspects.
- Amendment in Gujarat Fisheries Act mentioned earlier further empowers Government to promulgate Rules to ensure Internal Security. To achieve above mentioned objectives of tracking fishing boats, draft Rules are under consideration of Government of Gujarat. Rules are being formulated to track fishing boats and fishermen in Territorial Waters of Gujarat. Corresponding provisions need to be made for fishing vessels venturing beyond 12 NMs. This can easily be done by formulating Rules under Merchant Shipping Act. In fact, AIS is mandatory for fishing boats of more than 20 mts. of length. This requirement may be extended to at least all mechanized fishing boats irrespective of their length.
- Mock drills for coastal security: ‘Sagar Kavach’ mock exercise is conducted to validate effectiveness of existing coastal security mechanism and to achieve better co-ordination among all the stakeholder agencies. It is held every 6 months. Coast Guard takes lead in this. As well as ‘Sea Vigil’ is conducted to ascertain wartime response of coastal states. Navy takes lead in this exercise. First such exercise was conducted during 22-23/1/2019. Second and latest was conducted during 12-



13/01/2021. All mock attacks within 12 NM were foiled. Vital installation specific and District specific mock drills are conducted by Marine Police. 31 such exercises have been conducted in 2020-21.

05

Best Practices Followed at Police Stations in HARYANA

Women Help Line. 10941:

A scheme of toll free helpline number 1091 of police department is functioning properly in all Women Police Stations round the clock to provide immediate help to women in distress. A feedback register of complaints received on helpline number at District Head-Quarters is also being maintained. 50% feedback of the total complaints is taken by the Nodal officer in the rank of DSP and 25% feedback is taken by the District Superintendent of Police himself regularly.

Durga Shakti App and Durga Shakti Rapid Action Force Scheme:

Durga Shakti App scheme has been launched in the State for immediate help to women/girl in distress and a team of Durga Shakti Rapid Action Force has also been formulated in each district for deployment in the area of Girl's School/Colleges for security and safety of women.

The various best practices followed by Himachal Pradesh Police are as follows:

- 1) **Passport Verification:** - Passport verification is being done within 24 hours which saves the time and money of applicants.
- 2) **Women Help Desks:** - Women Help Desks have been established at each Police Station to facilitate women & children. The police personnel of Women Help Desks help women and children to report their complaints to a Woman Police Officer without any hesitation or fear as women and children complainants feel comfortable expressing their grievances to a Woman Police Officer.
- 3) **Nasha Niwaran Samities:** - Nasha Niwaran Samities have been established in all the PSs of the state to prevent the youth from being addicted to drugs and to make the general public aware about all the ill effects of drugs.
- 4) **Victim's Day:** - 3rd Sunday of every month is being celebrated as Victim's Day in all the Police Stations of the state. Under this scheme the Gazetted Police Officers of the district visit PSs and solve the complaints of the victims.
- 5) **'Command & Control Center':**- For ensuring public safety, a 'Command Control Center' has been established at district HQ level with advance PT cameras and other IP based cameras. These are being efficiently utilized in solving crime and keeping a sharp vigil over various violations and criminal activities. Moreover, Automatic Number Plate Reader (ANPR) cameras have been installed in different places especially the main entry & exit points of the states. The information of all the vehicles passing through is available with the police through these cameras which enables the police to catch fleeing criminals.



- 6) **Intelligence Traffic Management System (ITMS):-** ITMS is being established in every Police Station. It enables automatic detection of MV Act violations with photo of violation with date & time. Hence, it acts as major preventive measures.

Samudayik Policing

- (a) Under this the Police has organized hockey and football match at PS level to gain confidence of these naxal affected areas.
- (b) Under this scheme, Police has also distributed hockey sticks, jerseys, football and sports kit to the players.

Student Police Cadet (SPC) Programme

- (a) Cyber security
- (b) Women Safety
- (c) Football Tournament at police Station Level
- (d) Hockey Tournament at police Station level.

Police Uncle Tutorials

Free Coaching was given on 19 Police Centres by Teachers and police Officers to the 10th Board underprivileged poor examinees, numbering 1929.

Khelo India

Distribution of Hockey/Football game materials was done to the players and organisations of police Station wise sports and games.

The various best practices followed by Karnataka Police are as follows :

1) Separation of L&O and investigation

Every Police Station in Karnataka has been functionally divided into two units - L&O and investigation. Additional posts of PSIs for the purpose of investigation were created in every police station for this purpose. The duties of each unit and records to be maintained by them have been separated in detail, and a pilot exercise is being carried out in the State to assess its effectiveness. The duties of the investigation unit include registration and investigation of offences, supervision of investigation by subordinate ranks and trial monitoring. The aim is to ensure better investigation of offences and an increase in conviction rates.

2) Investigation of offences by ASIs/HCs

CrPC empowers policemen of the rank of Head Constables and above to investigate offences. But practically, it was observed that seldom do policemen of the ranks of HCs and ASIs investigate cases. In order to reduce workloads on PSIs (officers in charge of police stations) and to utilize the workforce effectively, HCs and ASIs have also been made investigating officers under close supervision of PSIs/PIs. Periodic crime meetings are held at police station level by SHOs to supervise and advise subordinate IOs on performing their duties of investigation. With creation of separate investigation units as mentioned above, all members of the unit, above the rank of constable, will be performing duties as investigating officers. This ensures speedy disposal of under-investigation cases and closer scrutiny over every case being investigated.

3) Orientation of Policemen in handling crisis situations

In order to achieve effective community engagement and to manage crisis situations, policemen at stations are oriented by giving them exposure to situations that arise within



stations and beyond stations, appropriate behavior for such situations and case studies of past/present incidents where situations were mishandled. This includes advisories on conduct with different groups among society such as women, children, SCs/STs, farmers, senior citizens, persons with mental health issues, local pressure groups etc. In the long term, this will reduce panic and anxiety among policemen when faced with uncertain and threatening situations and lead to better judgment in accordance with situations faced. This is an effort at learning from our past, identifying future scenarios and ensuring that policemen are equipped to deal with situations in the best way possible.

4) Beat System

- a) The traditional beat system has undergone an evolution in Karnataka in two phases - Phase-1 in 2010 and Phase-2 in 2017. The New Beat system, currently in place, is aimed at the betterment of policemen and communities as the vision is for both of them to work together on policing and safeguarding societies they live in. In this system, villages in police stations are divided among beats and every constable has been allotted an exclusive set of beats with wide responsibilities like conducting public meetings, assisting investigation, process execution, petition enquiries, verifications, bad character checking, collection of intelligence, action on social evils etc. It has led to decentralization of policing, empowerment of constabulary, participation of citizens and better supervision.

5) Establishment of reception desks

Infrastructure has been created at every Police Station for receiving visitors and inquiring them regarding the purpose of visit. A visitor database is maintained digitally wherein details of every visitor received is entered. It includes basic amenities such as drinking water, seating, ventilation etc. for visitors. Persons approaching police stations normally arrive under duress and lack information on who to contact or how to conduct with preset notions of police (as something to be afraid of). Setting up of these reception desks have helped in easier communication among visitors and stations, better processing of complaints, and shifted the appearance of stations from intimidation to facilitation.

6) CCTV Coverage of all Police Stations

In pursuance of directions by the Supreme Court, CCTVs have been installed in every Police Station of Karnataka with District Control Rooms receiving continuous streaming of the coverage. State level Oversight Committee and District Level Oversight Committees



Bureau of Police Research and Development

have been formed for effective maintenance and supervision. This has led to curtailing of human rights abuses within the premises of Police Stations, better supervision of how visitors are attended to at stations and gradually, is creating an image of stations being safe spaces among the public.

a) Police Station - A Citizen friendly Service

The Indian Police Station is the most important part in the administration of justice in India. Police plays a vital role in the society and is the front- runner in protecting and promoting the welfare and well-being of the citizen. Police Station is the most important unit of the Police organization. It is the hub Centre of all Police activities. A person, while in need and difficulty, comes to the Police Station and thus, this is the first contact point of people with Police. Police Station being an approachable point and frequently visited place by people, plays a very vital and significant role in providing relief to the people in need, and thereby, contributing in a big way in building positive image of Police along with creating positive, cordial and reciprocal Police community relations, which happen to be so essential for effective and efficient Police functioning. Significance and Functioning Police Stations symbolize the presence of the Police organization in the community and provides an assurance of security to the people in general. The public can rest at ease believing that there is a place that provides safety, security, relief, help and assistance to them in their hour of need.

‘Citizen friendly, Citizen centric Service delivery unit’ means a facility that exists for the public to which public can have free access and on which public can have confidence and rely upon sense of safety & security, hassle free living and dignity of the citizens. The word ‘Public’ means and includes all persons irrespective of caste, creed community, gender, status etc. ‘Facility’ means that which facilitates, which helps or comes to the aid of public. Police Station is a public facility which means that Police is an agency that is in the service of the people in order to help them in times of need. Hence, Police should have public trust. Police Station is a public facility which is characterized by the



following functions.

- 1) Police Station functions round the clock like a hospital.
- 2) The Police Station is kept open 24 hours for the simple reason that anybody in need of it's services at any point of time, day or night, can indent upon and count on it's services (24X7 for 365 days).
- 3) Police is given uniform, the main reason being even in large gatherings or in difficult situations they can be easily identified by the people as one who could be approached for help.
- 4) Apart from clothing in uniform, Police is clothed with legal powers particularly of arrest, search, seizure and entry into premises on the spot, the intention being that, in the interest of justice Police should not be handicapped in taking measures needed quickly on the spot.
- 5) Policeman is trained not only in law and policing skills but also in first aid, emergency relief, firefighting, swimming etc., again for the purpose that the Police should help the people in times of emergencies.
- 6) Discipline is the backbone of the Police. There is a lot of emphasis and discipline right from training. The basic purpose being that an agency and its officers who are to serve the people have to be disciplined themselves otherwise personal prejudices may adversely affect the nature of service and the interest of justice.
- 7) There is a Code of Conduct specifically prescribed for the Police. Not only in India, the Police organizations of all the countries have a Code of Conduct. Even the United Nations have evolved a Code of Conduct for law enforcement agencies. Service to public is the most important one in all the above Codes of Conduct.

The question we have to ask ourselves is 'Is our Police Station a Citizen friendly service delivery unit?' If the answer is in the negative, we have to do some soul-searching and initiate remedial measures as otherwise our Police is not fulfilling the basic purpose and are failing in getting public trust.



The following are some of the basic things that should be ensured if the Police Station is to serve the purpose of being a citizen friendly public facility:

(i) Free accessibility

As people freely and confidently walk up to a Hospital, a Post-Office or a Bank to get their things done, so should the victims, complainants or aggrieved people, be able to walk up to a Police Station without any restriction/hesitation. We often hear political leaders including Home Ministers and Chief Minister complaining that even today people with genuine grievances are afraid of going to a Police Station. If a victim or a complainant is afraid of going to a Police Station, it negates the very purpose of sanctity of a Police Station. Somehow over the years we have created an impression that people are not welcome at the Police Station and those who come would, be ill-treated. In some stations, the Police Station staff scare away even people who are innocent and legitimately pass by the pathways around the Police Station. This has to be changed by deliberate efforts on our part.

For this, the Station staff has to be properly attuned to constant briefing that those who come to the Police Station for lodging a complaint or for making a representation or for some help should be allowed free access and should be courteously treated.

(ii) Help Desk/Reception

Earlier in Police Stations the reception was unpleasant, for those who visit the Police Station. Apart from not having a place where a visitor can go and be seated till he is called in, if the visitor is ignored, it will adversely affect upon the Police. To overcome this, now all Police Stations have a Reception or Helpdesk, a suitable place to which the visitors are automatically guided by duty women constable or sentry Police constable. Every Police Station has a furnished and earmarked, computerized, trained women staff in the reception. A Visitors Book is also kept in the reception, to take feedback from the public.

(iii) Registration of cases

A common complaint against Police is that even when some incidents or an emergency is reported to the Police Station either on telephone or in person, the Police do not respond



by reaching the place of incident within a reasonable time, if not at once, since all Police stations are provided with patrol vehicles by the Government. It is regretted that if only Police had responded immediately, a life would have been saved or further damages would have been averted.

(iv) Human touch

Since most of the visitors to the Police Station are aggrieved persons or victims, they are under emotional stress. They expect the Policeman to understand their predicament and give emotional support by way of empathy and sympathy. It is again a common complaint that instead of getting empathy, most often the way Police treatment further aggravates the emotional strain, making them repent as to why they had come to the Police Station. Human touch in the dealings of the Police with people would go a long way in making people feel that the Police Station is a public facility and a citizen friendly service delivery unit.

(v) Rendering help

Police Station staff is supposed to know about the important people, places, their location, addresses and information about whom a person should approach in a particular case. When such people approach the Police Station staff, they should be in a position to give correct information or advice. Every Police Station is supplied with a first aid kit, and if the injured is given first aid at the Police Station in a caring manner, that speaks volumes about the Police.

(vi) Petition management service

Providing the public a transparent as well as an accountable policing service in all means, where the citizen will be provided with definite acknowledgement for each and every representation they make. It provides the opportunity for the complainant to question or to know about the activities of investigation going on.

In short, unless the Station House Officer (First level manager) and the Police Station staff are attitudinally oriented with 'service motto' and, firmly believe that Police Station is a citizen friendly public facility it would be difficult to improve Police image.







b) Functions of a Police Station

Functioning of Police Stations symbolize the presence of the Police organization in the community and provides an assurance of security to the people in general. The public can rest at ease believing that there is a place that provides safety, security, relief, help and assistance to them in their hour of need. The Police station is the basic and most important unit of Police administration as it is the platform for interaction between the community and the Police. A Police Station is the most visible and approachable place, as the people can come and voice any and every kind of help, assistance or relief that they may need. Some of the main functions of a Police station include registration of FIRs, dealing with cognizable and non-cognizable offences separately, properly clarifying the queries of the victims or other civilians, recording statements of the accused and the complainants, making the citizens aware of their rights and duties, and also to the people who are under arrest in the police station. Above all these, the most important function is to ensure safety and security within its jurisdiction by having friendly, cordial and harmonious relations with the various segments of the societies and building positive image of the Police.

The Code of Criminal Procedure, 1973 Section 2(s) defines Police Stations. “**Police Station**” means any post or place declared generally or specifically by the State Government, to be a Police Station and includes any local area specified by the State Government in this behalf. A Police officer of such rank as may be fixed by the Government and designated as the Station House Officer shall supervise the functions of each Police station and that officer shall be the officer in charge of the Police Station. The Government shall, subject to the resources available, ensure that every Police Station has adequate manpower and infrastructure facilities to provide basic Police services to all who need the same. The facilities shall include sufficient infrastructure for all Police personnel attached to the Police station to discharge their duties efficiently, reception area for public with adequate facilities, sufficient storage space for the safe keeping of articles in custody, official records, arms and ammunition, sufficient facilities for the safe custody of the accused and those in custody, proper communication facilities, sufficient mobility, sufficient equipment including security equipment, electronic devices, and forensic equipment to discharge adequately the lawful responsibilities entrusted



to the officers of the Police Station. The State Police Chief shall arrange to review every year the adequacy of facilities available in every Police Station in the State and take steps to establish facilities which conform to proper standards. Citizens have the right to efficient Police service.-All citizens shall have the right to efficient Police services from any Police Station.

The Police Station is an embodiment of Police administration and each and every duty, activity, role and function expected to be performed by Police administration is executed and carried out by the Police station. Following are the important functions performed by every Police station.

- 1) Handling and dealing properly with the complaints received at the Police station.
- 2) Providing adequate relief, advice and guidance to the people visiting Police Station.
- 3) Registration of cognizable offences on the reports received.
- 4) Taking appropriate action on the reports pertaining to non-cognizable offences.
- 5) Prevention of crimes by adequate and efficient use of crime prevention measures like beats, patrolling, ambush, raids, searches and preventive arrests.
- 6) Speedy, impartial, competent investigation, detection of cases by quick visit on the spot of crime, collection of evidence, recording of statements, arrest of accused persons and by putting the cases before the concerned Court.
- 7) Serving the processes actively and quickly.
- 8) Proper and flawless maintenance of the various records at the Police Station.



c) Rights of the public at a Police station

- (1) Subject to reasonable practicality all persons shall have the right to receive lawful services from a Police Station and for peaceful entry and reception at any time at any Police Station.
- (2) Any member of the public shall, subject to reasonable restrictions, have the right to meet the officer in charge of any Police Station and to give information on matters and this right shall not be denied without sufficient reasons.
- (3) Every Police Station shall have the facility for women to submit complaints with privacy in the presence of women Police.
- (4) Any member of the public shall have the right to receive a receipt acknowledging the complaint given by him and to know the stage of the Police action or investigation in respect of the complaint.
- (5) The substance of any complaint made orally or in writing by any member of the public in a Police Station shall be entered in a chronologically and contemporaneously maintained permanent register kept at the Police Station.
- (6) Any citizen shall have the right to know whether any particular person is in custody at the Police Station.

d) The functions of the Police

The Police Officers shall perform the following functions, namely :-

- (a) To enforce the law impartially;
- (b) To protect the life, liberty, property, human rights and dignity of all persons in accordance with the law;
- (c) To protect the internal security of the nation and act vigilantly against extremist activities, communal violence, insurgency etc.
- (d) To promote and protect arrangements ensuring public security and maintain public



peace;

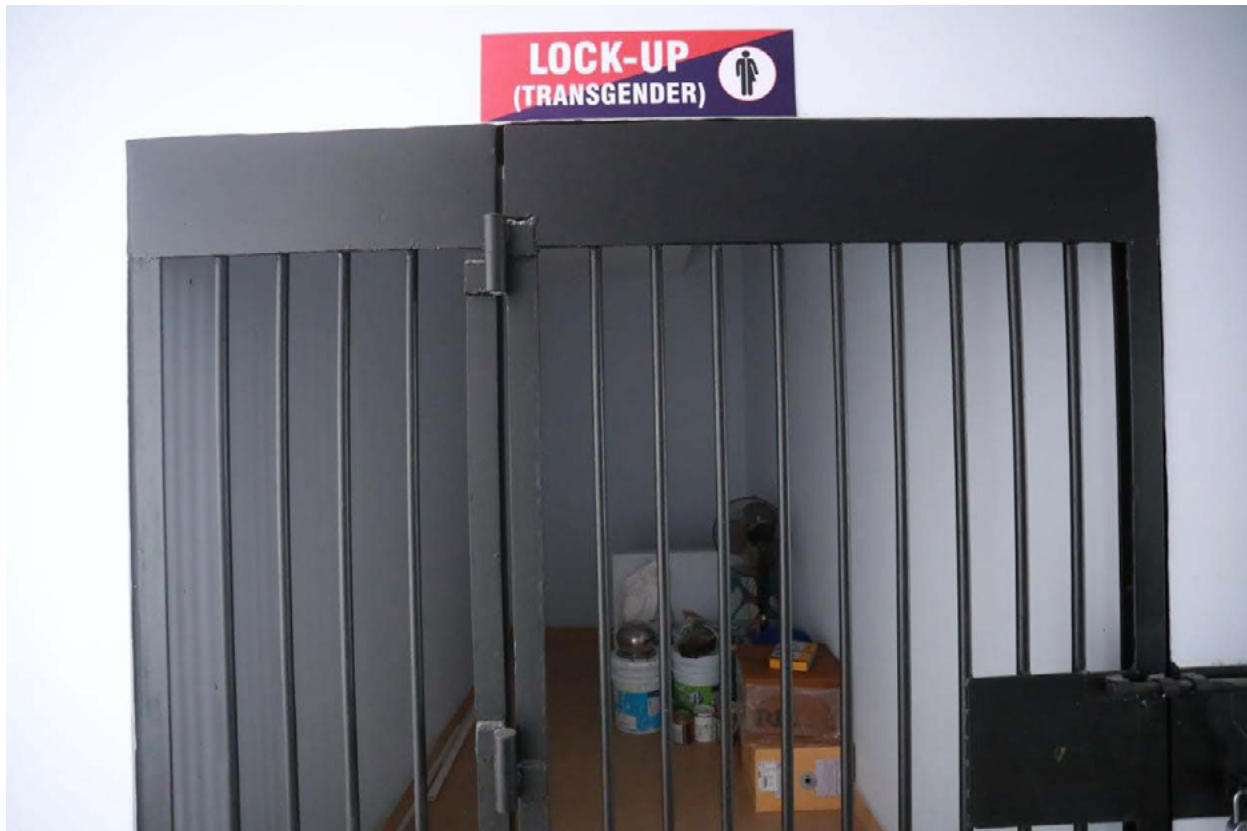
- (e) To protect the public from danger and nuisance;
- (f) To protect all public properties including roads, railways, bridges, vital installations and establishments;
- (g) To prevent and reduce crimes exercising lawful powers to the maximum extent;
- (h) To take action to bring the offenders to the due process of law by lawfully investigating crimes;
- (i) To control and regulate traffic at all public places where there is movement of people and goods;
- (j) To strive to prevent and resolve disputes and conflicts which may result in crimes;
- (k) To provide all reasonable help to persons affected by natural or manmade disaster, calamity or accident;
- (l) To collect, examine and, if necessary, to disseminate information in support of all activities of the Police and in the maintenance of security of the State;
- (m) To ensure protection and security of all persons in custody in accordance with law;

Police is a uniformed public Service delivery organization

Police is a uniformed public Service delivery organization. Police fall under the category of Public Servants defined in Sec 21 of IPC. **Their duty is to protect the life and property of the people.** Prevention and detection of Crime is the main aspect of protection.







THRIKKODITHANAM POLICE STATION, KOTTAYAM

e) COMMUNITY POLICING & BEST PRACTICES

- (i) Janamaithri Suraksha:** Janamaithri Suraksha Project, the premier Community Policing initiative of Kerala Police has transformed into a multi-dimensional agent of change, from its humble beginnings and is still growing day by day owing to the huge positive response from the public. Community policing initiative by the Kerala Police seeks to develop closer ties between the Police and the citizens, and create synergistic relationships between local communities and the Police to effectively deal with anti-social activities and crime. In the meanwhile, Kerala Police has also enunciated Community Policing Projects in various other fields viz. enhancement of Coastal Security, creation of responsible future citizens through today's students, helping in the betterment of the living conditions of the Tribal Population, women safety, welfare of Senior Citizens, improving Traffic Awareness, spreading digital surveillance to rural areas with public support and so on. Women's safety, victim rehabilitation, awareness against the use of narcotics, security of residential



and commercial areas, missing children identification, tourist security, railway security, highway security, protection of environment and security of public places are some of the areas where community policing has massive potential. The success of these projects has been remarkable due to its inclusiveness, community participation and its resultant impact on Internal Security. The colony visits/ house visits by the Beat Officers, working under the Janamaithri Police Station, are undoubtedly, making a tremendous impact in the domain of internal security.

(ii) Prasanthi Senior Citizen Helpdesk:

During the Covid-19 pandemic, a lot of issues came up where senior citizens needed help in terms of counseling, medicines, psychological comfort in solitude, apprehension about possible diseases, lifestyle ailments and geriatric care in general. In this context, State Police Chief vide order No: C4/13058/2020/PHQ Dated: 22/04/2020, started “Prasanthi” senior Citizen Help Desk under the Janamaithri Suraksha Project for addressing the hardships faced by the senior citizens of Kerala. In all Police stations, a “Register of Senior Citizens” is maintained to record the address and phone numbers of all senior citizens in the respective jurisdictions of the Police Stations. Prasanthi Help Desk is collecting data from the Police stations and randomly contacting and checking the whereabouts and needs of senior citizens. Through the District Nodal Officers of Janamaithri Suraksha Project (DYSPs Narcotic/ District Crime Branch), effective implementation of the project is being done at the district level and necessary help is extended for and on behalf of Prasanthi. Moreover, Prasanthi functions as detailed below:

- a) To provide social security measures for the old age population living in social isolation with physical and mental problems.
- b) Prasanthi is established as a multi service community geriatric care centre for providing health care, legal and psycho-social support services for the elderly population and their care givers.
- c) Field extension services are provided through Janamaithri Beat Officers, Pink patrol and other stakeholders by providing food, medical care and entertainment opportunities for the senior citizens.



- d) Creating opportunity for social interaction among senior citizens.
- e) Facilitating their activities which include physiotherapy, meditation, counseling, medical camps, medical checkups etc.
- f) To conduct public awareness programmes and psychosocial activities for creating an enabling environment for geriatric care.

In the wake of Covid-19 lockdown, “Prasanthi” Senior Citizens Helpline facilitated ventilation of the grievances of more than 3000 senior citizens all over the State as on 30th Sept. 2020.

(iii) **M-Beat System** (integrated Beat Application)

Kerala Police has always availed of the latest technology for improving the efficiency of enforcement in day to day policing. KELTRON (Kerala State Electronics Development Corporation) has developed an M-Beat System (integrated Beat Application) aiming to strengthen the Janamaithri beat system and for utilizing the gathered information for law enforcement purposes. Conventionally Beat Books / Patta Books / Point books were given to the beat Police personnel for recording the information gathered by them during house visits. M-Beat application is the go green initiative of Kerala Police in preparing a digital repository using a mobile application. While conducting house visits, the beat Police personnel are collecting information regarding houses, public-private institutions, tribal colonies, guest labourers/migrant labourers, phone number, ID card, educational qualification of the residents, vehicle details etc. of their Police Station jurisdiction and recording them using the mobile phone application. Moreover, details regarding weaker sections of society, senior citizens, women living alone, migrant labourers, tribal colonies etc. are also entered in the application. Another outstanding feature of this application is that the beat officer can upload the details of dossier criminals, ex-convicts, MO Criminals, anti-socials etc. in his beat area which in turn are saved into the repository of the application. The application has the facility to maintain, analyze and provide accurate digitally recorded information with the help of GPS system which in turn effectively is being utilized for policing activities. Integrated Beat Application consists of a web and mobile based solutions for beat patrolling and creating a centralized digital repository.



The project comprises of a web interface which is an extension of the crime mapping application and a mobile application. The remarkable features of this application are beat management, repository management, dashboard and reports. The user log-in has been divided into different levels of official hierarchy such as Police Station, Sub-Division, District, Range, Zone and State levels for catering to the official needs of Police.

Objectives and Need for the M-Beat project:

- a) M-Beat (Integrated Beat Application) aims to strengthen the Police beat system for utilizing the gathered information for law enforcement purposes.
- b) To collect ground level intelligence through interaction with the local community.
- c) Gather, record and communicate information on crime, criminals, factions, organized criminal gangs, terrorists, anti-national and anti-social elements, suspected / found in the beat area.
- d) Help in understanding and reconciliation of caste, communal and group hostilities.
- e) Provide Police services within the easy reach of the community.
- f) Janamaithri Police prepared a digital repository of data using the M-Beat application which is being utilized for the enforcement of lockdown and containing of the spread of Covid-19 pandemic.

(iv) Tribal Janamaithri Project

Tribal Janamaithri is a subset of Janamaithri Suraksha Project aimed at the upliftment of marginalized Scheduled Tribe communities of the State and their sustainable development. Despite Constitutional protection, statutory rights and a number of schemes for their development, the Tribal population is unable to break free from the shackles of poverty and poor standards of life. Low literacy, poor awareness and low standard of living make them vulnerable to social ills and in turn they became susceptible puppets of land mafias, exploiters and even to the Left-Wing Extremists. Maoists through their intervention with the community carefully take advantage of their poor conditions and intrude into their day to day life. They distort the truth, magnify their sufferings and



convince them that the only option left is to revolt against the Government. The fact that the maximum sightings of Maoists in the vicinity of tribal colonies assumes greater significance in this context.

Kerala Police had foreseen the growth of Left-Wing Extremism/Maoism among the tribal population and devised a pioneer project in the name of “Tribal Janamaithri”. The main focus of the project is to identify the problems faced by the tribal population and liaise between the Government and the tribes through specially trained beat Police personnel deployed exclusively for this purpose. The beat officers earnestly tries to resolve the problems faced by the communities approaching the concerned departments either directly or through their superior officers. These officers address their issues and develop a good relation with the tribes which facilitates vital intelligence regarding Maoists in the forests. Now, Police has acquired the confidence of the tribal community and coordinates the implementation of various developmental projects in tribal areas. Many beat officers participate in the “Oorukoottams” (Gramasabhas) and monthly grievance redressal adalaths convened in the tribal settlements. In consultation and cooperation with the various Government departments and agencies, anti-drug campaigns, educational awareness campaigns, job fairs and so on are conducted in these localities helping a lot in the sustainable development of the tribes. The implementation of project HOPE for providing required psycho-social support to the school drop-out children in the tribal settlements is yet another landmark of the beat officers in these areas.

(v) Migrant Labour Janamaithri for Guest Workers.

The Covid-19 pandemic has had a devastating impact on all aspects of life and the subsequent lockdowns came as a bolt from the blue to the guest workers in the State. Sensing the large-scale commotion leading to major law and order problems in the State, Kerala Police took measures to redress the concerns of migrant labourers. A Team of Police official from every Police station started visiting the guest workers from 25th March onwards and started collecting the camp details and the number of guest workers. An inventory of Guest workers in the State, with their address and contact details, was prepared by the Police and it was found that their numbers were 471834 in 14604 labour camps. In order to ensure proper care and support to guest workers, Kerala Police



had taken a multipronged approach for their rehabilitation and sustenance. Adequate preparedness and response measures were taken to provide the basic amenities viz. food, clean drinking water, medicines etc. in the labour camps. A host of holistic measures such as reaching out to the labourers, setting up of avenues for their recreation and most importantly, arranging medical assistance to the needy family members of the workers back home in a bid to earn their trust, helped the Police to avert massive agitations among migrant workers.

- a) 24x7 control rooms were opened in every district and helpline numbers were given to them to register the grievances of guest workers.
- b) The living conditions of the labour camps were improved by taking the help of District Administration.
- c) Facilitated food, shelter and medical care to the guest workers all over the State. Medical screening, health check-ups were conducted with the help of Labour Department and Health Department.
- d) The respective District Administrations in Kerala along with the Labour department authorities and Police had visited their dwelling places on a day-to-day basis to look after their welfare and to convince them to stay in Kerala peacefully.
- e) Camp Management Committees were formed to address their grievances and arrangements for food were made and essential items were arranged with the help of CSR/LSGD, philanthropic organizations etc.
- f) Group counseling was arranged at Labour Camps for making them aware about the epidemic and the possibility of community spread. Large numbers of counselors were arranged from Tata Institute of Social Science (TISS) for providing psychological assistance to the workers. Counseling services were provided and a dedicated helpline was provided with the collaboration of Health department to attend to their psychological issues.
- g) Tele-counseling was arranged for highly stressed workers by counselors from Tata Institute of Social Sciences. More than 100 professional counselors, mostly alumni



of the TISS, gave counseling to the labourers.

- h) Sealed the inter-State and inter-district borders for avoiding exodus of the Guest Labourers.
- i) Services of linguistic Liaison Officers were utilized to attend to the grievances of Guest Labourers. Home Guards were entrusted with the additional duty of speaking to them in their native languages. Every camp was provided with a Home guard having knowledge of Hindi/Oriya/Bengali so as to communicate effectively with the labourers on their problems and to redress their grievances.
- j) Services of 84 personnel from Central Armed Police Forces were utilized. They were attached to the Districts Police units and served as interpreters in the labour camps.
- k) Kerala Police had issued posters, making announcements and video messages in various languages, including Assamese, Oriya, Hindi and Bengali, among others, to sensitize the guest workers on COVID-19 and the importance of social distancing and cleanliness.
- l) 315810 identity cards issued to the Guest Labourers for easy identification.
- m) Meetings of contractors, sponsors and house owners (who have given houses on rent) have been called for by Dist. Authorities and Police wherein it was requested to console the workers and reduce their tensions, identifying the fact that they were partly responsible and capable of any unrest or L&O situation.
- n) Misinformation, rumours, instigations spread through social media which are received by them even from outside the State have been handled promptly. Earlier several fake messages were circulated by mischief mongers through Whatsapp groups. To counter this active Whatsapp campaign was conducted by the Police and steps were taken to disseminate correct information and inform them of the measures taken by the State Government and Police Department.
- o) Stringent legal action had been taken against the persons disseminating social media



messages instigating the migrant labourers for staging protests for returning home.

- p) In spite of the above measures, the Guest Workers going on an agitation path demanded that the Kerala Government should arrange transport facilities for their return home and their protests ended after much deliberations with the Police. It was affirmed that it was impossible for them to travel home before lockdown ended.
- q) Television, carrom boards, sports equipment etc., were provided to the bigger camps where the workers were staying, to engage them.
- r) Videos were made with an appeal to stay comfortably and patiently in the camps. The videos featured celebrities, State Police Chief speaking in various languages to convey the message to the labourers.
- s) Services provided for the return of Guest Labourers:- As on 31st July 2020, Janamaithri Police had facilitated the safe return of 3,52,244 guest workers to their native States since the Shramik trains began operations from the State.

(vi) E-Vidyarambham

Kerala Police has launched a special scheme to help students to participate in online classes during lockdown. The scheme titled E- Vidyarambham was implemented with the help of Janamaithri Police. Police aims to distribute digital equipment for e-learning to 50,000 students in the State via the scheme. State Police Chief requested officers to arrange smart phones, laptops, desktops, tablets, I phones and I pads either new or old, for the students belonging to the weaker sections of society who do not access to gadgets. Also, Janamaithri Police officers with computer expertise visited the students in their homes during their free time to help the students.

(vii) Women Self -Defense Training Programme

Women self-defense training programme is a unique initiative of Kerala Police under the Community Policing Project. The vulnerability of women and young girls is a major factor contributing to the instances of crime against women. As a confidence building measure and to integrate the women in society to fight against atrocities with confidence,



JMSP implemented the project to provide self-defense training to women and young girls in all districts. The programme is now going on all over the State fervently creating much hope and enthusiasm among all the sections of women like school- college student, office goers and other working women, housewives and the like.

The salient features of the project are :

Empowering women through comprehensive awareness and practical training program that includes;

- (a) Confidence building tips.
- (b) Awareness on legal aspects of crime against women.
- (c) Awareness on Police facilities for ensuring the safety of women.
- (d) Simple defense techniques to combat various threat situations like bag snatching, chain snatching, sexual attacks, eve-teasing, bus/ metro threats, lift attack, ATM attack, domestic violence etc.
- (e) Nature of attacks and attackers and how to confront a dangerous situation.
- (f) Awareness on aspects of women empowerment.

As part of the program, permanent training centres have been set up in all districts in addition to local training programs. A syllabus of 40-60 hours total has been devised for the training program. A state level centre had been set up at the office of Asst. Commissioner of Police, Cantonment, Statue, Thiruvananthapuram for coordinating the state level training program. Above 700 Women Police officers have been **trained to conduct the program. Already more than 13 lakh women have been trained in five years under this mammoth initiative.**

(viii) Transportation of Medicines by the Janamaithri Beat Police Officers

In the time of nation-wide lockdown following COVID-19 scare, critically- ill patients struggled to obtain life-saving drugs as there was no transport facility, courier or speed post to deliver them life saving medicines. The Kerala Police and its community Police



wing has reached out to people and delivered essential medicines. Health of aged people staying alone has been one of the prime concerns since lock down. Medicines are a part of essential services, but a nationwide lockdown meant that their supplies are dwindling that pharmacies are running out of supplies and that people cannot step out to get them. When Janamaithri Police realized this, they took up the responsibility to deliver medicines. Janamaithri Police has made arrangements to deliver life- saving drugs to those in critical condition or battling with serious health issues. Essential/emergency medicines delivered to citizens through ERSS (122) and Highway Patrol Team in co-ordination with Janamithri Beat Police Officers. Through this endeavour, Janamaithri Police distributed life saving medicines to 28,369 patients in distress.

(ix) Community Mediation Centre (CMC)

Constitution of community based dispute resolution mechanism Community Mediation Centre (CMC) at Police Stations as part of Janamaithri Suraksha Project:

The Kerala State Mediation and Conciliation Centre (KSMCC) proposed to train Community Mediation Volunteers (CMVs) from Sponsoring Social Organizations (SSOs) and train them for twenty hours in the concepts, theories and practices of mediation. The Sponsoring Social Organization can be any voluntary organization or the Police. Janamaithri Project shall establish Community Mediation Centres (CMCs) at their own expense with adequate enclosed space to conduct interaction between the parties in mediation, at the behest of the Community Mediation volunteers, so trained. The Janamaithri Suraksha Project has 70 Community Police Resource Centres (CPRCs) and 64 Janamaithri Kendras which can effectively function as Community Mediation Centres as envisaged by the KSMCC. All petitions which are not cognizable can be dealt with by the SHO with the assistance of Community Mediation Volunteers who would be our Jananmaithri Beat Officers in the Jananmaithri Kendras/CPRCs which could be designated as Community Mediation Centres by the KSMCC. Hence, as per the proposal of KSMCC it is decided to establish Community Mediation Centres at the behest of Jananmaithri Suraksha Project in all Janamaithri Kendras/CPRCs. The KSMCC will facilitate training to all our Beat Officers on the basics and techniques of mediation, thereby rendering them capable and efficient as Community Mediation Volunteers. This



would go a long way in reducing unnecessary litigation in Police Stations and Courts. Community Police relations also stand to benefit with positive Police interference in all minor disputes not warranting a detailed investigation and prosecution.

(x) The Student Police Cadet (SPC) Project.

The Student Police Cadet (SPC) Project is a school-based initiative by Kerala Police, implemented jointly by the Departments of Home and Education, and supported by Departments of Transport, Forest, Excise and Local Self-Government. The project trains high school students to evolve as future leaders of a democratic society by inculcating in them, respect for the law, discipline, civic sense, empathy for vulnerable sections of society and resistance to social evils. The project also enables youth to explore and develop their innate capabilities, thereby empowering them to resist the growth of negative tendencies such as social intolerance, substance abuse, deviant behavior, and anti-establishment violence. Equally, it strengthens within them commitment towards their family, the community, and the environment.

The Project was launched on August 2, 2010 in 127 high schools/higher secondary schools across Kerala, with 11,176 students, both boys and girls, enrolled as Cadets and 254 teachers trained as school-level Community Police Officers (CPOs). The project was gradually expanded to more and more schools due to immense popularity and ready acceptance by schools, teachers, students, parents, civil society, alike. As on today, April 2020, as many as 702 schools located in 19 police districts of Kerala with a combined strength of 60,000 cadets and 1404 CPOs have implemented the project.

Union Home Minister has announced on 21st July, 2018 that the SPC project developed by the Kerala Police has been selected for implementation in all the States and Union Territories of India. His announcement came during the inauguration of SPC project in Haryana.

Objectives

1. To mould a generation of youth who willingly respect and abide by Law and who practise civic sense, democratic behavior and selfless service to society as



the natural way of life.

2. To facilitate development of good health, physical and mental fitness, self-control and discipline in youth, thereby enhancing their capacity for hard work and personal achievement.
3. To enable youth to work with Police and other enforcement authorities including Forest, Transport, and Excise in preventing crime, maintaining law and order, promoting road safety, improving internal security and disaster management.
4. To develop social commitment in youth and empower them against deviant behavior in themselves and others, thereby preventing growth of social evils such as drug and alcohol abuse, intolerance, vandalism, separatism and terrorism in society.
5. To enable youth to explore and develop their inner potential in achieving success by inculcating in them leadership, teamwork skills, innovative thinking and problem solving ability.
6. To increase knowledge and understanding of effective use of Information and Communications Technology (ICT) among youth, preventing its negative influence and enabling them to benefit from the vast potential of ICT.
7. To motivate youth to develop secular outlook, respect for other's fundamental rights and willingness to carry out their fundamental duties as enshrined in the Constitution of India by developing in them qualities of Patriotism, Open-mindedness, Large-heartedness, Inclusiveness, Capability and Effectiveness (POLICE).

Unique Features of SPC Project

1. An association between the educational and security frameworks of a State that trains and encourages youth to develop respect for law and abiding law as a way of life.
2. Uses existing network, infrastructure and leadership qualities of Police to supplement the physical, mental and educational development of youth.
3. Empowers school communities to create safe school environments and confident



youth willing to act against social evils.

4. Stimulates parents and community leaders to work with Police in creating safer communities.

(xi) **Child Friendly Police Stations & Children & Police (CAP) Program**

Children and Police (CAP) is a unique platform of Kerala Police for initiating and co-ordinating various child centred projects to ensure care, protection and development of children. The ‘**CAP HOUSE**’ was inaugurated by Hon’ble Chief Minister, Govt of Kerala, on 26th January 2020. CAP House is envisioned as a State Level Resource Centre of Kerala Police to further its commitment towards ensuring a conducive and nurturing environment for the children of Kerala by ensuring strengthened implementation of its child related initiatives. CAP is an umbrella programme consisting of several Police initiatives to prevent abuse and violence against children and to ensure better protection of children. The general perception about Police among the public is that they are distant, insensitive and brutal. Whereas the perception of Police about the general public is that they are unfriendly, non-cooperative and non-law abiding. This disharmony results from an absence of opportunities to work together beneficially. CAP provides a platform for constructive engagement between Police and the general public, especially budding youngsters.

CAP recognizes that:

- a) The extent of our children’s commitment towards responsible citizenship depends on the footing which they get in their childhood.
- b) Commonly, problems faced by children not only go unacknowledged but are often unattended. Even if identified, they are often unreported. In some cases, they are attended unscientifically, causing a damaging effect.
- c) The present process of handling youngsters with deviant behaviour needs a scientific re-visit as isolating them from the social mainstream may only serve to enhance the negative tendencies within.



- d) 'Child Friendly Police Stations having Child Friendly Spaces' is one of the several initiatives of CAP which envisage the transformation of Police Stations as abodes of justice to provide effective, timely, and friendly services to children and their guardians. The mission of 'Child Friendly Police Station' is to create an invisible wall of protection around every child through the active partnership of parents, teachers, relevant stake holders and society at large.
- e) Initially, the concept of Child Friendly Police Stations was experimented in selected six Police Stations of Kerala. As part of this, Capacity Development Programmes were organized in collaboration with the UNICEF and Women & Child Development Department of the State Government and 5000 Police personnel were trained in Child Friendly Police attitude and skills.
- f) Following the success and learning of/from the first phase, the initiative was extended to 87 more Police Stations of the State.

The Aims & Objectives of 'Child Friendly Police Stations' :

Child Friendly Police Stations is a CAP initiative to ensure that:

- Our children grow up in an atmosphere of affection, protection and care.
- Any abuse or atrocity against a child is investigated promptly and meticulously and the offenders are brought before law.
- Children at risk are identified at an early age and are nurtured to become capable and responsible citizens of the nation.
- Parents, teachers and society at large are aware about the rights of the children.
- Our children are aware of their rights as well as their duties as responsible citizens of our country.
- Our children travel in safety and comfort.
- No child is engaged in child labour or child beggary.
- Our Police Stations become abodes of justice so that any child, parents or anyone



with an issue related to children can confidently approach these stations for support.

- Every Child Friendly Police Station will operate on an affection driven partnership model by strengthening co-ordination between Government/Non-Government agencies responsible for the care and protection of children and civil society.
- Ultimately an invisible wall of protection is created around every child through the active partnership of parents, teachers and society at large.
- Mandatory review and discussion of the cases in crime conferences IoPs and Sub Divisional Officers (SDPOs), to assess the progress of the investigations and to chalk out action plans for further investigations, ensuring compliance of action.
- Immediate presentation of the child (in conflict with law) before the CWC.
- Strict adherence to the following procedures while dealing atrocities against children.
- Assigning a registration number for each complaint and recording the same in writing.
- Maintenance of a Special Register for entry of required details.
- Immediate registration of Statutory FIR.
- Assurance of care & protection to the victim and arrangements within 24 hours.
- Immediate reporting to CWC and the Special Court/Court of Sessions.
- Strict measures to book anti-social elements working to recruit children for destructive activities, both physically and through online platforms.
- Creative measures to prevent children from getting into the influence of anti-social elements by forming an invisible wall of protection around children.
- Stringent adherence to the stipulated procedures under Protection of Children from Sexual Offences (POCSO) Act in the cases of sexual offences against children.

In every 'Child Friendly Space' in Police Stations, a WCPO will be posted as '**Care Taker**'. A 'CCTV camera' connected to a Computer may be installed in the 'Child



Friendly Space’ having power backer through inverter/UPS.

‘CAP House’ being the State Resource Centre will prepare an Activity Calendar for every month and send to the DPCs concerned. CAP House will organize basic and periodic training for the Police personnel of Child Friendly Police Stations. Accordingly, the DPCs will also prepare an Activity Calendar adding any additional requirement/ programs and send to the concerned Police Stations. CAP House will co-ordinate the activities. The DPCs are free to organize any additional activities which furthers the objectives of Child Friendly Police Stations in co-operation with the IMA or any other meaningful NGOs. They will submit the monthly report to the State Police Chief through Inspector General of Police (HQ)/CAP House Nodal Officer

The Structure of Child Friendly Police Stations:

The Child Friendly Police Station will have:

- A designated Police Officer as ‘Child Welfare Officer’.
- A separate space/room with proper ambience to talk to children.
- Facility for sitting, toilet and safe drinking water for children.
- Child Welfare Officer/other trained Police Officer available in the separate room or space designated in the Police Station for addressing children’s issue.
- Child related informative posters related to Acts or other provisions are displayed. A Board in Malayalam on 21 indicators is also displayed in the Police Station.
- Name of ‘Child Welfare Officer’ prominently displayed.

Procedures to be followed in the ‘Child Friendly Police Stations’:

- Separate register is maintained in the Police Station to:
 - (a) record cases related to children;
 - (b) Complaints registered on crime against children; and
 - (c) action taken.

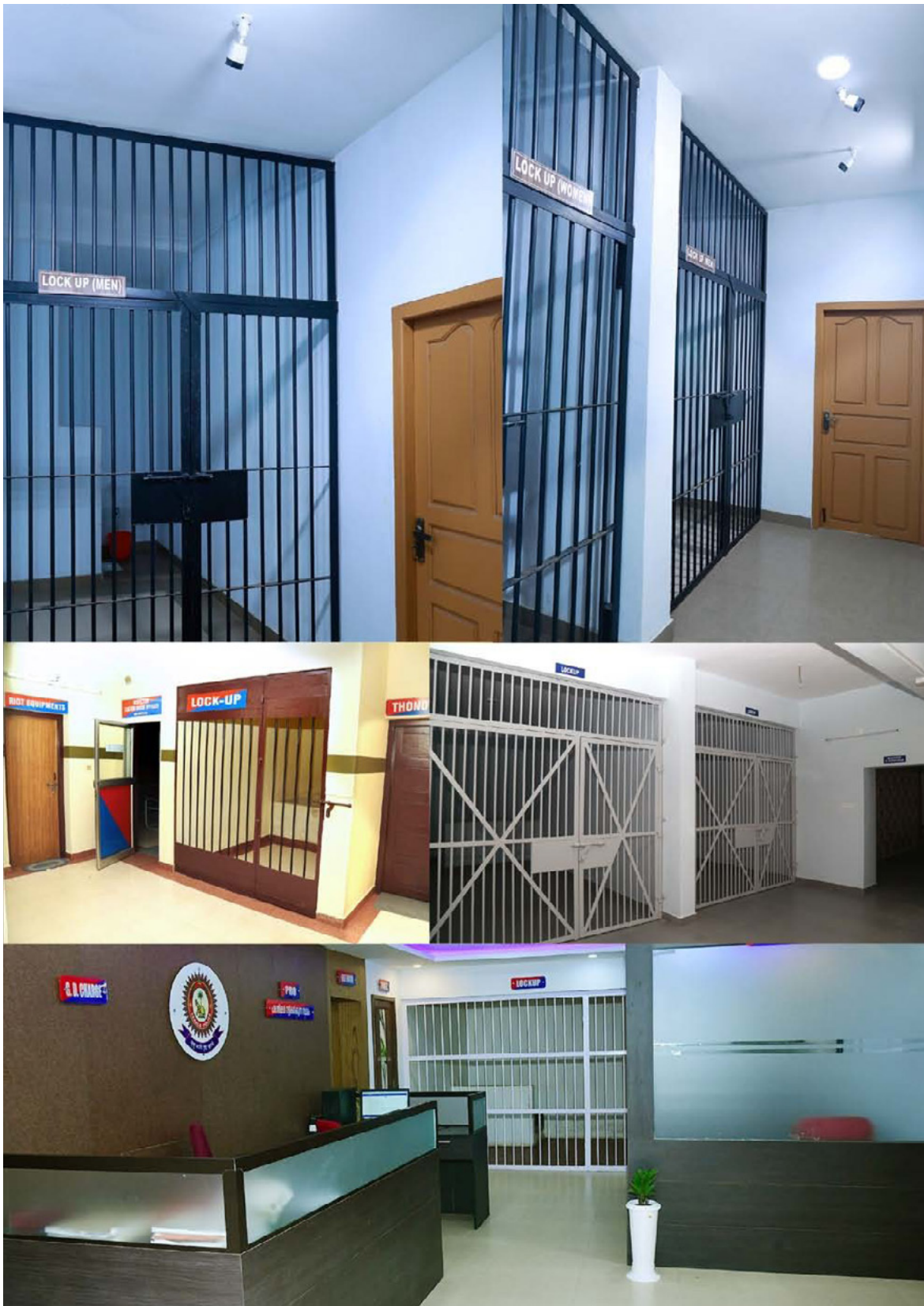


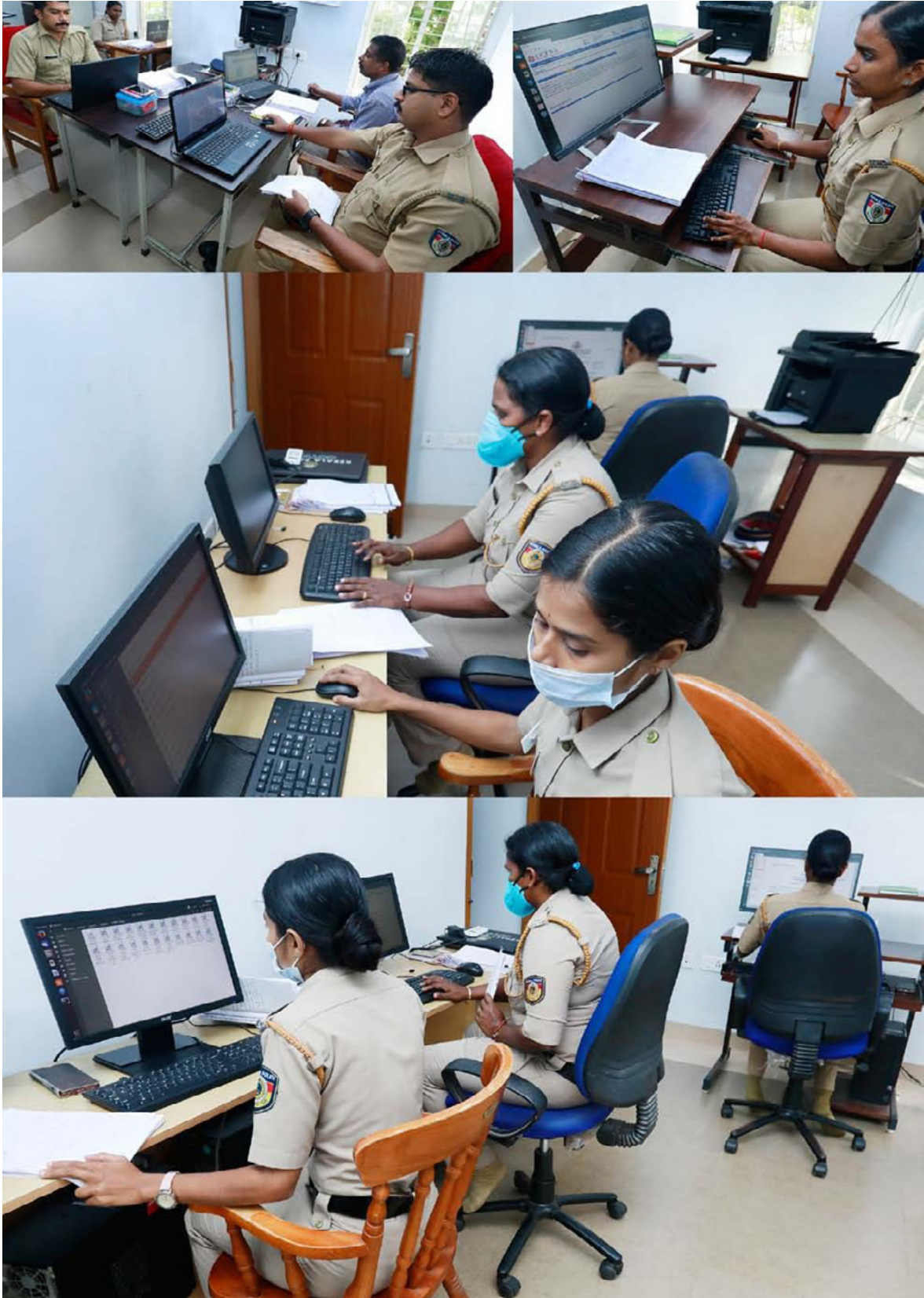
- FIR is registered for missing children.
- A copy of FIR of the crime case against children including missing children is given to parents/legal guardians/complainant free of cost promptly.
- Officers in Police Stations are aware about the right procedure to be followed in case of child in need of care & protection and child in conflict with law.
- ‘Child Welfare Officer’ in the Police Station has right knowledge about the provisions under Special Acts for Protection of Children and he/she uses it in best interest of the child (A Lady Police Officer is better suited Child Welfare Officer).
- In the case of a crime against children, case is registered without fail and is investigated by the designated officer.
- All evidences are adduced in a timely manner.
- Arrangements to record statement u/s. 164 CrPC, without any lapse of time.
- Speedy arrest of the accused, to get him/her remanded to the Judicial Custody.
- Charge sheeting of the cases within the stipulated time.
- Day-to-day supervision of the progress of the investigation by the immediate superior officer.

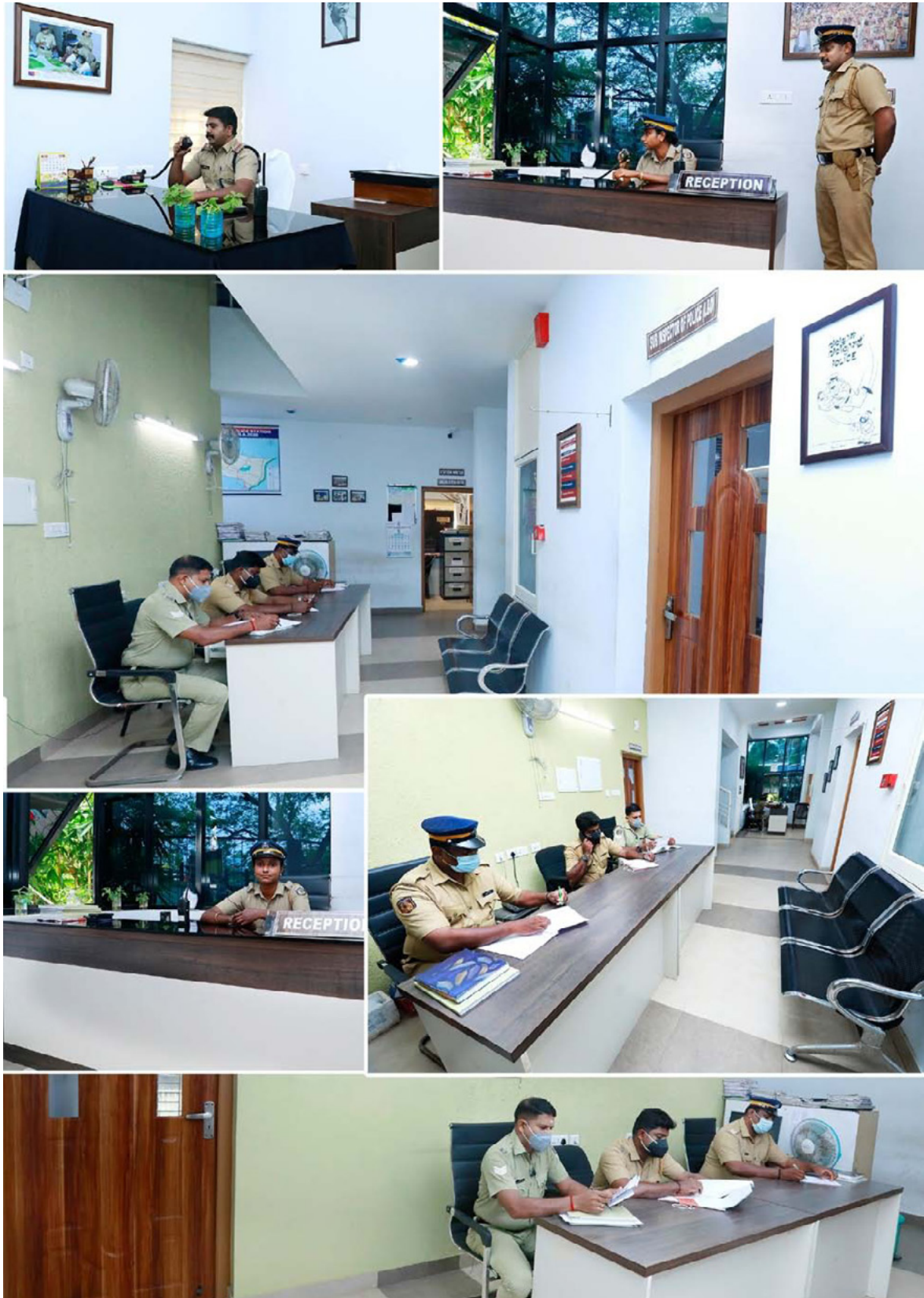


CYBER POLICE STATION









10

Best Practices Followed at Police Stations in MAHARASHTRA

I-Bike (Investigation Bike)

The accused will surely be punished if the circumstantial evidence is properly collected using modern technology as soon as possible after the crime was committed. The search is hampered by the person in the house, the crowd of onlookers after a serious crime has taken place. But using technology can make it easier to solve complex crimes. That is why an 'I Bike' (Investigation Two-wheeler) team has been set up on 15th August, 2020 at the district level to collect evidence by solving the crime using technology.

Nelson

The Nelson system is being implemented at Akola District Police Force to ensure a quality investigation of the crimes committed in the district police station as well as to create new investigating officers and to reduce the number of investigative officers. The Nelson system is being implemented in a circular manner from Police Naik to Assistant Sub-Inspector. The Nelson method was implemented in Akola district in order to reduce the burden of investigation on officers and bureaucrats at police station. This is a great help in crime investigation.

Advantages of the Nelson method:

- 1) Quality Investigation
- 2) New Investigating Officers are created
- 3) Police Officers / Police Officers are relieved of duty
- 4) Criminal responsibility to each officer



- 5) Allocation of work in a circular manner
- 6) Searching for the root cause of crime
- 7) Control and monitoring of every crime
- 8) Permanent records of criminal investigations

CRISP

Concept: - Criminals will be monitored under the scheme of Criminal Intensive Surveillance Project (CRISP). Under this scheme, criminals can be monitored day and night to curb future crimes. Also, criminals will be divided into police stations and sub-divisions within their jurisdiction. Each police station will be assigned a day-to-day task of conducting a thorough survey of the offender's criminal conduct as well as the police station-wise crime status of the accused in a serious crime. Under this scheme, recent photographs of the offenders and information on the direction and distance from the police station to the place of residence of the offender are collected under this scheme, which makes it easier for the offender to find out once the offender commits the offense. Benefits of the scheme: It will be possible to control criminals and crime in the district by keeping a constant watch on different criminals and by following them continuously. Through this scheme, every officer / officer on duty at the police station level will be able to collect information about the area where the accused resides. Recent photographs of criminals will help solve serious and complex crimes. The initiative has been successful in curbing pre-planned crimes like robbery, burglary and burglary. With a single click, the scheme helps to find out whether the offender has appeared in court or not, as well as the summons, warrants, arrest warrants and declarations against him. Features: Under this scheme, updated information of criminals can be collected and used till date. Records of crimes filed against criminals are easily saved by this scheme. Updated information of each offender will be kept under this scheme.

Visitor Management System

In all PS of Nanded district we have installed a dedicated visitor management system which includes 1 pc, web cam, VMS software along with all hardware components.



Dedicated staff is allotted only to take grievances of common people all the complaint of citizen is taken in s/w and token number of grievance is generated through system and that token number automatically forward to the complainant so he can track the status of his grievances.

Citizen Portal Services

Nanded district police station providing all citizen services at police station that includes to give e-complaints of their grievances by online mode.

User can also track their grievance request status with the help of this and our police stations are also provide effective and timely response to the grievances or complaints.

It helps to superior officer to monitor the states of complaints that improves performance of police stations to timely solve the issue.

The mental and physical well-being of police persons should be adequately addressed. Counseling sessions for police personnel at regular basis should be organized.

1. Nandurbar district police organized health checkup camp at PS and HQ level for police officers and men and their family members in May at police hospital and November 2020. In this camp Dr. Raghunath Gawade and his team from Tejaswini Health care centre Aeroli Navi Mumbai examined the police personnel's and their family members.
2. Regular health checkup of all PS officers and personnel. Through pulse oxymeter and thermal gun at each PS/Branches.

Mission SAGAR (Societal Association for General Awareness and Resolute Action)

It has been started by Ratnagiri police to solve general problems faced by local fishermen of all communities in the coastal areas, for strengthening coastal security and to maintain communal harmony.

A Training program was arranged in the month of November 2020 throughout all Marine



Police Stations regarding Mission SAGAR. The mission was helpful for further strengthening coastal security and to maintain communal harmony in the coastal area of Ratnagiri. The implementation of the Mission was carried out in the jurisdictions of all Marine Police Stations. Various Sport activities and events were organized in each of the coastal Police Stations in the presence of the SDPOs of their respective divisions and local fishermen were encouraged to participate in these sport activities.

Bharosa Cell

It has been setup in the district and through it multiple services are provided to the victims, such as, counselling by Lady police officers, legal assistance by lawyers, giving police protection, medical help through Doctors and even temporary shelters are provided to the victims from time to time.

EhSAS (e-Swachhata Abhiyan for Secured Society)

An initiative for Cyber Awareness and Cyber Safety of the citizens has been organized and implemented in the district named **EhSAS (e-Swachhata Abhiyan for Secure Society)**. Through this medium, awareness of cyber safety and security of girl students has been emphasized and is carried out in all schools and colleges from the district, mostly by lady Police Officers and Lady Police Ammaldars of the respective Police Stations. Through this medium, awareness of Cyber Safety and Cyber Security of girl students has been emphasized and is carried out in all Schools, Colleges, Banks and in various Societies from the district. Various case studies were discussed during the sessions of **EhSAS** program and guidance was given to all students and staff of Banks and citizens present from the society.

Damini Squads

Various measures have been implemented in the district for the safety of women and prevention of atrocities against women. DaminiSquads have been prepared to prevent crimes like eve teasing, molestations of women and school girls. Damini Squads have been set up at all police stations to provide a safer environment to women and girls.



Massive Flash Checking

Massive flash checking is conducted on regular basis, in which Police Station staff is sent outside its own jurisdiction to check the commuters travelling in the running train to identify and apprehend suspected persons and belongings as well as to boost the moral of the commuters.

Software Based Emergency HelpLine

A software based emergency toll free Help Line number 1512 has been made operational with 30 channels capacity to help railway commuters in distress. So far 2450 calls are received on this number from 1st January up to 8th June 2021 and people offered help in cases such as misbehavior, missing articles, crime, eve-teasing, travelling in reserved compartment, violation of rules etc.

A software based tracking and analysis system has been implemented which enables Geo location of persons having met with railway accidents which enables the department to take corrective action.

A software based facial recognition system has been introduced which analyzes the information received from CCTV footage with the available crime and criminal data for better identification of the accused.

Grambhet

During anti-naxal operations, police parties pay visit to villages in their respective jurisdiction and establish rapport with the villagers. The police party tries to learn about the grievances faced by the villagers and then communicates the grievances to senior officers. The senior officers in turn forward those grievances to the concerned administrative departments for their redress. The issues that afflict the common people are viz. health, water, electricity, roads, bridges, social temple, gotul, anganwadi, forest land, lakes, burial ground shade, bus services, telecommunication, grampanchayat office, library, schools, etc.



Apala Maharashtra Sahal Yojana

With a view to secure a better future for the children in the age group of 14 to 18 years belonging to Naxalite affected Gadchiroli district and to dispel the influence of Naxalites from the young minds, they are provided with an opportunity to visit various places in Maharashtra State. They are taken to a site seeing tours to various places so that they may get a glimpse of development in the field of industry, economy, educational culture, etc. Hence, with these objectives in mind, Maharashtra Darshan Suvarn Jayanti tour programs are organized on behalf of Gadchiroli police. Till date a total of 1950 Boys-Girls participated in the Maharashtra Darshan Trip.

Birasa Munda Volleyball Competition

The aim of the scheme is to awaken a desire among the tribal youth towards sports and thereby provide them with a platform to play at the national level. Hence, every year, tournaments in the name of Birsa Munda volleyball competition are organized by the police department at police station level, at division level and at district. At the police station level, the 1st, 2nd and 3rd winners in the competition are then rewarded with cash prizes Rs. 3000/-, Rs.2000/- and Rs.1000/- respectively. At the division level, the 1st, 2nd and 3rd winners in the competition are rewarded with cash prizes Rs. 7000/-, Rs. 5000/- and Rs. 3000/- respectively along with mementos. At the district level, the 1st, 2nd and 3rd winners in the competition are rewarded with cash prizes Rs. 7000/-, Rs. 5000/- and Rs. 3000/- respectively along with mementos and certificates in recognition of their victories.

Project PRYAS (Police Reaching Out to Youth and Students) Veer Baburao Shedmake General Knowledge Competition

Veer Baburao Shedmake General Knowledge Competitions have been organized at PS/SPS/AOP level on behalf of Gadchiroli police for the mental development of the tribal students studying at Ashram Schools, also to provide them with an opportunity to join Government jobs. For the implementation of the scheme, a whatsapp group of coordinating teachers and police officers has been created. A General knowledge question-paper with 10 questions along with answers are being sent with this group on day to day basis for a period of three months.



After three months, an examination of 50 marks is being taken. Till date, a total number of two such examinations have been taken. A total number of 21,547 students belonging to 104 Aashram Schools have been participated in the said competition. The meritorious students from the said competition have rewarded with cash prize by the Director General of Police, Maharashtra State, Mumbai.

Rozgar Melava App

Since Gadchiroli district is backward and industries less, there is no any major industry functioning in the district. due to the lack of amenities like, transportation, water, electricity, etc., no one industrialist dare to set up any industries in the district. Therefore, educated youth in the district have remained unemployed. In order to provide the tribal youth with the opportunities of employment and to establish coordination between unemployed youth and industries, a 'Rozgar Melava Application' has launched by the Gadchiroli police. Youth who use android mobile phones are instructed to download 'Rozgar Melava Application' and guided them to file online nomination through this application along with suitable jobs and cities. Also, necessary instructions have been issued to all the SDPOs and PSOs of PS/SPS/AOPs to file nomination of those youths who do not have android mobile phones. Further, it is proposed to call the Directors of the industries for providing employments to the youths who had filed their nominations through 'Rozgar Melava Application'. Through this application, near about 1500 youth have got jobs as per their qualifications like Security, Nursing Assistance, Automobile and Hospitality.

Operation Roshani

The entire Gadchiroli district is naxal affected and is surrounded by hilly terrain. Due to lack of basic amenities in Gadchiroli district, citizens have to face different types of diseases. There are not enough medical facilities available to treat diseases. Against this backdrop, out of social commitment, the Gadchiroli police Administration launched 'Operation Roshani' to treat eye ailments of senior citizens who were not able to treat their disease due to poverty. For this, information of sick people was received from each PS/SPS/AOPs of Gadchiroli district. A total of 165 senior citizens were diagnosed with eye disease and were examined



by the medical officer at General Hospital, Gadchiroli. 11 of them underwent eye surgery on ‘Cataracts’ disease.

Third-I Patrolling : Tracking based App with QR-code scanner facility

THIRD I (SMART PATROLLING- BEAT MARSHAL)

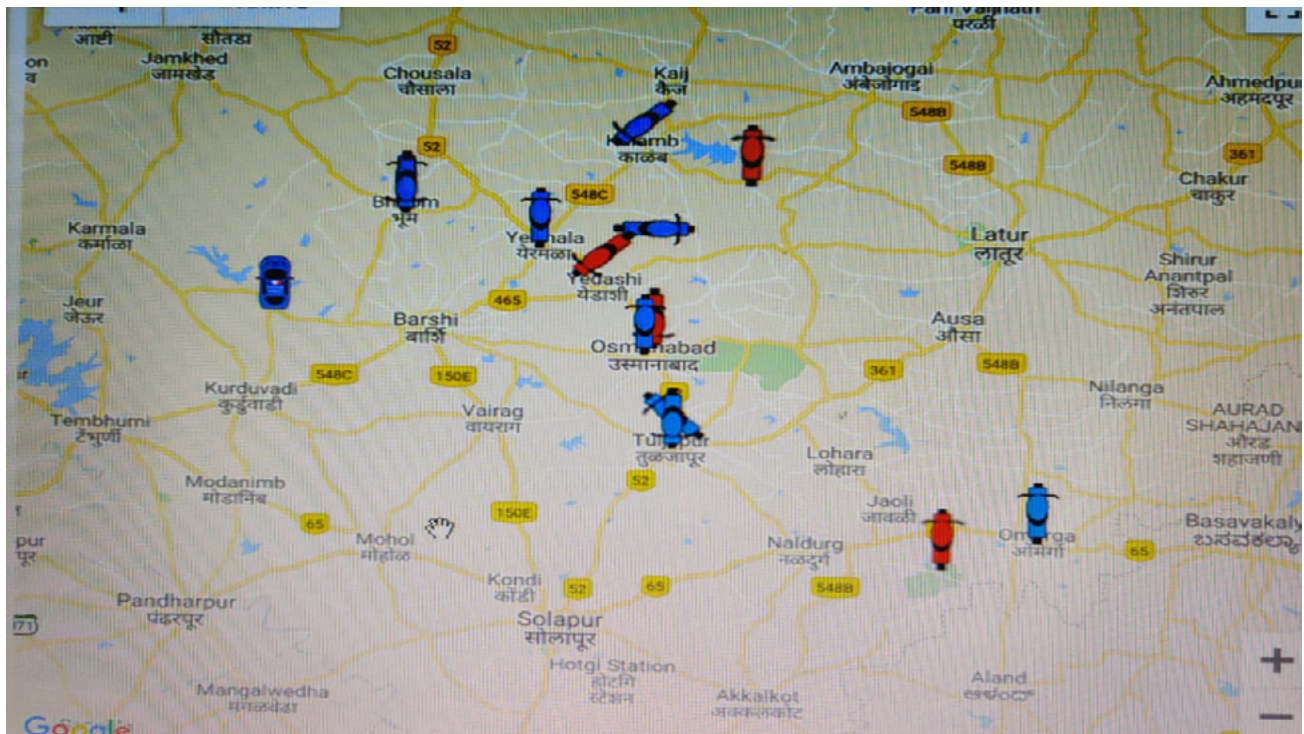
A patrolling system named Third-I was launched that is used for night patrolling, beat patrolling as well as bandobasts.

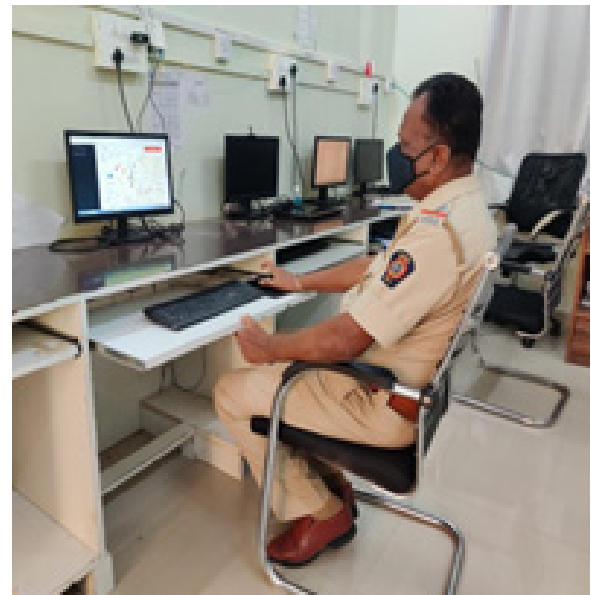
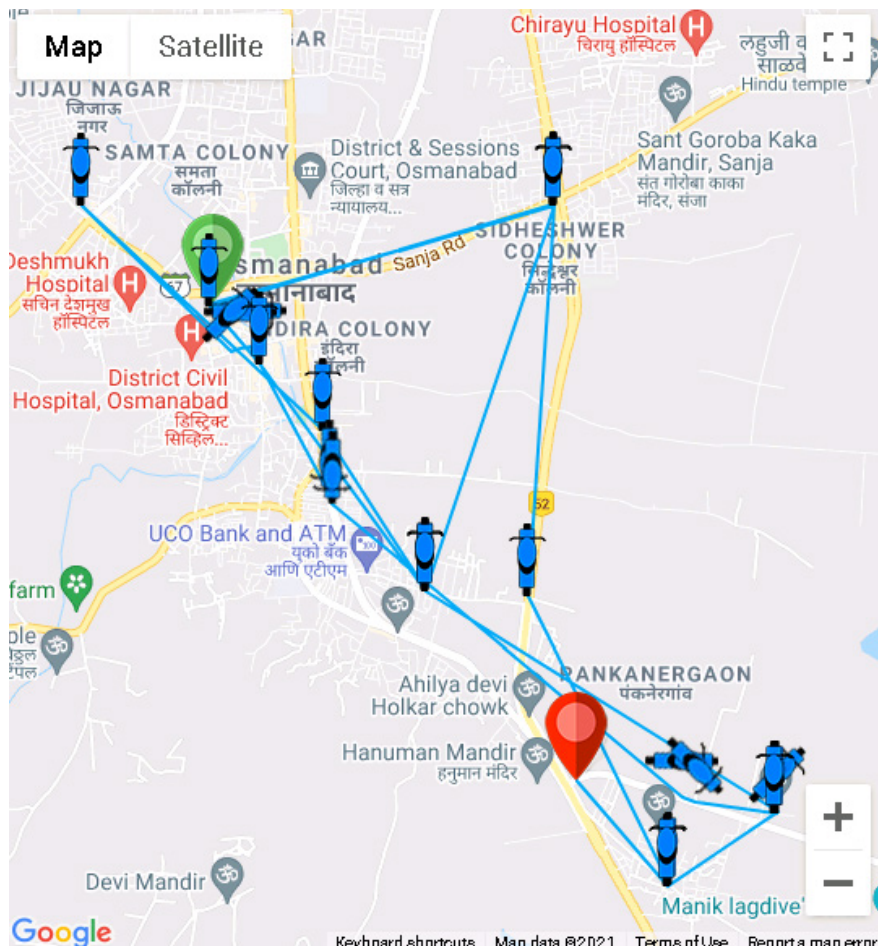
Various features that make it unique and successful are:

1. Dedicated mobile phone and mobile number given for beat patrolling - the number has also been circulated in public along with the jurisdiction in which they will be patrolling. Any citizen can call them directly for help.
2. The Third-I software can be installed on any mobile phone and hence can be used in night patrolling by any police personnel with a smart phone.
3. The software tracks the route of the mobile and hence the patrolling route.
4. The routes of all patrolling mobiles can thus be tracked from control room and they can be monitored.
5. In addition, there are centrally generated QR code stickers which can be pasted at pre-determined locations such as hotspots of Eve teasing, property offences, chain snatching, schools, colleges, banks, vital installations etc. When the beat marshal or patrolling police men scan these QR code stickers it is reflected in the system and can be monitored from control room.
6. Thus, this is a system which is easily scalable and flexible to be used for many purposes including patrolling and bandobasts.
7. One can't do the mischief of carrying the QR code sticker and scanning it from anywhere because the route is also being tracked and the QR code stickers are Geo-tagged.
8. Number of QR code stickers can be increased as per need.

9. There is only limited cost of software and QR-codes.
10. Mobile number once circulated to public for the beat marshal is there forever any hence a systemic benefit to society at large.
11. It is easy to understand and any policeman with a smart phone with no technical knowledge can use it. Only installation of Third-I software is necessary and then everything can be monitored directly from the control room.
12. As of now 23 mobile phones of beat marshals are using it in dedicated manner and 303 QR code stickers are there- On an average 15-20 in each PS.

Beat Marshals Route Photo







UNCLAIMED MUDDEMAAL DISPOSAL:

1. At each police station of Osmanabad, an exercise was taken to classify the unclaimed muddemaal especially 2-wheelers, 4-wheelers and heavy vehicles which were lying unattended in the police station for a long time and dispose them.
2. A time bound 4-week plan was given to all police stations. RTO was also kept in loop to provide necessary help wherever needed.
3. First week task was to check owners of the vehicles through RTO and Vaahan portal. Information was also gathered through e-challan portal. The task was also to check if these muddemaal were part of stolen property or such crime at some other police station in district or elsewhere. Accordingly, a curated list was to be prepared which contained the final list of unclaimed vehicles to be disposed off.
4. Second week task was to get the vehicles audited by RTO for the valuation.
5. Third week task was to give advertisement in newspapers regarding auction of unclaimed vehicles and if someone has a claim then they could come to claim the vehicles before auction starts.
6. Fourth week task was to give advertisement for auction and then set a date for auction.

In this way, Total **1002** number of unclaimed vehicles were disposed off within a month with a total auction cost of Rs **34,90,000/-**.

One Police Station One Ganpati

Due to the ongoing Covid-19 pandemic situation there have been restrictions on the celebration of Festivals so Bhoom Police station in Osmanabad district implemented the One Police station One Ganpati initiative in which only a single Ganpati statue was set up for all 53 villages. It was possible due to the initiative taken by local police station in sensitizing all Sarvajanik Ganesh Mandals from 53 villages.



1



‘विशेष प्रसिध्दी पत्रक’
पोलीस अधीक्षक कार्यालय, उस्मानाबाद.
शनिवार, दि. १२/०८/२०२०
वेळ: २०.३०

“५३ गावांचा एकच सार्वजनिक गणपती भूम पोलीस ठाण्यासमोर स्थापन.”

पोलीस ठाणे, भूम: कोविड-१९ संसर्गामुळे सार्वजनिक उत्सवांवर मर्यादा आल्या आहेत. त्याच अनुषंगाने जिल्ह्यातील खेडे गावांत ‘एक गाव. एक गणपती’ तर शहरात ‘एक वॉर्ड. एक गणपती’ ही संकल्पना राबवण्यासाठी सार्वजनिक गणेश मंडळांचे प्रबोधन करण्याचा निर्णय मा. पोलीस अधीक्षक श्री. राज तिलक रोशन यांनी घेतला. त्यानुसार पोलीस ठाण्यांनी सार्वजनिक मंडळे, ग्रामसुरक्षा दल यांच्यासोबत ३५० हून अधिक वेळोवेळी घेउन त्यांचे प्रबोधन केले.

भूम पोलीस ठाणे हद्दीत भूम शहरासह एकूण ५३ गावे आहेत. या सर्व गावांतील सार्वजनिक गणेश मंडळांचे प्रबोधन करण्याची जबाबदारी उपविभागीय पोलीस अधिकारी श्री. विशाल खांबे, भूम पो.ठा. चे पोलि. श्री. रामेश्वर खनाळ, सपोनि. मंगेश साळवे यांच्यासह भूम पोलीस ठाण्याच्या कर्मचाऱ्यांनी यशस्वीपणे पेलली. यातूनच या सार्वजनिक गणेश मंडळांशी ५३ गावांचा एकच सार्वजनिक गणपती भूम पोलीस ठाण्यासमोर स्थापन करण्याचा निर्णय घेतला.

आज दि. २२.०८.२०२० रोजी १६.०० वा. या सार्वजनिक गणपतीची स्थापना मा. पोलीस अधीक्षक सो. यांच्या हस्ते पोलीस ठाण्यासमोर करण्यात आली. याप्रसंगी सार्वजनिक गणेश मंडळांचे सदस्य हजर होते. गणेशोत्सव काळात या गणपतीच्या सकाळ- संध्याकाळ आरती, देवभालीसाठी गणेश मंडळांना जबाबदारी वाटून देण्यात आली आहे. गणेशोत्सव काळात या मंडळांतर्फे प्रतीदिनी जनजागृती, रक्तदान, वृक्षारोपण, गरजूंना अन्नधान्य वाटप, सैन्याद्वारे- मास्क वाटप असे सामाजिक उपक्रम राबवले जाणार आहेत.

या अनोख्या उपक्रमाबद्दल मा. पोलीस अधीक्षक श्री. राज तिलक रोशन यांनी भूम पो.ठा. चे अधिकारी- कर्मचारी व ५३ गावांतील सार्वजनिक गणेश मंडळांचे कौतुक करून त्यांचा आदर्श समानास प्रेरणादायी ठरेल असा आशावाद व्यक्त केला आहे.



(कार्यक्रम प्रसंगी मास्क- सैन्याद्वारे वाटपाचे छायाचित्र.)

जनसंपर्क विभाग, उस्मानाबाद पोलीस.

पान 1 पैकी 1

Turant-24

Many times people come to police station and give minor complaints which are categorized as non-cognizable matter as per Cr.P.C.

In such matters police do not register FIR and ask the complainant to go to the court to seek remedy. Mostly the complainant in such a situation remain dissatisfied and many times this further escalate into a bigger problem.

In order to take care of such matters, a mechanism has been put in place where in after registration of any non-cognizable matter one police officer/police man visits the place of residence of the complainant and the non complainant. Such a visit compulsorily takes and place within 24 hrs of the registration of non-cognizable complaint.



During such visit by the police officers, both complainant and non complainant are heard, and an effort is made to bring about conciliation between the two parties. In some matter, suitable preventive action follows.

Due to introduction of this mechanism called “**Turant-24**”, multiple benefits are obtained:

- 1) Increased satisfaction among the complainants of non-cognizable matter.
- 2) Reduction in possible escalation as a result of no action by the police otherwise in NC Matters
- 3) Area familiarization by the police officers.
- 4) Increased police visibility.
- 5) Chances of getting information / Intelligence about any issues that might be happening in the area.

After implementing the said mechanism into all the 17 police station of Aurangabad city, positive improvements as mentioned above have been seen.

Vehicle checking with the help of open source database

Introduction

In recent years vehicle theft is a major concern of policing in general & urban policing in particular. If we go through the vehicle theft incidents we clearly found some pattern of theft. Motorcycles are stolen mainly from market area, parking spots, from various commercial establishment, residential areas. Frequency and number of motorcycle theft has become a challenge for police.

Motorcycle theft in last five years in Aurangabad city

	2020	2019	2018	2017	2016
Motorcycle theft	652	907	745	680	1012
Total part 1-5 crime	3880	4888	4782	4897	6931



From the above table, it is evident that motorcycle theft is serious concern of city policing. Being a matter of concern for lower middle class people it is quite sensitive. To stop these thefts, we have started few new practices. Vehicle checking with the help of open source database is one of the many such practices.

Need : When we analysed the disposal of the stolen vehicles, we found that after theft these motorcycles are carried towards rural areas, In such rural area, motorcycles are sold at very low price, but without any document with changed registration number. This changed registration number was the key factor in our module.

Principal : During Nakabandi and vehicle checking, we started to check registration number, make, model, color of the vehicle etc. and cross checking it with data available in open source. (M-parivahan, Car-Info, Vehicle Info are the mobile apps which are available). These mobile apps are easy to operate and free of cost. Also we used e-challan machine provided to our unit for the same purpose.

Methodology :

The methodology followed during checking the vehicles with open source database were:

- Stop the doubtful vehicle.
- Look at its registration number on number plate.
- Put this registration number in mobile app (m-parivahan, car info, vehicle info.) or e-challan machine.
- You will get the details of vehicle as name of owner, engine number of vehicle, chasis number of vehicle, model, make and colour registration date of vehicle, insurance details.
- Now rider is asked to show his identity and other details which are obtained through mobile app or e-challan machine.
- Also these details are cross checked with actual details (for eg. colour and model of vehicle on mobile app and actual colour) engine and chasis number engraved on vehicle and the engine and chasis number which is obtained through mobile app or e-challan machine.)



- If there is any difference in the details of actual vehicle and that of data obtained from mobile app, the person in whose possession the vehicle is found, is thoroughly interrogated.

Any over writing, engraving, tampering with engine no. & chasis number is nothing but attempt to hide the identity of stolen vehicle. Next part of establishing the facts is easy as described above.

With the help of this methodology we were successful in catching 50 vehicles with fake number plates & when some cases were further worked out more than 100 stolen motorcycles were seized.

This practice if followed in rural area, large number of stolen vehicle, can be seized, as stolen vehicles are mostly sold in rural areas.

Absconded Accused Search Module

One of many reason of delay in trial of criminal proceeding is absence of accused during trial. If we see through the figures of absconded & wanted accused in any unit, we will find the figures which surprise us. In Aurangabad Unit, we had yearly 2000 wanted accused which were not arrested or served the notice. In addition to that 164 criminals were absconding after arrest & bail.

To trace and nab those accused (Absconding and wanted accused), we started the Absconded Accused Module. This Module is based on various data which is openly available either in open or with Govt. Department, or with private institutions. With the help of this open source data we are successful to search more than 500 absconders and wanted persons.

This module is based on some assumptions. Every person has some needs for eg. Home, Car, Motorcycle, Ration card, PAN card, Mobile no., Email ID, LPG Gas, electricity, Driving license, GST no., Shop act license, Passport, employment, child education, medical treatment, Bank account, social media account, insurance policy etc. In order to remain absconding, accused mainly changes his address but he does not change his above mentioned particulars.

Absconded person carries concern documents to meet logistic requirement for the above mentioned needs Following is the table showing data. available & concern Government departments.



Sr. No	Data	Department
1	SDR data	Police department
2	Electricity owner data	Electricity department
3	PAN no.	Income tax department
4	Ration no.	Food & civil supplies department
5	Vehicle & Driving license	Road transport officer
6	LPG Gas Holders	Food & civil supplies department
7	Shop act license	Local body
8	Passport	Regional passport officer.
9	Bank Account	Concern Bank
10	Land, Plot, flat Purchase	Sub. Registrar office

Likewise his social media presence can be ascertained (facebook, twitter, instagram etc.) & verified on the concern social media platform & his new address can be found with the help of good liaisoning and correspondence, to concerned department we can collect more information about specific person who is absconding. with this information we can search him and follow the due procedure of law after containing.

Aurangabad city police have searched more than 500 such absconders and we are working for the more efficient use of technology in policing.

Charitrya Tracking Application

This application has been created to make the history and records of criminals available as soon as possible. Many useful features have been included in this application.

N –Computing

This system has been developed in which 60 to 65 components of the Commissionerate have the facility to fill in their information at the same time and this information is stored together in a single server.



Suvidha Portal

This online system has been implemented. Due to this system, it has become convenient to send the complaint applications received by the office to the concerned Police Thane, Deputy for further action.

I Bike

The concept of I-Bike has been implemented to collect the physical evidence on the spot in a scientific manner by immediately reaching the spot, keeping the scene safe and collecting the physical evidence and handing it over to the investigating officer for investigation. Due to this system, the investigating officer is getting valuable help in conducting spot check.

11

Best Practices Followed at Police Stations in MANIPUR

Police Community Liaison Group (PCLG):

- As a part of Police-Public relationship program, a group called Police Community Liaison Group has been formed at the police station level where eminent persons and local leaders of CSOs/clubs of the localities/villages under the jurisdiction of the police station are actively involved in policing matters as well as in dealing various community problems/issues prevailing in the jurisdiction. Such community policing program initiated at the police station level is one of the methods to improve the police functioning system and at the same time giving a positive effect resulting in the general public reposing their faith in the police.
- As for delivering the services of Government to the public. “MEEYAGMI NUMIT” program is conducted with the goal of delivering direct service to the people by removing the several inconveniences of the people in respect of their caste, creed and sex.
- Interaction programs are carried out at different localities/villages with the attendance of village chiefs and village authority, students of schools and colleges to give awareness on different topics like women and child safety, missing child, etc.

Functioning of Police Station:

- Regular crime meetings are held to discuss about the speedy disposal and investigation of cases and for controlling law and order problems.
- Regular communication with police counterparts of adjacent jurisdiction regarding crimes occurred either at exterior or interior of the jurisdiction for fast track co-ordination.



- For making the Police functioning citizen friendly and more transparent by automating the function of police station, notice boards and pamphlets depicting the priorities of police, salient features of an ideal police station, anti-corruption mechanism, right to information, duties of Police, free legal aid and process, policy of police quality are pasted throughout the police station.
- For a more efficient distribution of work/duties and better use of manpower in the police station, the internal administration is divided into 5 main sections viz. administration, records, Malkhana, communication and other miscellaneous duties etc. and each section is supervised by an officer/head constable.

Women Police Station:

- A reception counter is opened at the entrance of women police stations with a computer and police personnel trained in public relations so that complainants/victims are handled carefully and sensitively. The basic facilities i.e. chairs tables, newspapers first aid box, sofa, cold water, fan, television are provided at this counter.
- All the necessary information like the telephone number, legal processes, rights of public and general guidelines are put up on the walls of the reception room.
- Two boxes 'Complaint box' and 'Suggestion box' are placed at the entrance. Both the boxes are opened regularly and all the applications are recorded and proper actions are taken.

Policing in the Pandemic:

- Police Stations are intricately engaged in controlling the present situation of COVID-19 pandemic by conducting frequent frisking and checking of movement of people and vehicles for COVID-19 SOP violators and imposing fine on the violators.
- Police at PS level, in coordination with the local clubs/CSOs and local COVID Task Forces, is helping the public by delivering essential items at their doorsteps, maintaining social distance in front of shops by marking spots for shoppers, spreading awareness



about COVID-19 and the SOPs and guidelines of government.

- Providing escort to medical oxygen vehicles within the jurisdiction.

Women and Child safety:

- Opening of Child Friendly Police Station in all the Police Stations to foster a child friendly environment in dealing with children in conflict with law.
- District police in collaboration with 'One Stop Centre' of the district administration is providing holistic help and solutions regarding crime against women and play an important role in women and child safety.
- Setting up of Women Police Stations and Women Help Desks at the Police Stations have created a more encouraging environment for the complainants/ victims to come forward with their grievances.

Covid-19 containment measures:

- Prompt action is taken up by concerned police stations in sealing containment zones.
- Testing of personnel is made mandatory upon joining for duty and after coming back from duty to stop the further spread.
- Encouraging the community task forces by way of distributing masks, sanitizers, etc. and by giving them prompt help to deal with any Covid-19 related emergencies.

Cycle patrol Unit:

- **Bishnupur District:** The recently launched Cycle Patrol Team of Bishnupur District Police has provided a sense of security to the people. During the prevailing pandemic the cycle patrol team is able to reach nook and corners of the villages and helped in preventing crimes to some extent.
- **Kakching District:** The Cycle Patrol teams of Kakching district regularly visit all schools, boarding and remote areas of the district to spread awareness on legal aspects to



the students and general public by meeting them. They bring back complaints/grievances mostly related to alcohol issues to the police stations. During the pandemic, the cycle patrol team has been able to reach every nook and corner of the villages and give awareness on Covid-19 appropriate behavior, vaccination etc.

1. **Covid-19 Fake News Portal:** Fake news has been in existence since the advent of print media. However, on account of rising internet penetrations, misinformation and disinformation are spreading far rapidly on social media and have become a global challenge. Misinformation can lead to false perception which can victimize someone and can also lead to hatred of one community against another etc.

In view of Corona Virus (Covid-19) outbreak, there is an increase in trend of circulation of misinformation / false news and sharing anonymous data related to Corona virus in various social media platforms creating panic among public. Therefore, to curb the spread of Covid-19 Fake News and to dispel spreading of rumours, Meghalaya Police activated **COVID-19 FAKE NEWS PORTAL** on 4th April, 2021. (<https://megedistrict.gov.in/directApply.do?serviceId=1149>). The portal was launched following the directions of the Supreme Court in the writ petition (civil) number 468/2020 in the matter of Alakh Alok Srivastava versus Union of India.



As on date 67 applications have been received in the Portal, out of which 63 have been responded to and the remaining 4 are process into. The portal has helped in fighting this menace and fulfilling the guidelines laid down by the honourable Supreme Court. Further, busting of rumours circulated in social media are displayed in Meghalaya Police Website (<https://megpolice.gov.in/covid-19-fake-news>) as shown below: -



2. **Health and Hygiene Committee** has been setup in Police Headquarters and in all the existing District Executive Force / Battalions / Organizations under Meghalaya Police. The committee's meets once a week to monitor the Health & Hygiene Status of the Police personnel and their family members. The aim and objective of the committees is to look into the overall cleanliness of campus, mitigation measures to be undertaken, availability of water, nutrition, sanitation, personal hygiene etc. The Health & Hygiene Committee for the personnel have also been setup at the thana level to constantly give awareness in the means of prevention against the virus.
3. **State Police Covid-19 Control Room** has been up setup on 27th March, 2020 to collect and disseminate information on any matter with regard to Covid-19 pandemic having a bearing with the law and order situation of the state and to collect data from all districts related to Covid-19 cases. Nodal Officer of the rank Dy. Inspector General of Police



has been designated to supervise the State Police Control Room at Police Headquarters. In addition to the control room, a Nodal Police Officer for each district has also been appointed to assist the public in need of assistance.

4. In order to effectively implement the guidelines / protocols / preventive measures that have been put in place by Health Department, **AWARENESS PROGRAMME** for the police personnel and family members of police have been organised by various District Executive Force / Battalions / Organisations to prevent the transmission of the contagious Covid-19 virus, awareness programmes have been conducted in different parts especially in the villages in connection with the restriction and prohibitory orders issued against the pandemic COVID-19, so as to ensure that every villager is aware of the restrictions and orders and will not be the victims of '**violating the order without knowing**'.

5. **TRAINING ON GOOD PRACTICES ON COVID-19**

- a. The need to create awareness and to impart good practices on prevention of Covid-19 among the police personnel who are at the frontline was felt by the Police Training School, Umran, Meghalaya and eventually initiated in-house Training of Trainers (ToT) on Good Practices regarding Covid-19 under the guidance of Police Headquarter, Meghalaya Shillong. Eventually, the Capacity building program progressed to In-house training of Trainers conducted by Medical Doctors (Resource Person) and Officers of Police Training School, Umran, Meghalaya from 1st May, 2020. A total of 168 trainees / officers / personnel from various District Executive Force / Battalions / Organisations attended the training on good practices regarding Covid-19.
- b. 31 (Thirty-One) teachers of Meghalaya Police Public School, Mawroh, Shillong and 10 (Ten) teachers of Gandhi Buniyadi Secondary School, Gold Club Shillong and 37 (Thirty Seven) CRPF Officers and other ranks were also given training on Good Practices on Prevention on Covid-19.
- c. A Capsule Course on Covid-19 was also conducted at Police Training School, Umran online. The training aimed at Post Covid-19 issues of Quarantine protocols, issues relating to isolation and aggressive testing to arrest the emerging growth of contagion.



In this police personnel from the rank of Havildar to Dy.SP of different Districts / Battalions / Organisation and officers from CAPF's attended the programme.

- d. To tackle the mental hardship and stigmatization associated with the Covid-19 pandemic, capacity building on "Counselling for Team Leaders" was organised thrice by Police Training School, Umran, Meghalaya where 8 (Eight) Inspectors , 25 (Twenty Five) Sub-Inspectors, 2 (Two) Asstt. Sub-Inspectors and 2 (Two) Constables attended the course.
 - e. Training on the usage of the Rapid Antigen Test was imparted to the Nursing Assistants of Meghalaya Police by the Medical Team and based on the training, the Nursing Staff of the Meghalaya Police have become capable of conducting the Rapid Antigen Test in-house.
6. Special Branch Organisation of Meghalaya Police has undertaken the task of tracing of all returnees to the state and also the contact tracing of primary and secondary contacts of people who tested positive by strictly ensuring that such people undergo quarantine as per the rules laid down by the government. People from other nationalities who are present in the state are also kept on close watch so that they do not face any problems during such an unprecedented time. Further those who need to return back to their own countries are also given necessary assistance so that they can safely leave the state without any obstacles.
 7. Initiatives are taken to protect police personnel during the line of duty. PPEs kits, Sanitizers, Masks, Thermal Screen Devices, Oximeters, face-shield etc. were distributed to all the District /Executive Force / Battalions / Organisations so that police personnel on duty can safeguard them from contracting the virus.
 8. **Isolation Centres** for police personnel have been set up by various District Executive Force / Battalions / Organisations. Personnel who join from leave are kept under isolation as per guidelines / protocols / preventive measures that have been put in place by Health Department. Basic amenities like drinking water and food are supplied to the quarantined personnel.



9. **A Hand Book for Police on Covid-19** has been designed and compiled by Meghalaya Police. The handbooks have been distributed to all the District Executive Force / Battalions / Organisations so that police personnel become aware about the danger caused by Covid-19, how to prepare itself while on duty.
10. In order to create further awareness on Covid-19, banners, pamphlets about the Covid-19 are distributed to all the District Executive Force / Battalions / Organisations.
11. Spraying of disinfectants / bleaching powder / lime / Spray smoke by thermal fogging machine for cleanliness and Health & Hygiene in and around the police campuses the are being carried out frequently.
12. Multi Vitamin-C chewable tablets have been distributed to all the police personnel to boost immunity.
13. Thermal Screening, Hand wash basin, automatic hand sanitizers, foot sanitizers have been setup at the entrance of Offices / Police Reserves / Police Stations / Out Posts etc.
14. Cleaning Drives are being conducted regularly in Offices / Police Reserves / Police Stations / Out Posts etc. for ascertaining the cleanliness.
15. Inspections are carried out at check points to ensure the health guidelines / advisories and other preventive measures are strictly adhered to by police personnel. All police personnel posted at the key entry points are directed to get themselves tested for Covid-19 which is to be followed once every month as a precautionary measure.
16. During initial period of lockdown many people were left without food and money. Police Personnel provide necessary assistance to needy people at many places by providing them with food and other essentials.
17. Handmade cloth masks were made by police personnel and distributed to the public.
18. Hand Sanitizers (70% Isopropyl alcohol and 10% glycerin) have been prepared by the Pharmacist and nursing staff and distributed to the villages.
19. Meghalaya Police Unit Hospital has organised free Covid-19 test for police personnel and civilian. Free medical check-up was also held for family members of police personnel



and civilians.

20. Work stress due to Covid-19 duty and mental stress out of fear of the disease and anxiety pertaining to Covid-19 Pandemic, Counselling Programme for police personnel has been conducted to help ease the stress in collaboration with the Social Welfare Department.
21. West Jaintia Hills District Executive Force launched COVID-19 Mobile Medical Team (MMT) which is meant for the health, safety and welfare of all Police Personnel including civilians engaged by the police units as part time employees.
22. A Facilitation Centre for citizens of Meghalaya arriving by Train is setup by Ri-Bhoi Police at Guwahati Railway Station.
23. The 50% strength of police personnel is being implemented in Police Stations to avoid collapse of the Police administration at the thana level.

24. **Photographs (Enclosed)**

25. **VIDEOS ON COVID-19**

- a. A short video of the 3rd MLP Batallion in New Delhi reminding us to keep calm, keep fighting and keep going! <https://www.facebook.com/meghpolicy/posts/1781851698621582>
- b. **Wear Mask. Save Lives** – To protect yourself and your loved ones around, always wear a Face Mask in public spaces.

<https://www.facebook.com/watch/?v=2797653850464682>
- c. **Awareness drive on Covid-19** – As part of the initiative of the Police Department to create awareness about COVID-19 throughout the state, today the Officers and personnel of the Department distributed flyers on COVID-19 at Smit & Mawryngkneng village and also made public announcements regarding the do's and dont's during the pandemic.

<https://www.facebook.com/watch/?v=1107550619629342&extid=w2GTpLpgKnW260z1>



- d. **We Shall Overcome | West Jaintia Hills Police** – The times are tough, but together, we will and we shall overcome!. A moving tribute by West Jaintia Hills Police
<https://www.facebook.com/watch/?v=2635557570026898&extid=IMpAB6eRNnuWcbEo>
- e. **Donning and doffing of PPE** – Fire and Emergency Service personnel did a demonstration & training of Donning and doffing of PPE.
<https://www.facebook.com/watch/?v=960145041066067&extid=tXMEFwyZ3hOhfr7O>
- f. **Shillong, A City in Lockdown** – Video by East Khasi Hills District Executive Force.
<https://www.facebook.com/watch/?v=164307114830356&extid=2z0TFe5HzT6AR1g5>
- g. **West Jaintia Hills patrolling around Myntdu Bridge** – West Jaintia Hills Police patrolling around Myntdu bridge towards Syntu ksar
<https://www.facebook.com/watch/?v=216431469450784&extid=Kr5CXqu2pyFzX8rV>
- h. South Garo Hills District Police distributed food essentials to remote villages bordering Bangladesh.
<https://www.facebook.com/watch/?v=519002765450346&extid=e3gshDoThYRPKLlv>

STATE POLICE COVID-19 CONTROL



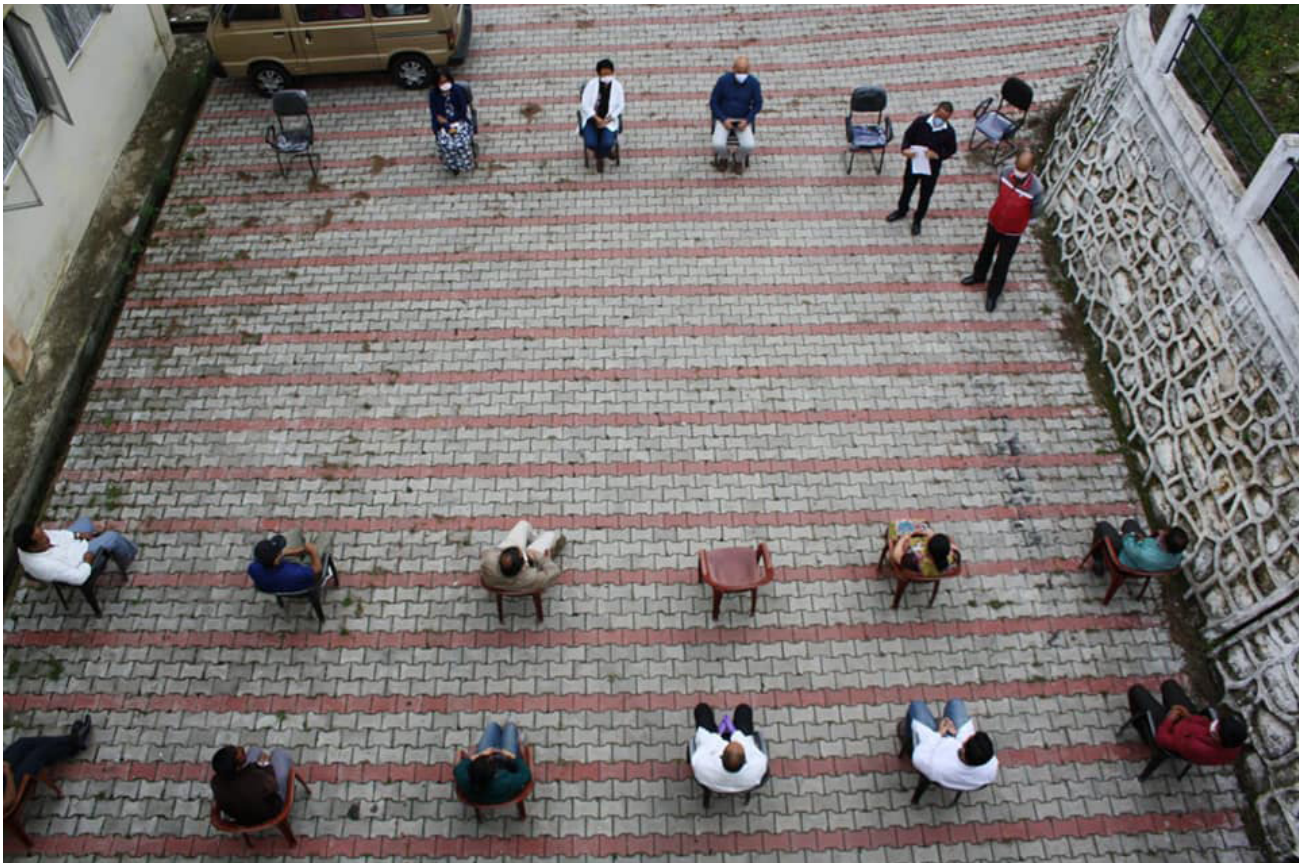


STATE POLICE COVID-19 CONTROL



AWARENESS PROGRAMME ON COVID-19 BY MEGHALAYA POLICE





TRAINING ON GOOD PRACTICES REGARDING COVID-19



Imparting training on Covid-19 to Police & CAPF's Personnel



Imparting awareness on Covid-19 to family members of police personnel



Capacity Building on Counselling



BANNER DISPLAY, DISTRIBUTION OF PAMPHLETS

- Distribution of pamphlets / posters to the members of the public by West Jaintia Hills Police



- Awareness on Covid-19 (pamphlets)



Khasi



Garo

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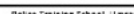
Hindi



Pnar



Garro



English



SPRAYING OF DISINFECTANTS / BLEACHING POWDER / LIME / SPRAY SMOKE BY THERMAL FOGGING MACHINE FOR CLEANLINESS AND HEALTH & HYGIENE IN AND AROUND THE POLICE CAMPUSES



Thermal Screening, Hand wash basin, automatic hand sanitizers, foot sanitizers have been setup at the entrance of Offices / Police Reserves / Police Stations / Out Posts etc.





HELPING HANDS FOR THE VULNERABLE SECTIONS OF SOCIETY





DISTRIBUTION OF FACE MASK TO PUBLIC



HAND SANITIZERS (70% ISOPROPLY ALCOHOL AND 10% GLYCERIN) HAVE BEEN PREPARED BY THE PHARMACIST AND NURSING STAFF AND DISTRIBUTED TO THE VILLAGES





FREE MEDICAL CHECK-UP FOR FAMILY MEMBERS OF POLICE PERSONNEL AND CIVILIANS



**WEST JAINTIA HILLS DISTRICT EXECUTIVE FORCE LAUNCHED
COVID-19 MOBILE MEDICAL TEAM (MMT) WHICH IS MEANT
FOR THE HEALTH, SAFETY AND WELFARE OF ALL POLICE
PERSONNEL INCLUDING CIVILIANS ENGAGED BY THE POLICE
UNITS AS PART TIME EMPLOYEES.**



A FACILITATION CENTRE FOR CITIZENS OF MEGHALAYA ARRIVING BY TRAIN IS SETUP BY RI-BHOI POLICE AT GUWAHATI RAILWAY STATION.





GUIDELINES

1. A strict SOP on arrests of accused persons has been put in place and followed to avoid personnel attracting the virus.
2. Non-essential travel by the police officers/personnel is suspended and leave is granted only for exigencies.
3. Personnel returning from leave are subjected to immediate medical test and based on the advice of the Medical Officer, further action is taken.
4. All police personnel and their family members occupying quarters have been instructed to maintain personal hygiene, social distancing, wearing of face mask and keeping the surroundings clean.
5. Contingency plans are also put in place to ensure that there is continuity of operations in the event of reduced workforce.
6. Arms and ammunition are being sanitized before issuing and after receiving back from the police personnel.
7. Random Testing of police personnel and family members is being carried out.
8. Only 33% of the staff of group – C and D are allowed to attend office as per the direction of the Health & Family Welfare Department, Meghalaya, Shillong.
9. All Offices / Police Stations / Outposts etc are maintaining **Visitors Registers**. Complete information of the visitor is recorded in the register as per the protocol and guidelines.

13

Best Practices Followed at Police Stations in MIZORAM

There are 40 Nos. of Police Station in the State of Mizoram. Best Practice followed by each police station for enforcing Law and Order effectively as well as for maintaining peaceful atmosphere for the general public are summarized as follows :

1. Plain cloth party are set up in every Police Stations from the existing staff of the Police Station. They are engaged for watching habitual offenders and convict released. They are also engaged for investigation of cases reported at the Police Station. Most of the cases were detected by the plain cloth party. They are very helpful for investigation officer in detection and arrest of the accused.
2. Frequent meeting with NGO like YMA etc. with a view to have good cooperation between police and public as well as to prevent crime is conducted to have close watch of any habitual offender and convict released within their respective localities. Also meeting with all available active VDPs is conducted and they are encouraged and inspired to perform their duty firmly within their localities in order to prevent crime, they are also requested to give an information of all untowards incidents like Local Council Members etc. are frequently contacted through phone and requested to give any information pertaining to commission of crime and natural calamities by any quickest means so that necessary action may be taken in time.
3. Separate Women Police cell is set up for dealing grievances to women and conducted awareness campaign regarding women and child safety in various village and Separate Child Friendly Room is set up in the Police Stations.
4. The border area Police maintains a close vigil and monitors any border issues with neighboring states and rendered its best to prevent any law and order problems arising



out of border dispute. District Police has given utmost importance to prevention and detection of smuggling of drugs, illicit liquor and human trafficking. Also border areas conducted checking at Police Check gate to prevent possible influx of illegal migrants for neighboring states as well as foreign countries and into Mizoram.

5. The Mizoram Police Fitness Improvement Programme (MRPFIP) is constituted. The Committee under the Chairmanship of District SP examines and reviews the performances and records in respect of each person on monthly basis and Police personnel with commendable improvement are awarded with suitable reward.
6. Regular day and night patrolling is being performed by the Police Stations flying squad by visiting various public places, market areas, sports complex, etc. so as to ensure that Covid-19 appropriate behavior is strictly followed to control the spreads of Covid-19.
7. Besides normal patrolling, the mobile patrolling party used to carry loudspeaker while visiting various parts of their jurisdiction. In every streets and corners, appeal to public is made through loudspeaker to abide by the laws and not to indulge in any anti-social activities. This practice enables area domination more effectively in prevention of crime and increased Police accountability to Public.
8. Complaint Box has been kept in every Police Station for entertaining any complaint from public which facilitate the performance of Police Station and to improve the Police Station relation.
9. Various Police conduct annual reach out programme among poor families, Rehabilitation center and orphanage home within their jurisdiction by giving monetary support that was contributed by the staff of each police station, also essential commodities are often distributed to rehabilitation and orphanage home.
10. Police Station has created whatsapp group wherein leaders of NGOs like YMA, MUP, MHIP, VDP & VC/LC are members. These whatsapp groups are very useful for sharing information and it acts as catalyst in fostering co-ordination between police and NGOs.
11. Blood donation has also been practiced by the staff of the Police Station as and when the situation arises. It has been realized that it is a good practice and expected to be continued



in future.

12. Planting of sapling trees has been conducted yearly by all staffs in observance of Green Mizoram Day and endured the proper growth of those planted trees all throughout the year. Good cooperation between Police and Forest Department has been settled and used to have activities in the prevention of Forest and animals.
13. Two (2) Old Bikes of Lawngtlai District were repaired and revamped. They are named RALVENG in Local Language and these bikes are being used for effective day and night town patrolling and VIP Pilot thereby enhancing the visibility of District Police.
14. Special Drive for Public Safety aims at intensifying traffic rules enforcement. Check posts have been set up by Police Stations at random places. The Special Drive was found to be a huge success as the number of road accidents have decreased considerably.

14

Best Practices Followed at Police Stations in ODISHA

1. Senior Citizen Cell:-

To provide safe and secured atmosphere to senior citizen of the society, “Senior Citizen Cells” are functional in all police stations of the State, controlled from the district headquarters. Smart Officers and constables have been deployed in the cell with motor cycle to attend the grievances of the senior citizens of the locality, immediately, periodically such officers are attending senior citizens and sharing some time with them to solve their grievances. Due to such service the senior citizens are feeling secure and have started having faith on Police.

2. Ama Police Samiti:-

Ama Police Samiti has been formed in all Police Stations of the State. One Sub Inspector/ ASI from the Police Stations are designated as the Community Relations Officer (CRO) by the IIC/OIC. In every month a meeting is being organized by the IIC/OIC and discuss regarding prevention of Crime, regulation of traffic and better co-operation with the general public. Ama Police Samiti meetings are being conducted on regular basis for better coordination with the public as well as to ensure pro-active people-friendly policing.

3. ERSS (Emergency Response Support System):-

ERSS (Emergency Response Support System) is an integrated Emergency Response System with a single emergency number i.e. 112, designed to address all emergency signals received from citizens through voice call, SMS, e-mail, panic SOS signal, ERSS web portal etc. has been functioning at District Police Office of every district. On receipt of call from the citizen, the cell in-charge immediately uses to inform the ERSS vehicles and the IIC/OIC to redress their problems/grievances.

4. Pink Patrolling:-

Pink Patrolling are being introduced in the Police Stations of the State for safety and



security of the women. One scooty to each Police Station has been provided for pink patrolling duty. Patrolling is conducted in the vulnerable area of the PSs to keep watch over the criminals to prevent the offence against women.

5. Anand Ghar

First child friendly police station under the scheme “Ama Khusi Ama Suraksha” was launched at Rajgangpur PS of Sundargarh Dist. In the above light Child friendly corner is being developed in each police Station of the district headed by a Child Welfare Officer of the said Police Station. Different types of children books, Toys, Crayons etc. have been provided in the Anand Ghar. The Child Welfare Officer has been imparted with psychological training to handle both children in conflict with law & children whose parents are in conflict with law. This pilot project comprises of 3 stages: infrastructure development, capacity building & community participation. In the Community Participation initiative children of various schools will have an excursion trip to their nearby Police Station in which they will be educated about the roles, powers & importance of Policing.

6. Immediate response to the grievances of women and children through Mahila Sisu Desk are being taken.
7. Time bound services are being provided under citizen Portal.
8. During spreading of pandemic Covid-19 situation, public awareness activities are being undertaken by the local police to create awareness among the general public for successful implementation of covid-19 guideline.
9. Road safety week was observed involving High school/College Students/NGOs to create awareness in the Public regarding Road safety norms/MV rules/Traffic rules etc. to prevent road accident and to save life and property.
10. Awareness Programmes on Cyber Crime, Child marriage along with beautification of Police station premises with Plantation, Tamakhu Barjan Divas, Blood donation Camp, Health camp have been organized.
11. Internal sexual harassment committee has been formed.
12. Sanjeevani Initiative (Blood donated by the Police Personnel for the needy people) has been undertaken.
13. Property Offence Prevention and Detection Cell has been formed in the Police Station.
14. MO SARKAR initiative has been implemented in all the Police Stations of the State.
15. Special drives have been taken against Mines and Mineral Mafias and Cattle Transporters.

1. TRAFFIC WING:-

Due to the increase of Road Accidents in Punjab, 63 Highway Patrol Vehicles are patrolling 24 hours as per stretch on National and State Highways with all necessary material/equipment to implement traffic rules, to help road accident victims and First Aid Kits. Except this, in order to bring more roads under Road Safety campaign, 18 Ambulance, 12 Recovery Vans and 17 heavy Cranes alongwith necessary policemen and other required material have been provided to different districts in Punjab by the Traffic Wing. Traffic Education Cells have been established in every district to make awareness to the general public about the Traffic Rules. During the year-2020, 8294 numbers of Traffic Education Camps have been organized in schools, colleges, truck/rickshaws unions to make awareness to the public about Traffic rules.

In order to make Traffic more effective, 51 Nos. Desktop Computer, 1 Printer and Copier, Laser Monochrome A-3, 2 A1 Configured Computer Machine, 937 Safety Jacket-cum-Rain Coat, 13 Laser Speed Guns with Photo Capture, 5 Breath Alcohol Analyzer, 10 LED Smart TV, 03 Digital Densitometers, approximately Rs.2.5 Lac for Software's of latest technology, approx. 08 lac setup networking and services, 02 No. of Variable Message Sign Boards have been purchased during the last financial year 2020-21 and 3 more VMS are being purchased.

Under the Chairmanship of Hon'ble Transport Minister, Punjab, a Road Safety Council was constituted and proposal for Punjab State Road Safety Council was constituted and proposal for Punjab State Road Safety Policy has been sent to the Transport Department.

Best Practice of various Police Station:

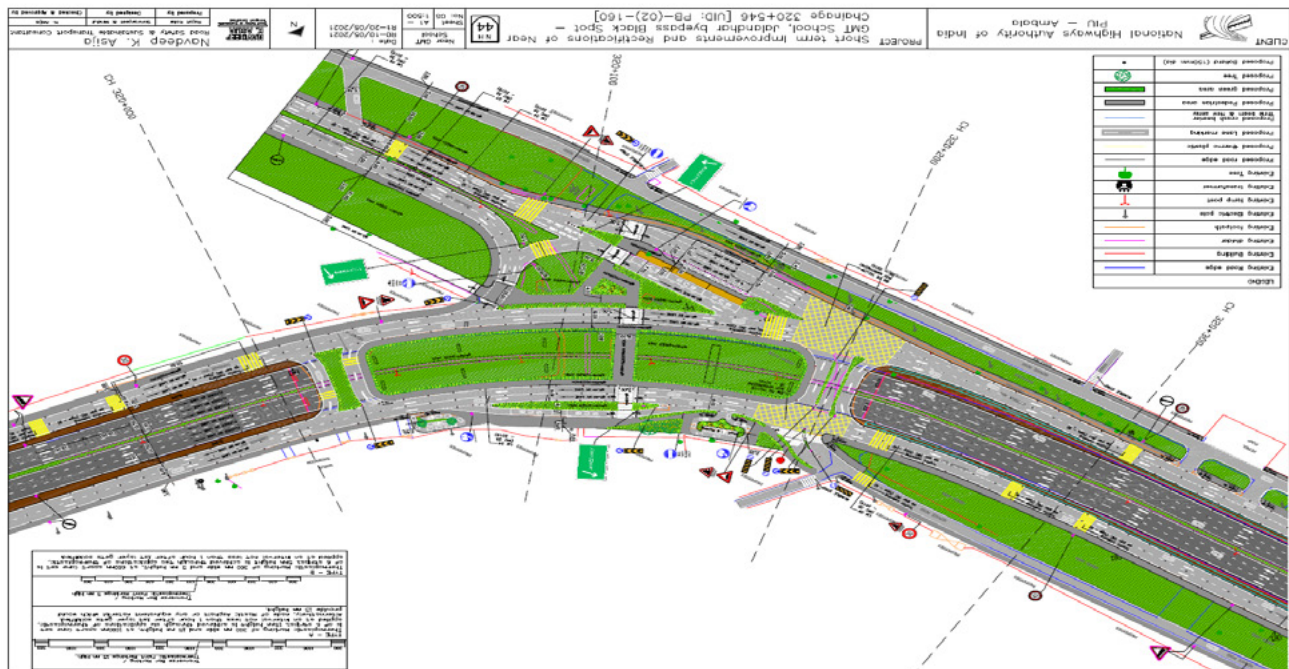
1. Punjab Road Safety and Traffic Research Centre.

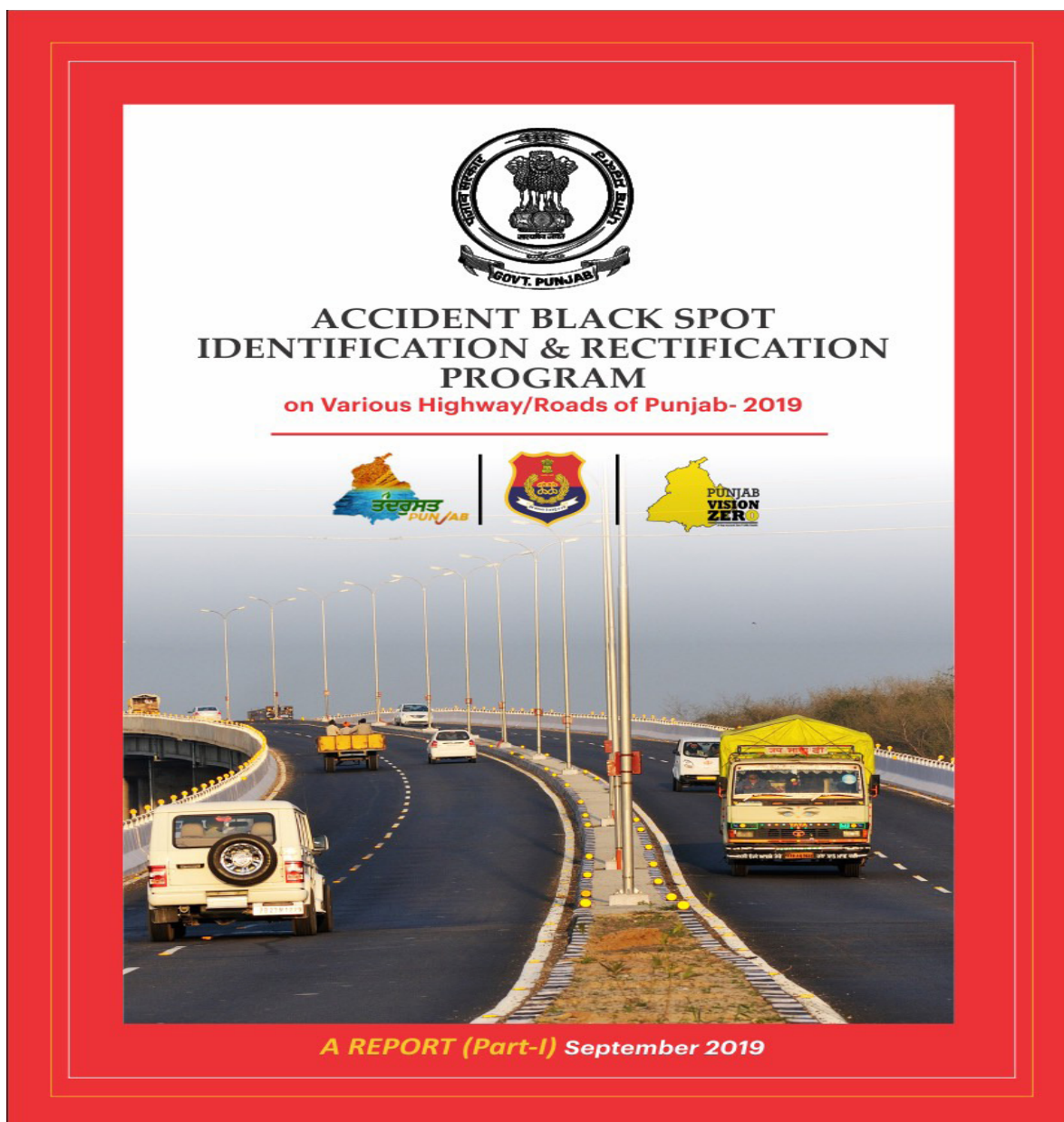
2. Punjab Black Spot Identification and Improvement Programme.
3. Research, Training and Capacity Building.
4. Database Management-CCTNS Integration System.

As a first step towards achieving these goals, Punjab Police setup Punjab Traffic and Road Safety Research Centre under the Traffic wing of Punjab Police. The centre is headed by the Traffic Advisor Punjab and has done the extensive work on Training and Research related to various districts of Punjab.

Punjab Black Spot Identification and Improvement Programme

The first state to identify and do a detailed scientific study of black spots as per latest MoRTH guidelines and publish a report. A total 391 Accidental Black Spots are identified within the State of Punjab. Based upon the report, MoRTH and NHAI have started improvement work on sites.





Research, Training and Capacity Building

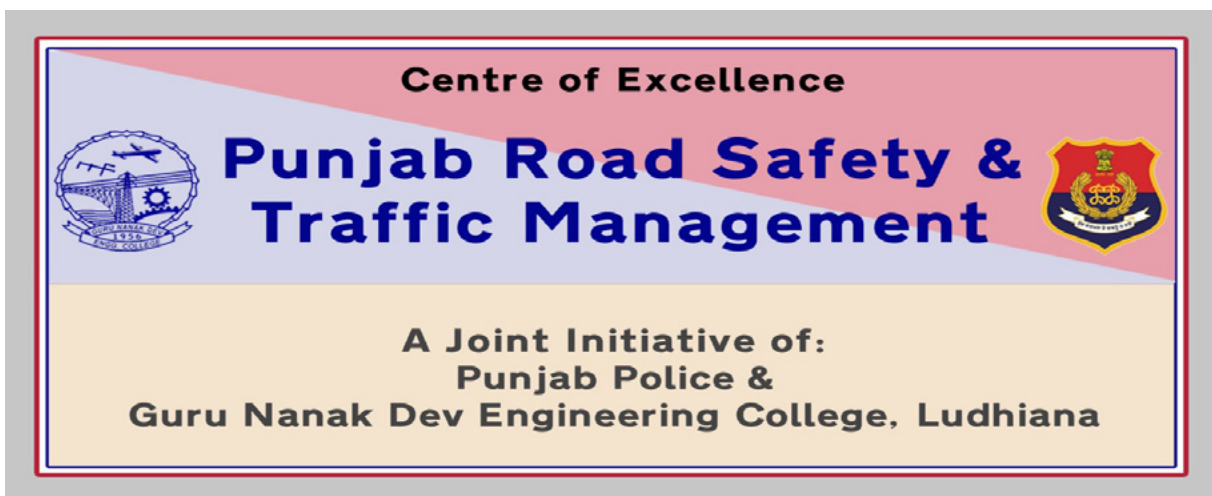
Punjab Traffic Institute at Phillaur and Traffic Laboratory Punjab at Mohali

Punjab Police has modernized Punjab Traffic Training Institute Centre at Maharaja Ranjit Singh Punjab Police Academy, Phillaur, based on legal and modern traffic systems. Training Modules are being developed for the Training.



Collaboration with Regional Technical/Medical Institute for Research and Development

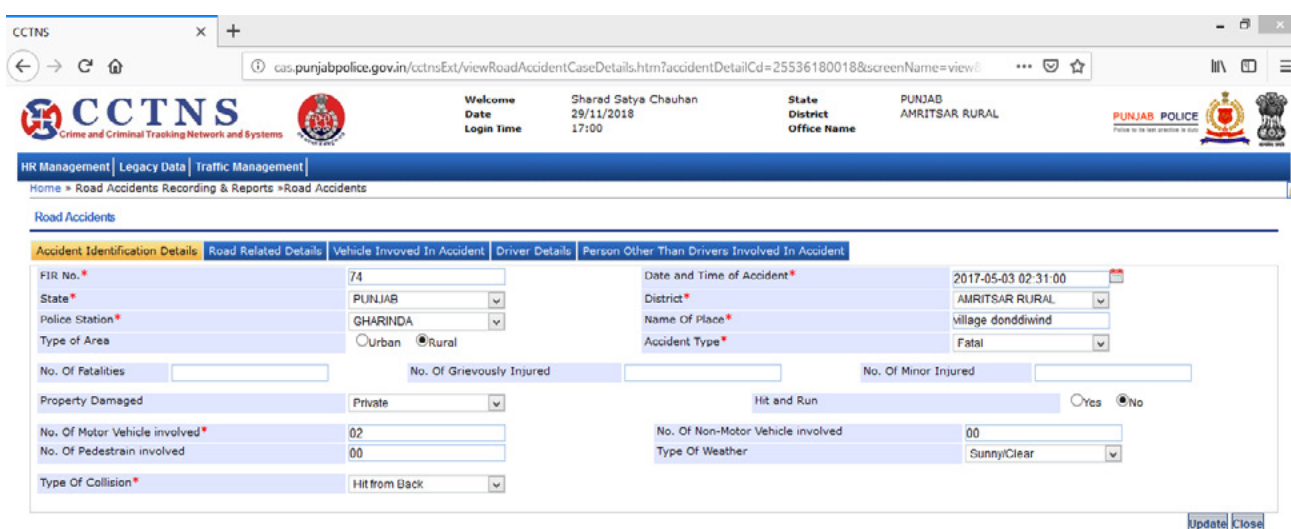
Regional institutes are selected for the collaboration they will work in different domains of traffic management and control. They will act as an extended arm to the Traffic Police for developing localized solutions for Traffic Management including Database Management and Research. MOU signed with three premier research and academic institutes of Punjab mainly Guru Nanak Dev Engineering College Ludhiana, Guru Nanak Dev University, Shri Amritsar Sahib and Maharaja Ranjit Singh Punjab Technical University, Bathinda.



Database Management – CCTNS Integration System

At present Ministry of Road Transport and Highways is collecting data related to Road Accidents in prescribed format, carrying information about various aspects of Road Accidents like Engineering Features, Vehicle Mechanical Engineering properties etc. Many states are reporting cognizable offenses only and road accidents registered under CrPC 174 are not reported or recorded. As a result of the actual number versus total road accident deaths, about 20-30% fewer numbers are published.

To overcome this, Punjab Police has developed one small patch of the program, which is integrated with CCTNS. It asks for additional information desirable, at the time of registration of FIR under CrPC 154 and 155. With the coordination of the Ministry of Home and Ministry of Road Transport and Highway, this Integrated Road Accident Database Management System can be developed and certain statistics can be made available to Public domain as well. This will not only ensure the collection of data on a real-time basis but will doubly ensure the accuracy of data as well. Time-bound implementation of CCTNS-Accident Database Module was developed by Punjab Police both for Cognizable and Non-Cognizable Offenses.



Crash Investigation Vehicles

Being a pioneer in the region, Punjab Police with Punjab Road Safety and Traffic Management Centre developed in-house Road Crash Investigation Vehicle to perform In-depth accident database on par with other international standards.



2. LAW & ORDER:-

Emergency Response Support System (ERSS) Dial -112

1. Emergency Response Support System (ERSS) ‘Dial-112’ has been launched in Punjab on February 19, 2019 and is presently operational in the entire State. Under this project, State level Centralized Call Taking Centre/PSAP is at Phase-VII, Mohali & 26 Districts Coordination Centres/Dispatch Centres have been established in Punjab.
2. Panic calls are being registered at CCTC/PSAP Mohali and dispatched to the concerned District Co-ordination Centre. These dispatch centres further activate and inform Police parties of concerned Police Stations and PCR/RRPRS vehicles etc. to respond to any emergency situation as reported on this number Dial-112, with its vehicles.
3. This helpline is helping the Public in quick redressal in case if an emergency in shortest possible time.
4. C-DAC has trained 230 police personnel of Punjab Police for manning the P-SAP, Mohali and are deployed in 4 shifts (24*7). C-DAC has prepared DIAL-112 app, email & website. Public may register their complaints through these sites.

5. The process of procuring MDTs (Mobile Data Terminals) are underway. After its purchase these will be installed in the Police Vehicles.
6. This helpline currently caters as a Police Helpline and subsequently fire-service, ambulance service etc shall be added in due course.
7. In the 2nd phase, MDTs will be fitted in all the Emergency Response vehicles and these will be connected to the Dispatch Centres. 'Dial-112' will provide an IT-based response system for timely dispatch of 1st responder (such as police, ambulance, fire etc.) to the location of distressed person, which is identified through Mobile Data Terminal (MDT) or location based services of mobile phone. All other helpline numbers like fire, health, women helpline, etc. will be merged with 'Dial-112'.
8. **As per events statistics report 93,86,779 calls, 3,87,533 SMSs, 23,270 SOS, 6,860 emails and 117 Web requests have been received on Dial-112, Public Safety Answering Point (PSAP) Mohali w.e.f, 19.02.2019 to 09.09.2021.**
9. The general law and order situation remained peaceful during this period including agitations relating to Citizenship Amendment Act.



Emergency Response Support System – 112



Inaugurated on
19.02.2019 by UHM

Modes of receiving Distress Signals

Sno	Mode		Status
1	Emergency Voice Call	Dial-112	Active
2	Messaging	SMS to 112	- Active for all (Except BSNL subscribers) - BSNL have to send SMS to a long code number 8111889924)
4	E Mail	<u>Mail at : 112@punjabpolice.gov.in</u>	Active
3	Distress Web requests	<u>https://pb.ners.in/</u>	Active
5	APP	112 INDIA APP	Active
6	SOS	Mobile Panic Button	Active
7	112 Whatsapp	Pending	Will be done within next month

FEATURES

Countrywide single emergency response number.



Automatic identification of location of the caller (LBS).

Live tracking of ERVs fitted with MDTs.



Nearest vehicle alerted to rush to spot.

Scope of work

- **Punjab Government**
 - Site preparation, infrastructure and manpower
- **C-DAC**
 - Total solution provider (TSP)
 - Software & Hardware, Connectivity, Training
 - Procurement of MDT's, AMC (3 years extendable upto 5 years)
 - Hand Holding support for three years (w.e.f 19.02.2019 to 19.02.2022) extendable upto 5 years.



Progress of Project

- Project envisaged in year 2017
- DPR submitted in 2nd half of 2017
- Work order issued in March, 2018
- Service level agreement signed by DGP, Punjab on April, 23rd 2018.
- Central call taking Centre (PSAP) – operational
- 26 District Coordination Centers (Dispatch Centers) completed

Components of ERSS-112

Sn	Component	Status
1	Centralised Control at Mohali (PSAP)	Complete
2	26 District Coordination Centres - SAS Nagar, District is covered with PSAP, Mohali	Complete (12 – Initial + 14 (DGP Approval)
3	Emergency Response vehicles - 1 Crore	Process on to purchase
4	Mobile Data Terminals (2 wheelers-1346 & 4 wheelers-1244)	Process underway
5	Connectivity	
6	PRI Lines – 10 (4- Initially & 6 - added later on)	Installed
7	Analog Lines - 20	Underway
8	Near Disaster Recovery (State Data Centre)	To be done
9	Disaster Process recovery	To be done

Components of ERSS-112

Original Plan :



60 work stations at Centralized Call tracking Centre, Mohali.



Planned 60 as and when Fire & Health Emergency is added on.

Operational :

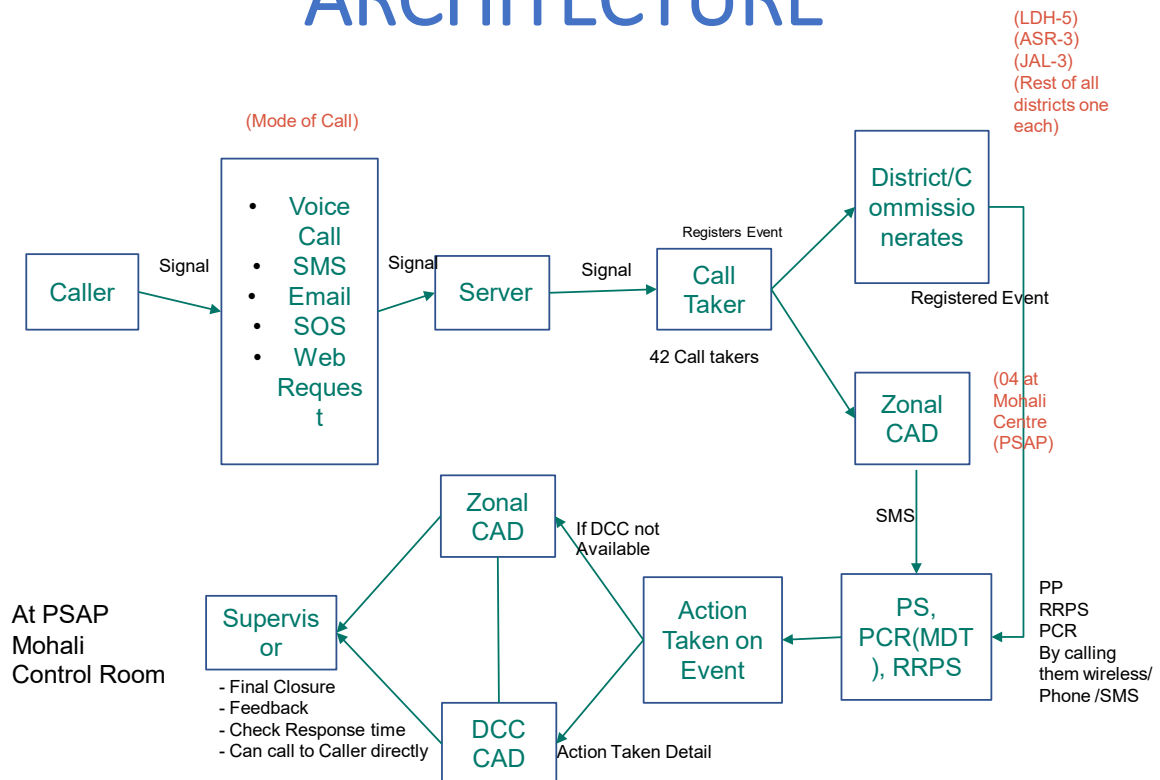


52 Call receivers.



4 Centralized Call Dispatchers. (Malwa-2, Majha – 1, Doaba – 1)

ARCHITECTURE





Future Plan

- New Building – Rs. 23 Crores required, proposal already sent.
- One acre land available in Mohali (Sector-89)
- Purchase of vehicles for Patiala City (Rs. 1 Cr.)
 - Vehicles as a part of Pilot project
- Installation of MDT's (698 - Four wheelers) and (200 - two wheelers) process for purchase is going on.
- Integration of Fire & Health services (Delhi Model)
- Integration with CCTNS.

Monitoring Mechanism

- Apex Committee headed by Hon'ble Chief Secretary, Punjab (Constituted)
- Steering Committee headed by DGP, Punjab (Constituted)
- District Missions Committees headed by SSP of a District (To be constituted)

Future Plan

- **Integration of various helplines at Dial-112** (Women helpline, Child helpline, Traffic helpline, etc.)
- Integration of IT system for Panic button installed in PUNBUSES with 112. (Around 1200 buses have been provided with panic buttons)
- Purchase of video walls (2), when building is ready.
- Disaster recovery – C-DAC server at Hyderabad.

3. COMMUNITY AFFAIRS DIVISIONS (CAD) - SAANJH:

Saanjh means partnership or collaboration in Punjabi language. In Punjab, the Saanjh Community Policing Project was launched in 2011 whereby separate buildings were constructed in close vicinity of the Police Stations to provide police related services like Verifications, Crime Information, Registration of lost articles, Permissions etc. at very nominal cost. This makes Saanjh a self-sustaining and financially independent entity. It is an institutionalized effort to integrate community participation, with inbuilt mechanism of coordination with civil, judicial and non-government organizations. This coordination proves extremely useful in the mobilization of public support and help.

The services provided by Saanjh are as follows:

1. Registration Centre for public complaints and dispute resolution.
2. Saanjh Shakti Women helpdesk.
3. Help for Senior Citizens.



4. NRI & Foreigners Counter.
5. Verifications Counter.
6. Permission/NOCs Counter.
7. Crime Information.
8. Platform for Community-Police Collaboration.
9. Speedy Disposal of Passport Verification.
10. Saanjh also acts as Facilitation centre for processing victim relief compensation for victim of crime as per law.
11. E-Summons: Serving of Summons of High Court through Saanjh Kendras.

181 Saanjh Shakti Helpline:

181 Saanjh Shakti Helpline is a dedicated non emergency helpline as well as a statewide grievance redressal platform for Police Personnel issues like – GPF issues, Transfer Issues, Admin Issues and Welfare issues etc. which provides round the clock assistance and specifically targeted at vulnerable sections of society like Women, Children and Senior Citizens, who are in need of Police Response, Support and Assistance.

181 Helpline is a multi-channel platform, which can be accessed through Phone Call - 181 and Whatsapp & SMS number -7696181181. It aims at facilitating citizen-police interactions through a 3 digit easy to remember, toll free number 181 which is accessible 27*7 from landline and cellular networks.

It has already proven to be of immense benefit to the citizens of the state and build trust and goodwill between the police and the public and generating valuable feedback and suggestions and brings it to the notice of top echelons of government. Feedback from the complainant/ Caller purely based on nature of call/complaint registered at 181 helpline. Purpose of the feedback is to get the clear picture of working and functioning of local police at ground level.

Since the inception of the said Helpline w.e.f **08th March, 2021 to 08th September 2021** over **124,675** calls have been received and **28025** complaints have been tagged/registered, which

were promptly conveyed to the concerned district police authorities for necessary action. All the complaints made were acted upon in a time-bound manner, after being categorized as either **RED** (to be resolved within 24 hours) and **BLUE** (30 days) on the basis of urgency and importance.

Executive Summary of 181 Saanjh Shakti Helpline- Journey is as under :-

181 Saanjh Shakti Helpline Performance (8th March 2021 to 08th Sept. 2021)								
181 Monthly Performance	Grand Total	March	April	May	June	July	Aug	Till 8th Sep
Calls Received	124675	13942	12859	19059	23122	24575	24744	6374
Calls Answered	123964	13837	12767	18933	22992	24458	24636	6341
Total Complaints	28025	2433	2735	4368	5362	5676	5900	1551
Red	6518	485	783	1268	1405	1200	1113	264
Blue	21507	1948	1952	3100	3957	4476	4787	1287
Women	22842	2006	2236	3428	4307	4674	4902	1289
Children	857	40	87	100	183	198	189	60
Senior Citizen	2498	221	240	349	523	508	520	137
Drug Tips	859	84	103	133	151	190	163	35
Cyber Crime	335	26	33	51	75	64	65	21
Police Personnel's	3	2	1	0	0	0	0	0
Complaint Against Police	222	19	25	34	40	35	60	9
Covid Canteen	358	0	0	267	83	7	1	0
Other	51	35	10	6	0	0	0	0

4. WELFARE WING:

Establishing Health and Wellness Centres (HWC)

The nature of police work is highly stressful and therefore, it is imperative for the police



department to provide its personnel necessary support for handling stress, fatigue, life-style diseases, mental health problems through qualified health professionals and other interventions to identify and address them at the earliest. Besides, the regular annual medical examination of the police personnel, there is no structured support services being provided internally to the police personnel to seek help to improve their health and focus on their well being or provide professional counselling. Employment related stress or stress due to pressures from home often lead to poor job performance, low self-esteem and serious health problems.

The objective of establishing 'Health and Wellness Centre' in the districts is to create a culture to encourage Police personnel /officers to focus on health problems, identify them early and use the facilities to design and conduct 'Health and Wellness' programme in the districts and provide an all-inclusive response to the health and well being of police personnel. In this regards, 15 Health and Wellness Centres have been established in Punjab in 13 districts and 02 commissionrates during the current year 2021. For this purpose, State Govt. has released funds amounting to Rs. 2,97,65,000/- under the relevant head. Besides this, Rs. 25.00 lac has been released for the said purpose to 82nd Bn. PAP, Chandigarh and released additional funds of Rs. 12 lac to the Distt. Mansa.

Structure:

Any Health and Wellness Centres should be equipped to provide comprehensive support facilities to provide necessary interventions to bring the required change in the overall health and well being of an individual. The following facilities should be mandatory for a HWC.

Indoor Gym:

Physical exercise is a healthy and an important way to prevent life-style diseases like diabetes, hypertension, stress, obesity. Physical activity has many benefits for a person suffering with diabetes; It lowers blood sugar, reduces body fat, improves insulin sensitivity, helps to build and tone muscles, lowers risk of heart disease, improves circulation, preserves bone mass and helps in reduce stress and enhances quality of life.

Individuals suffering from these health problems find themselves physically weak and vulnerable with fatigue and incapable of doing work. The exercise equipment in the gym

should be a combination of cardio exercises and strengthening of muscles. The Gym should have facilities for locker room and shower room for men and women Police personnel.





Outdoor Gym:

The concept of having an outdoor gym in parks and open spaces encourages individuals and families to exercise in the open.





Physio-Therapy Room:

Every human being goes through age related wear and tear of muscle which causes pain in joints and other health problems which require exercise and specific physiotherapy to heal and strengthen the muscles. Knee pain, back pain, shoulder pain is very common in the police force

and due to lack of availability of the physio therapy equipments in the police lines hospitals, the police personnel tend to ignore the early stages of pain till the situation aggravates which require longer treatment from outside medical facilities. All Health and Wellness centres shall have a physiotherapy room with the necessary equipment to provide physio-therapy treatment to police personnel suffering from pains in joints and muscle pains.

The staff required for operating the equipment can be trained from available resources or taken on deputation or on temporary attachment from civil hospitals.





Space for Meditation and Yoga :

Meditation and Yoga have many benefits to the health and well-being of an individual. Yoga helps in improving balance, endurance, flexibility, and strength, while meditation helps to keep the mind sharp and relieves anxiety and stress and can strengthen the immune system.

Incorporating yoga and meditation in the health and wellness programme for police personnel would be helpful in bringing a change in attitude towards health and will enhance their mental wellbeing.

Counselling Room:

All HWCs should have a room earmarked for professional counsellor to provide individual counselling to the police personnel experiencing health problems, problems with alcoholism, stress etc and to provide professional advice during the wellness programmes organised by the district police. Counsellors should provide advise on nutrition, diet, changes of lifestyle and mechanism to cope with stress and alcohol problems. The dimensions of the room earmarked for this purpose should be minimum 10 x 10 Sq. feet.



Guidelines on the Health and Wellness Centres in districts:

- i) Identify police personnel, both men and women suffering from chronic health problems during the annual medical examination of the police force and also those who are at high risk based on health indicators.
- ii) Design specific Health and Wellness programs for police personnel suffering from diabetes, hypertension, alcohol addiction and stress.
- iii) Early identification of police personnel at risk based on various indicators away from normal/baseline behaviour like absenteeism, poor performance, alcoholism, public behaviour observed by the senior officers and the Police Station in-charge in police stations and such police personnel should be recommended to undergo mandatory Health and Wellness Program to benefit from early intervention.



- iv) The wellness and health programs should be conducted for minimum 5 days at the HWC by health professionals including psychologists by incorporating physical exercise, diet advice, counselling and physio-therapy.
- v) Mandatory review of the health condition of the police personnel who underwent the health and wellness program has to be conducted after 3 months to check the benefits of the specialised intervention.
- vi) Police personnel close to retirement should be made mandatory to attend the Health and Wellness program and provide support services to adjust to the retirement life.
- vii) Confidentiality and privacy should be maintained of the mental and health problems faced by the police personnel.

The District SSsP should constitute a Committee with the SP, headquarters of the district and medical officer to design and conduct monthly Health and Wellness Programs for the Police personnel and ensure all the Police personnel posted in a district get an opportunity to attend the program at least once a year. A continuous review of the benefits of the programs would help in improving the delivery and in addressing the health and wellness issues of the police personnel.

5. TECHNICAL SERVICES:

Punjab Police is upgrading its network connectivity at CCTNS sites to OFC MPLS_MNS connectivity with bandwidth of 10 Mbps to 1Gbps for efficient functioning of CCTNS. The work in this regard is under active progress.

As per PRAGTI dashboard report (released by NCRB/MHA/PMO) for the month of June, 2021, Punjab State got 3rd rank in the CAS Major States in the implementation of CCTNS project.

Projects like COGNOS and ArcGIS Business Intelligence (BI) tool are being developed under CCTNS project for doing analytics on criminal database like CCTNS, ICJS Portal, VAHAN and SAARTHI etc. for generating various kinds of reports on real time basis for assisting officers in crime detection and prevention. In ArcGIS 4 dashboards have been developed for



Senior officials of the State for crime analysis.

A Web/ Mobile App namely 'khoj' is being developed to integrate CCTNS, HRMS, ICJS, e-VAHAN, e-SARTHI, PAIS, ArcGIS etc with features like search and query facility, Village information system (VIS) and reports on NDPS cases/ Arms Act/ UAPA cases etc.

16

Best Practices Followed at Police Stations in RAJASTHAN

Human Resource & Logistics

➤ Chittorgarh

The District Police of Chittorgarh has adopted a new practice to map down the best constable of the month, on the basis of their work ability from each circle respectively. Each circle was to finalise the names of two constables every month. The district is divided into eight circles which sums up the number to sixteen constables, would be rewarded by the Superintendent of Police every month. The thought behind such implementation is to inculcate the spirit of true policing with boosting of one's morale. It would also enhance their confidence with infusion of healthy competition amongst the force to excel in all facets. Presently in the above stated order, one constable from each circle is selected for the best constable of the month. Under the same procedure, top three constables would be chosen and rewarded on the basis of their police work at district level. This practice would be religiously followed to encourage the police personnel.

Public Order

➤ Rajsamand

“YOUTH WITH POLICE” initiative was started with a view to involve youth of various town and village level clubs especially Nehru Yuva Kendra in various policing and other social activities. It was inaugurated by IGP Udaipur Range on 17/01/2019 and then a large gathering of youths to the tune of 1000 boys/girls from various clubs was organized to give it a thrust. Major programs launched under this scheme are:

- a. **YUVA YATAYAT PRAHARI:** To help police by volunteering in implementation



of various traffic laws and road safety.

- b. **YOUTH TRAFFIC WARDEN:** To ensure better and sustainable traffic management in cities and towns.
- c. **SAMAJIK YUVA YODDHA:** To help police in gathering information about various social evils like Child Marriage, Child labour etc. and also to get their help in creating awareness against such social evils.
- d. **YUVA POLICE MITRA:** To bring awareness among the youth about the increasing drug abuse and seek their help in curbing it.
- e. **NIRBHIK YOUTH:** To get information about Organized and unorganized crimes prevalent in local areas and to utilize their services in peaceful conduct of festivals, melas and various processions.

Others

➤ Barmer

The number of COVID-19 cases in the district began to rise sharply in the first week of May since the inflow of migrants started. With the home return of migrants, many land & family disputes came up, which resulted in FIRs & other disputes. There was also a danger of infection of police personnel. So the police started “COVID window” in police stations & in all offices of the district.

Entry of public in police station premises was regulated. A 4X6 ft window with aluminium frame & glass was created. The D.O./SHO would sit on one side and the complainants on the other side of the window. The window had a small opening through which all interaction/exchange took place. At the main entrance of police station hand wash/sanitization/mask facilities were provided to anyone coming inside the P.S. premises.

Since the complainants have to often wait in P.S. premises, a tent with chairs, fan, light, drinking water was provided for them outside the main building of police stations. Instructions about Covid awareness were also displayed near the windows and in the tents.



Entire staff was provided masks, sanitizers, face shields, PPE kits and was briefed by official from time to time about self-safety and protection from COVID. This innovation was well received & appreciated by the staff. It was given wide coverage in print & electronic media.

Crime

➤ Jaipur Rural

The 'Operation Highway' launched by Jaipur Rural Police is aimed at reducing criminal activities and accidents along the Highways as they act as a crucial corridor between the national and state capital. Under this drive, various special teams were constituted to uncover the major criminal activities involving diesel theft, smuggling of drugs, use of illegal explosives supply of illicit liquor and, other illegal activities.

In investigation, it was found that the road side dhabas became the hotspots of all sort of criminal conspiracies. The district special team, which was especially formed to uproot the deeply entrenched criminal syndicates on National and State Highway in the district, found that several eatery owners were taking a large amount of money for their premises being used by criminals for trade of illicit materials.

Criminal intelligence was collected from different sources and on the basis of criminal and technical intelligence special teams were made to crack and nab these types of criminals in the district. So far four interstate gangs which were involved in diesel theft from I.O.C pipelines and tankers were exposed, and 12 members have been arrested, resulting in the recovery of 5 tankers, constituting around 1.9 lakh liters of oil and 4590 liters of diesel. During this operation, 209 Kg of opium, 101 Kg of marijuana, 640 Kg of poppy husk, 242,365 plants of opium and 1,87,416 tablets/capsules of restricted psychotropic substance have been seized. Along with this, 48 illegal arms and 40,000 litres liquor were also seized.

This operation also exposed the illegal activities involving adulteration of Khoa (mawa) as well as ghee in large quantities. The estimated price of the total seizure of drugs, liquor, and adulterated food items would be around twenty crore rupees. The special teams



have also recovered vast quantities of illegal explosives hidden in various warehouses along the highways. Three accused were arrested, and from their possession 360 gelatin shrapnels, 50 detonators, 26 bundles of blasting wires, 129 Kg of ammonium nitrate were recovered.

The 'Operation Highway' has also proved to be beneficial in terms of road safety by reducing the number of deaths by saving of the lives of 117 persons and number of injured reduced by 257 in the year 2020 as compared in the year 2019.

1. Assistance to Covid positive police personnel - During the period of COVID -19 pandemic all police personnel, Home Guard Sainiks and Village Guards have been provided with a cash of Rs. 10,000/- from Sikkim Police Welfare fund to meet extra expenses in addition to the free medical facilities. The Sikkim Police Welfare Fund is a contributory fund with a matching grant provided by the State Government for various welfare activities.
2. Daily PT Parade in all Police Stations – Physical activities such as PT and drills have been a domain of Armed Battalions in the Police Force. However, the Sikkim Police in exception to this tradition has been conducting daily physical exercise session for minimum 1 hour in every police station compulsorily in which the attendance of officers including SHOs are made mandatory. This practice has helped the personnel in maintaining good physical and mental health in respective of their age. Over a period of time it is also observed that apart from health aspect such practice has helped to bring about the behavioural changes and overall happiness in each individual. The Officer Incharge of Police Station sends daily report of such physical activities to the District Headquarters and Police Headquarters along with photographs.
3. Visit of high ranking officers of Law & Order Branch - The Sikkim Police has adopted a policy of constant personnel interaction of senior officers with all other ranks to narrow down the communication gap. As a part of the policy especially the senior officers of Law & Order branch make frequent visits to the Police Stations and Outposts, brief the jawans and officer regarding various aspects of policing and interact with them closely. The SHOs also organize various programmes of interacting with the local people which help tremendously in improving police public relation.



4. Mission Jyoti- In the Year 2016, Sikkim Police had started ***Mission Jyoti: Flame of fearlessness***, an actionable awareness program that attempts to tackle these issues by involving all the stakeholders who are a part of the solution .The stakeholders will be sensitized and provided helping aids on the issues of Drug Abuse, Child Sexual Abuse and Mental health so **that they can act to prevent these crimes from happening.**

The main difference of this initiative is that this is an **actionable awareness program** where in the stakeholders are provided with tools to help them detect crimes like Child Sexual Abuse , Drug Abuse and Suicides, and it **also helps the stakeholder to take the next course of action from preventing these crimes from happening.**

So far we have achieved this actionable part by making Mission Jyoti booklets which were distributed to all the stakeholders in these awareness campaigns. **In order to make the booklet more scalable we have decided to make a mobile app** which will contain all the information which is contained in the booklet.

I. Best Practices on CRIME against WOMEN & CHILDREN

Child Friendly Corners:

194 Child friendly corners in AWPS in the state of Tamil Nadu was sanctioned in G.O.(Ms). No. 22 Home (Pol.12) Department, Dated: 08.01.2019 and it is functioning in 194 AWPS to create an atmosphere in all the AWPS was created through 194 “child friendly corners” where play materials etc are kept for children and 1542 CWPOs (Child welfare Police Officers) are functioning to deal the Crimes against Children.

One Stop Center :

In Tamil Nadu state Social Welfare Department has formed 32 one stop centers throughout the state as per the guidelines of Ministry of Women and Child, Govt. of India and the one stop centers (OSCs) are functioning.

To provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof.

To facilitate immediate, emergency and non-emergency access to a range of services including medical, legal, psychological and counseling support under one roof to fight against any form of Violence against Women and Children.

Women Help Desk:

Totally 800 Women Help Desks are functioning in Tamil Nadu state rural and urban areas, they have been provided with equipment @ Rs 1 lakh per desk from Nirbhaya Fund.

All 1346 Taluk Police Stations have Women Police officers to attend to women petitioners.



AHTU-Anti Human Trafficking Unit:

For strengthening of 12 AHTUs setup in years 2010-15, 7 AHTUs setup in years 2018-19 and setting of new 13 AHTUs at the District level, Equipment and vehicles worth Rs.395.00-Lakhs (Rupees Three Crore and ninety five lakhs only) have been purchased and provided to 32 AHTU unit from Nirbhaya fund.

CWC - Cyber Crime Police Station and Child Sexual Abuse Material Investigation:

The Cyber Crime Police Station has been created for Crime against Women and Children wing (vide: G.O. (MS) No.369, Home (Police XII) Department Dated 01.10.2020) and it is functioning at PTC Ashok Nagar Chennai-83 with one Inspector, and sanctioned strength of Police personnel.

Totally 3671 Child Sexual abuse material reports were verified and child sexual offenders (Child Sexual abuse material) particulars were sent to districts and cities throughout Tamil Nadu, 71 FIRs were registered under POCSO Act & IT Act and thus Child pornography was contained.

Sexual Assault Evidence Collection Kit (SAEC)

So far, 192 Nos. of SAEC Kits were received from the Director of Forensic Science Services New Delhi and distributed to All AWPS in Tamil Nadu State and 71 Nos. of SAEC Kits were utilized for the collection of evidence at the SOC during investigation of POCSO Act cases and other sexual assault cases.

Pink Patrol:

In Tamil Nadu state Police one vehicle patrolling by women officer namely “PINK PATROL” vehicles is functioning solely for the purpose of preventing Crimes against Women and Children in Chennai city.

Kaavalan SOS APP:

Digital safety - Tamil Nadu Police has come up with KAVALAN SOS App which should be downloaded by individuals. So far, 15 lakh persons have downloaded, out of which 90% are women. In any emergency, the women in distress can press the phonic button in the App,

otherwise just they can shake the mobile three times. Once, it is done, the message goes to Control Room and the Control Room passes the message to nearby patrolling vehicle or beat or Police Station. The response time will be 2-4 minutes. The application captures the scene when the SOS button is pressed and the video of the incidents is sent simultaneously to the Control Room.

“Operation smile-2021” – For Tracing of Children

Tamil Nadu Police have organized campaign “Operation Smile” for tracing the Missing Children and rescuing the Children from Begging and Labour activities from 1st February 2021 to 15th February 2021 in Tamil Nadu State, with co-operation of the Social Defence officials in the District, The details of children rescued in the operation smile is as follows.

OPERATION SMILE – 2021 RESCUED / TRACED DETAILS					
Child Labour	Child Begging	Missing Children Traced	Runaway Children	Child Marriage	Total
1019	236	250	590	14	2109

II. TAMIL NADU POLICE - ARMED POLICE

Processing of Casual Leave through “CLAPP”

To mitigate the discrepancies and to promote openness and transparency in applying and sanctioning of casual leave for Police personnel working in Tamilnadu Special Police Battalions, an app called “CLAPP” was rolled out on November 01, 2019.

This app enables transparency and credibility between men and officers with regard to leave applications. With the emergence of CLAPP the paper work related to applying and sanctioning of casual leave has been drastically reduced. Leave applications made through this CLAPP is being monitored by concerned battalion Commandants of the TSP Battalions.

Overall supervision is done by AP Headquarters on daily basis and the same is discussed during the monthly review meeting contacted by ADGP, AP.



Enhancement of CLAPP:

“CLAPP V2” newer version in which any Police personnel can apply for leave even if there is no internet connectivity. Offline leave request is sent through SMS to reporting officers. Approval can also be done without internet.

By this upgradation, it has been ensured that everyone could apply / approve leave even in remote locations, where there is no internet connectivity.

Online DSR (Daily Situtation Report) portal:

i) Application overview

The Tamil Nadu Armed Police online portal has been designed to automate the entire manual process that includes company deployment, Daily Status Report, Resource management, Grievances tracking, Sports activities, Transfers and Training. The current scope of the application is only being automation of deployment process and daily status report activities.

ii) Users

The user types that will be accessing the online portal shall be:

- District Head
- DGP (Chief Office)
- ADGP AP
- Battalion Commandants
- Company / Sub-Company in charge (OC)
- Administrator

District Head

The district head uses the portal to request deployment of companies for an event such as Bandobust duty / Law & Order duty, etc., The district head will enter details of an event like



event name, event start & end date and strength required. This request is forwarded to DGP/Chief Office for approval.

DGP

The DGP/Chief Office module will have the entire information on current deployments and companies available at battalion headquarters. Upon receipt of the requisition from district head, DGP/Chief Office shall either approve or deny the request. DGP/Chief Office then shall allocate companies for an event and provide deployment orders.

ADGP-AP

ADGP-AP receives the deployment orders from the DGP and adds specific instruction to be followed in the deployment, along with protective gears, Arms & Ammunition, Kitchen facilities and other items that have to be carried for the said deployment. This detailed deployment order is forwarded to the respective Commandants for action.

Commandant

The Commandant receives the deployment order, reviews it and forwards the same to OCs. The Commandant also reviews the police personnel under his battalion and assigns them roles (like OC) using the portal.

OCs

The OCs receive the deployment order and make an entry for acknowledgement of orders received. Before start of journey, the OCs shall make entry in company movement. The company movement entries include start movement, reaching the event place, return movement for headquarters and reaching headquarters.

www.letsfightcorona.com

As the world is reeling under Covid pandemic, the underprivileged sections of the society are facing formidable challenges to fulfill their basic needs. During the period of intensive lockdown imposed by the government, the vulnerable groups of the society were facing difficulties to procure food, medical equipments like oxygen concentrators, face mask, sanitizer, etc., Counselling and information regarding Covid care centres, availability of Ambulances and



Hospitals.

To address the above grievances of the needy people, a website www.letsfightcorona.com was designed, developed and launched during the month of May, 2021 by ADGP, AP at Tamil Nadu Armed Police Headquarters, Chennai. This project was conceived and implemented by ADGP, AP to cover the entire State of Tamilnadu. The portal was meant to bridge the Sponsors / Volunteers with the needy beneficiaries. The deprived and needy, who are in want of food, groceries, medical equipments, Tele-Counselling services or information about availability of Ambulances, could raise a request on the portal and obtain services. The individuals, NGOs and Social Groups who are willing to render services to the needy people were enrolled in this portal as volunteers / Sponsors.

Armed Police Headquarters, Chennai played a vital role in coordinating efforts of the sponsors / volunteers to cater to the needs of beneficiaries. TSP Police personnel through this website are facilitating and directing aid to the neediest. A facebook page was also launched to familiarize efforts taken by the Tamil Nadu Armed Police Battalions during the period of intensive lockdown.

In pursuance of insurmountable efforts put forth by the officers of Armed Police Headquarters, Chennai, more than Rs. 20 lakhs worth of medical equipments like oxygen concentrators, face shield, face mask, Sanitizer, etc., food and groceries were donated to more than 1000 needy beneficiaries.

III. BEST PRACTICES IN SCRB

Missing Person Search Tool on CCTNS Platform:

In Tamil Nadu Police website, details of missing persons and unidentified dead bodies are displayed as and when cases are registered in the Police Stations. This facility is used by Police Officers and 572 missing persons have been matched with Unidentified Dead Bodies resulting in detection of 1144 cases of Missing persons & UIDBs as on 15.05.2021.

Later on, after receiving feedback from the field officers, an advanced tool has been developed to aid the investigating officers in detection of Missing persons & UIDB cases. This Missing



persons search tool has been given on the Officer's Portal for use by all Officers irrespective of rank since Dec 2017. So far, 341 cases of Missing persons have been matched with Unidentified Dead Bodies resulting in detection of 682 cases in total.

The software application is built in a way in which it facilitates easy matching / comparison between missing persons and unidentified dead bodies. Initially, data is filtered through the location/ area of search, age and period between registrations of the cases. This basically filters only the relevant cases as per the query. Advanced filtering options are also provided like tattoo marks, hair color, dress color, etc. which further reduces the number of results displayed for comparison.

SUCCESS STORY:

Detection of a murder case using CCTNS:

A case of unidentified dead body with injuries was reported in Chennai City in Royapuram PS Cr.No. 830/2018 u/s 174 Cr.P.C on 14.05.2018. Post mortem revealed that it was a case of homicide. Royapuram PS Data Entry Operators Ms. Jagadeshwari, WPC 37289 & Ms. Asha WPC 42760 used the missing person search tool available on CCTNS and matched the identity of the deceased on 02.06.2018 to be one Vijayaraghavan, aged 31 years, S/o Lakshmanan, of Mannarkudi, Thiruvavur district, who went missing from his home on 13.5.2018 (case registered in Trichy City, Palakarai PS Cr.No. 303/2018 u/s Man Missing). Because identity of the deceased was established, it helped the investigating officer in detecting the case as a murder case and in arresting the accused on 09.06.2018.

System generated reports at PS:

The FIRs, Arrest Card and Charge sheets are being entered on CCTNS, printed and submitted in the courts by all police stations & FIR registering special units across the state. This is being done as per directions of Hon'ble High Court of Madras in order to ensure real time & correct data entry. This has resulted in building up of prompt & complete database, thereby, helped in successful development and roll out of several online services for citizens & police officers.



Fingerprint Software:

An upgraded version of Fingerprint Analysis and Criminal Tracing System (FACTS) - FACTS 7.0, a web based automated Fingerprint Identification System has been made operational since October 2018. This software was developed by Tata Consultancy Services (TCS) at a cost of Rs. 1.7 crores sanctioned by the Government of Tamil Nadu. There are over 500,000 fingerprint slips stored in this system and is accessible 24x7. It is installed in all the 36 Single Digit Fingerprint Bureaux across the State. With the help of this software, the chance prints lifted from the scene of crime & those of suspects can be easily compared with the fingerprints of accused available in the database and results can be obtained instantly. So far, 242 property cases have been detected with the help of FACTS 7 Software. Also, stolen property worth Rs. 4.02 Crores has been recovered.

CCTNS Mobile App for Station level Officers:

The following facilities are available in the app:

- i. Accused name search: Through the Accused Name Search option, verification of involvement of any individual in any crime can be tracked easily. Search can be made based on the accused name with filters viz. alias name, parentage, age & Place of Residence of the accused. Using this facility, 14 suspects were found to have criminal cases against them and necessary action was taken.
- ii. Vehicle search: This facility helps the officers in field to verify if a vehicle is a stolen one or if it is involved in any crime anywhere in the State. Using this facility, over 129 vehicles have been traced.
- iii. RTO data: This facility helps the officers in checking the registration and driving license details to verify the genuineness of the details furnished by the citizens while on vehicle/suspect checks.
- iv. SOC Details: This option helps the Investigating Officers to capture photos & geo co-ordinates of the Scene of Crime.
- v. IMEI Search: This facility helps the police officers to verify if a mobile phone is a stolen one or if it is involved in any crime. 3 stolen mobiles traced.



Since most of the time the police station level officers are on the move, this app is very helpful while conducting vehicle checks, beat patrolling and other field level policing activities.

Antecedent verification using CCTNS data:

The CCTNS data is used by the police station staff to verify the antecedents of the passport/self domestic help/tenant/job verification applicants.

Sharing of Road Accident Documents with Courts, Insurance companies & Citizens:

The Hon'ble Madras High Court gave directions in CrI.OP. No. 18110 of 2016, dt. 05.01.2017 to Police to share documents of road accidents with all stakeholders like Claims Tribunals, Insurance Companies, Victims & Accused. In compliance with the said orders of Hon'ble Madras High Court, Tamil Nadu Police has developed an online facility to share the documents pertaining to the road accident cases. The objective is to getting their claims settled help the road accident victims expeditiously. Tamil Nadu Police has, thereby, implemented all categories of e-governance services like G2G, G2B & G2C.

- i) All documents pertaining to road accident cases registered / charge sheeted anywhere in the State on and after 01/03/2017 can be downloaded by using this facility.
- ii) Facility has been given free of cost to all 289 MCOP Courts in Tamil Nadu. Training was imparted to all Judicial Officers across the State.
- iii) The Insurance companies can download documents by paying a fee of Rs.100/- per document. User credentials are created for Individual Insurance companies on payment. So far, 18 insurance companies have started using this facility and have deposited 168,13,500/- in total. Further, 152,329 documents have been downloaded by insurance companies and claims to the tune of Rs 44.02 crores have been settled.
- iv) This facility was extended to Victims in August, 2017. The Victims get access to the documents based on mobile number authentication. A nominal fee of Rs. 20/- per document is being charged that is payable online using standard modes of payment like Credit Card/ Debit Card/ Net Banking. So far, 197,926 documents downloaded by the



victims of road accidents.

- v) This facility can also be availed by the Citizens through Common Service Centres (CSCs).

Found by NGOs:

Details of mentally challenged persons who are lodged in any licensed NGO in the State is being uploaded and made available for view of Citizens on Tamil Nadu Police website. This facility can also be used to search their loved ones who have gone missing. As on 15.5.2021, *10 missing persons* were traced by police officers by using this facility.

Missing woman reunited with family within 4 days

A 35 year old mentally - ill woman was found wandering in Pollachi bus stand in Coimbatore district. When a constable from All Women Police Station rescued the woman, she was able to tell only her name as 'Prema'. Her photo was shared to Tmt. Balamani, WHC 1802, SCRB Nodal Officer for tracing missing person. She checked the missing person search tool available on CCTNS Portal if any woman missing case was registered. There were no cases. Immediately, she was admitted in Thai Anbu Illam' NGO on 17.04.2021. Two days later, she slowly regained her memory and told her name as Prema, age 35, W/o Dharmalingam and that she has two daughters and lived in Muthusamy street, Near Jothi theatre at Salem City. She had gone missing from her home on 15.04.2021. Immediately, AWPS Pollachi Police located the family of Prema and handed her over to her mother & her elder brother within 4 days.

Special initiative - Reunion of mentally challenged people in NGOs:

This is a humanitarian initiative of Tamil Nadu Police to reunite mentally challenged people found in NGOs with their families by interacting with them in the language known to them & gathering as much information as possible about their families.

Recent Success Story:

A 62 year old man Om Prakash Gupta, who was mentally-ill and wandering in Rameshwaram was rescued and admitted in an NGO, Manolaya at Rameshwaram. After medical treatment at the NGO, he slowly regained his memory and provided a few details about his family. Immediately, Tr. Sunil, in-charge of the NGO passed on the details to Inspector of Police



Tmt. Thahira, R4 Soundarapandiyanar Angadi PS Chennai, requesting to trace his family. On receipt of this information, Uttar Pradesh State, Lucknow Police was contacted and help was sought (a case was registered in Lucknow, Alambagh PS Cr.No. 74/2014 u/s Man missing). Immediately, Inspector of Police, Aalambagh PS, Lucknow located the family of Om Prakash Gupta at Pawanpuri village, Lucknow. Tr. Sandeep Gupta, (Son of Om Prakash Gupta) came to the NGO and took Om Prakash Gupta back on 22/05/2021. Thus, Om Prakash Gupta was reunited with his family after 8 years due to the sincere and prompt coordinated efforts of the Uttar Pradesh State and Tamil Nadu Police.

So far, this initiative has resulted in reunion of 161 mentally challenged people with their families across the country.

IV. COMMUNITY POLICING IN THE MOUNTAIN DISTRICT – THE NILGIRIS DISTRICT.

Village Vigilance personnel have been nominated for each and every tribal village in Nilgiris district and they have contacts with village heads through WhatsApp group, so as to furthering co-operation and mutual understanding between police and community people and to ensure free-flow of information.

The Nilgiris District Police Mobile App, linking with District Control Room has been created to enable the public to make complaints. Soon after receiving, the calls and complaints are disseminated to the respective police stations for taking necessary action.

Every week, 'two days camp' on Saturday & Sunday are being organised in the tribal villages in the Nilgiris district in association with District administration to develop and maintain a cordial relationship between Government machinery and villagers and create awareness on the movements of Maoists in the tribal villages, which helps strengthening internal security.

One trained woman Police personnel has been posted in each police station (32) in the Nilgiris district exclusively to deal with the crimes against Children and for speedy action.

A system called, 'Hello Senior Citizen System' has been introduced with an aim to help senior citizens seeking police help by making house visit without putting them in hassle.



Dharmapuri District – “SHE CARE TEAM”

A campaign viz. “SHE CARE TEAM” has been introduced in Dharmapuri district police for protection of women. SHE CARE envisions in covering 273 villages and 1,196 hamlets, with a slated objective of raising awareness on protection of women across the board. The campaign is spearheaded by a committee headed by the Inspector of AWPS, Pennagaram with a team comprising of a S.I. and 4 ORs. The helpline of the team is 95855 85154.

The objective includes containing of crimes against children and women; preventing female foeticide; helping in relief and rehabilitation of victims; engaging with the civil society to create awareness on protection for women; creating awareness on the evils of child marriage/ early marriage; dowry harassment; sexual abuse and harassment, etc.

The campaign will rope in an array of awareness programmes including distribution of pamphlets, leaflets and video clippings.

V. BEST PRACTICES IN CUDDALORE DISTRICT

Feedback Cell

A feedback cell has been formed in District Police Office comprising of four police personnel under supervision of Inspector of Police, DCRB and under the overall control of District Superintendent of Police.

The objective of the said cell is to find out whether general public is being treated properly in police stations, to know about the action taken on the petition, to know about registering of CSR and FIR in proper manner, to know about whether the enquiry on petition is being conducted properly in police stations, to find out whether if any police personnel is accepting / demanding illegal gratification from general public while conducting passport verification, registering CSR, FIR and petition enquiry and to know about the feedback of online petition enquiry. Apart from the above, to enquire about health of police personnel those who are being affected by Covid-19 and also who are under home quarantine. The main objective is to improve the image of police among general public and rendering quality of service.

The feedback cell is functioning with the help of “Xtend Voice Logger” software system. While



conducting enquiry to general public, both incoming and outgoing calls are being recorded in the system. The feedback cell has enabled the District Superintendent of Police to assess the performance of police stations as well as activities of police personnel.

VI. BEST PRACTICES IN TIRUVANNAMALAI DISTRICT

Coaching Center for Hill Tribes: After receipt of TNUSRB's notification regarding recruitment of Grade.II Police personnel, Firemen and Jail Warden, a coaching center was set up at Kanikathur village in Jamunamarathur PS limits where hill tribes are residing. The reason for choosing this initiative at Jawadhu hills is that once smuggling of sandal wood, distillation and transporting of ID arrack was rampant in Jawadhu hills. After Continuous efforts taken by police along with Forest department, both the illegal activities were rooted out. Then 50% of the hill tribes migrated to the neighboring states i.e., Kerala and Karnataka. For the last 5 years the hill tribes particularly, youngsters have been indulging in smuggling of red sanders in Andhra Pradesh Forest. Many efforts were taken in association with other departments to stop the hill tribes from going to Andhra Pradesh. Under the above circumstances, mainly for the upliftment and livelihood of the hill tribes the aforesaid coaching center was set up where over and above 300 youths have attended the classes. As many as 12 classes on Sundays were conducted. Teachers voluntarily took the classes. Apollo study center in Chennai has extended support for providing study materials at free of cost and test were conducted every week. During the written examination of TNUSRB, 24 hill tribe youths have passed in the examination. With a view to enroll them into the police force, infrastructures such as rope, Pull- Up's bar have been arranged to help them prepare for attending the upcoming Physical and Measurement test.

VII.BEST PRACTICES IN THENI DISTRICT

Best Practices in Policing

(Containment of Covid through technological intervention)

USING TECHNOLOGICAL INTERVENTIONS IN COVID-19 CONTROLLING

Theni Kavalan App, PAP Theni App and SMART COP App were the product of technology



meeting innovation. The Theni Kavalan App was installed in all the home quarantined persons to monitor their movement. If the quarantined persons' location is crosses more than 100m from their address, the app alerts the Control Room and the nearest member of Containment Zone Management Team was rushed to the spot to address their concerns and if need be, cases were also filed if found to be uncooperative. Similarly, the movement of vehicles were monitored by PAP Theni App and SMART COP App. SMART COP App recorded the details of vehicles and persons in it as they enter the district and PAP Theni App recorded the movement of the vehicles and alerted the Control Room if the vehicle was staying beyond permitted time. Drone cameras were also used as a force multiplier in enforcement. Recognizing that general policing work cannot be stopped even by pandemics, several innovations were ensured for smooth functioning of Police Station. Makeshift Petition Tents were pitched outside Police Stations to take greet petitioners ensuring social distance. Sanitizers were kept at the entrance of all Police Stations for the use of public. Because of these innovations, the spread of infection could be controlled in spite of shortage in strength due to resting of policemen with co morbidities.

WELFARE OF GUEST WORKERS

- Nodal officer at every police station to liaise with guest workers
- Grievances brought to knowledge of officials
- Coordination of transport facilities to reach home.

VIII. BEST PRACTICES IN RANIPET DISTRICT

We For You (V4U)

Objective:

- V4U is an initiative intended to ensure the safety and security of the helpless / abandoned Senior Citizens in the district, as the Senior citizens are prone and vulnerable targets for the criminals.
- Further, V4U is a part of Police Social Responsibility (PSR), which works beyond its regular limitations, for instance now with the help of the beat officer Old Age Pension



(OAP) have been arranged for the deserving Senior citizens and their essential requirements such as medication, inevitable needs are supported by the Police department through the beat officers concerned.

Mechanism:

- This initiative was launched on 28.09.2020. . In this totally 235 Senior Citizens were identified in the district, (109 in Ranipet & 126 in Arakkonam Sub-division respectively).
- A point book comprising QR code has been placed in all Senior citizens home.
- The beat officer concerned has to visit the senior citizen home thrice a day, scan the QR code in the point book and shall upload the same in the app. Similar to the Beat Monitoring System, the QR code in the point book comprises Latitude - Longitude details which ensures the proper visit and in time stipulated, which in turn render the visible Policing and preventing the senior citizens from crimes.
- Further, the speed dial has been assigned in the mobile phones of the senior citizens who possess mobile phones, which enable them to contact the beat officer, Station, Help line control room concerned for immediate assistance.

Advantage and Result of the System:

- As this initiative is app & QR code based it ensures the proper marching of the beat officers to the senior citizens residence, in turn provides the moral support to the senior citizens and by rendering visible Policing the senior citizens are prevented from subjecting to criminal offences.
- Further, the beat officers are taking care of the senior citizens essential requirements and taking care of their various needs through their support and presence.
- As of now arrangements have been made to give old age pension to 45 senior citizens in the district, further the assistance has also been provided to them for their medical and other emergency needs.
- Apart from boosting the Police image amongst the general public, the most fruitful / satisfying outcome of this initiative is that now many children are



coming forward to look after and taking care of their abandoned parents.

- Due to this initiative crime against senior citizens is witnessing a huge dip in the district.

A. “Drug-free State” Nasha-Mukt Tripura”

Since 2018, Tripura Police has launched a special drive against narcotics that had been affecting the youth, creating psychological disorders, and inciting various offences in the society. With the decline of insurgency, drugs were being considered the biggest menace in the state.

Under the ‘Nasha-Mukt Tripura’ initiative, all Police Stations were tasked to relentlessly pursue every lead and hint to reach the drug dealers and their associates, the aim being to dismantle the entire supply chain network. The field efforts were supported by the intelligence assets both at district levels and beat patrol officers, with coordinated and targeted efforts involving sister agencies like ED, BSF, DRI, NCB, etc. Police Stations, going beyond district-level jurisdictions, participate in simultaneous vehicle checking, especially on the National Highway to prevent movement of narcotics concealed in vehicles.

Cannabis cultivation that was being mainly done on forest land, have been identified using local sources, and previous PS records on operations to destroy cannabis plantation. Advanced scientific techniques such as satellite imagery of cannabis cultivations were obtained and GPS coordinates shared with the Police Stations.

The message of the State Government to arrange alternative livelihood for people involved in cultivation of cannabis has been taken to the local public through community policing. Taking up sports activities, applying for employment in the security forces or taking up cultivation of high value crops such as pineapple are projected as viable livelihood choices.

District Police and Anti-Narcotics unit of Tripura police Crime Branch has also initiated 10 proposals under PITNDPS to deter drug mafias and its associate, so that they do not to operate further in Tripura.



Along with enforcement, Investigating Officers have been provided with Standard Operating Procedures (SOPs) which include technical and scientific techniques to reach out to drug peddlers to catch them. In this regards, state-level trainings related to seizure/search of narcotic and psychotropic substances have been conducted so that the provisions of NDPS Act are followed in letter and spirit.

In coordination with NCB, an incentive system has been put in place to reward police officers and informers so that the drug menace can be eradicated in a joint effort with society.

Each year June 26, is celebrated as the International Day against Drug Abuse and Illicit Trafficking. Several district and police station level programmes are organized, involving local medical officers, civil administration and community elders who try to spread the message of drug-free existence amongst the youth.

Between 09/03/2018 and 30/06/2021, 1202 NDPS act cases were registered and 1931 persons were arrested. Seizures include 1.083 lakh kg of dry cannabis, 5.174 lakh bottles of cough syrup, 42.48 lakh tablets and 12.466 kg of heroin. Approximately, 4.79 crore cannabis saplings were destroyed.

B. Border Policing

Tripura has a peculiar geographical location, as all 8 districts of Tripura share International Border with Bangladesh. The total length of the border is 856 Km, and about 93% of it has been fenced till date. The state also shares border with the states of Assam and Mizoram. The presence of border guarding force BSF is a permanent fixture in law enforcement in Tripura. Out of 82 Police Stations, 33 Police Stations have jurisdiction along the IBB. Tripura Police has been successful in engaging with the border populations, the border guarding forces and even counterpart law enforcement officers from Bangladesh to prevent and detect border crimes.

A few interventions of note are:-

1. Police Stations, through the community policing programme and beat patrols, have identified 'friends of police' in every border village. During search, seizure, arrest and other lawful procedures, these persons are being used as voluntary, credible and



independent witnesses to law enforcement actions. They also help to set the narrative in cases of apprehension of border smugglers who fabricate allegations of excessive use of force against security forces.

2. Civilian informants are being used to corroborate alerts on cross-border movements, including illegal immigration and movement of narcotic substances.
3. Police officers keep track of various local factors which facilitate cross-border infiltration. These include information on arterial roads which provide access to main roads, proximity of the IBB fence to households that could be used to harbor infiltrators seasonality effects on local cross-border streams and culverts, availability of mobile signals including signals from Bangladesh cellular networks, days of weekly village markets, etc.
4. Informers report on any fence breaches which are further conveyed to the BSF for remedial actions.
5. Participation of local communities in any dispute between public and BSF.
6. Police also facilitate the movement of healthcare teams in interior villages, especially those places which are populated with settlements of surrendered extremists and suspected over ground workers of insurgent groups. In many instances, local PS first receives information regarding any malaria outbreak in border villages. Patients are often shifted to the health centres using police vehicles.
7. Officers in Charge of the border PSs maintain informal communication with their counterparts in Bangladesh Police. This helps in easy and speedy resolution of matters that involve inadvertent crossing, especially in unfenced areas of the IBB.
8. Local police provide security to the civil administration visiting the border areas on official duties and to the labour and materials of the construction agencies entrusted with border fencing works. They also deter local extortionist anti-social elements from threatening the officials and hindering the border fencing works.
9. In several border PS jurisdictions, there exist settlements of Indian citizens on Indian territory between the border fence and the IBBN Zero line. However, access to such



Bureau of Police Research and Development

areas is restricted after sunset and requires permission from BSF. Sources within these communities assist the police in giving information on any criminal activities in these sparsely patrolled areas beyond the IBB fence.

“Operation Mukti”

“Operation Mukti Abhiyan” was launched by the Uttarakhand Police for effective prevention of begging by the children, to make people aware about not giving alms to the children and to rehabilitate the children involved in begging.

The details related to this campaign are as follows:

In the beginning, under “Operation Mukti” in 04 districts of the state Dehradun, Haridwar, Nainital and Udhamasinghnagar, the following campaigns were organized at public places like intersections, markets, railway stations, bus stations, religious places etc., where children normally indulge in begging.

- From 11.12.2017 to 25.12.2017
- From 25.02.2019 to 16.03.2019

In the said campaigns, a total of 735 children were verified and 95 children were enrolled in schools/daycare homes. After this, the following campaigns were launched again in Dehradun and Haridwar under “Operation Mukti”

- Dehradun - From 01.05.2019 to 30.06.2019
- Haridwar from 01.09.2019 to 31.10.2019

In both these campaigns, details of a total of 292 children engaged in begging, garbage pickers, selling balloons etc. have been prepared in Dehradun district and 68 children have been enrolled in different schools, out of which 01 handicapped child Raju, 11 years old, was admitted to NIVH and 67 children were enrolled in government schools. In Haridwar district, a total of



463 children were verified and 275 children were enrolled in schools/daycare homes.

After the above action, while broadcasting the said campaign in the entire state, a campaign was carried out from 01.02.2020 to 21.03.2020, and during this period, a total of 736 children were verified and 279 children were enrolled in school and in day care homes. With a view to prevent begging and motivate children for education, the above campaign was carried out again this year from 01.03.2021 till 30.04.2021.

The purpose of the said campaign is to effectively prevent begging by children through an effective enforcement, by running an Integrated Drive with various government and non-government organizations, to make the public aware about not giving alms to children indulged in begging. Necessary action was to be taken as per rules to motivate the children for education and for their rehabilitation.

The theme of the campaign was **“Don’t beg, give education” and “Educate a child”**.

Four teams (Sub-Inspector- 1. Constable-4) were formed in Dehradun, Haridwar, Udham Singh Nagar, Nainital, out of which 01 team is from Anti Human Trafficking Unit. In the remaining districts, the said campaign was carried out by the Anti Human Trafficking Unit. A team (Sub-Inspector-1, Constable-4) was also formed in the Railways.

This campaign was carried out in three phases.

- 1 Phase I from 01.03.2021 to 15.03.2021
- 2 Phase II from 16.03.2021 to 31.03.2021
- 3 Phase III from 01.04.2021 to 30.04.2021

Phase I: (Observation Period) (from 01.03.2021 to 15.03.2021)

- To prepare complete details of children involved in begging and their families, in the attached format.
- Identification of children to be enrolled in schools/day care.
- Enrollment of children in schools/day care by establishing coordination with the concerned departments.



- To organize coordination seminars with all the concerned departments.

Phase II: (Awareness / Enforcement Period) (from 16.03.2021 to 31.03.2021)

- To conduct awareness campaigns in all schools, colleges, public places, important squares, cinema halls, bus and railway stations, religious places, etc., regarding non-distribution of alms to children through the following mediums:
- Rally
- Banner posters, pamphlets,
- Street show,
- Loud speakers at traffic intersections and religious places
- Short Movie in cinema houses,
- Social media
- To do wide publicity in the Kumbh region.
- To organize coordination seminars with all concerned departments.

Phase III: (Enforcement / Rehab Period)(from 01.04.2021 to 30.04.2021)

- To take action to provide education to the children involved in begging by removing them from begging and counseling them and their parents.
- Trying to get employment for their parents.
- If the children are again found indulging in begging, a case to be registered against their parents.
- In case of any doubts, to conduct DNA test.
- To organize coordination seminars with all the concerned departments.

In this campaign run from 01.03.2021 to 30.04.2021, a total of 1865 children engaged in begging/garbage picker/selling balloons etc. were verified and out of 1865 verified children,



a total of 735 children were marked for enrollment, out of which 713 children were admitted in schools.

The awareness campaign was run through Banner posters, pamphlets, street plays, rallies, loudspeakers in cinema houses at schools, colleges, public places, important squares, cinema halls, bus and railway stations, religious places etc. and also through Short Movies, FM radio and social media. The families involved in begging were made aware not to beg and instead go for skill development. In the Kumbh Mela 2021 also, awareness campaigns were conducted through various mediums regarding non-distribution of alms to children.

Pathshalas were organized at various places by the police to educate the children by coordinating with the NGOs when the schools were closed. District Haridwar organized its own school program and organized seminars with the education department and action was taken to get the children enrolled in schools.

Through the said campaign, the objective of “**Don’t beg, give education**” by the State Police is being realized in a great way.

Description of work carried out under ‘Operation Mukti’ Campaign								
S. No.	Duration of Campaign	Work area of the campaign	Number of teams made for the Campaign	No. of children verified	No. of children restored to their parents	No. of Children sent to Child care home	No. of Children admitted to schools and day care home	No. of prosecutions registered
1	11.12.2017 to 25.12.2017 (15 days)	Distt. Dehradun, Haridwar, Nainital & Udham Singh Nagar	4	393	388	5	60	0
2	25.02.2019 to 16.03.2019 (20 days)	Distt. Dehradun, Haridwar, Nainital & Udham Singh Nagar	4	342	337	5	35	0



3	01.05.2019 to 30.06.2019 (2 months)	Dehradun	4	292	292	0	68	3
4	01.09.2019 to 31.10.2019 (2 months)	Haridwar	4	463	460	3	275	0
5	01.02.2020 to 21.03.2020 (2 months)	In whole State except Distt. Haridwar	One no. in each district, totalling to 12 nos.	736	736	0	279	0
6	01.03.2021 to 30.04.2021 (2 months)	In the whole State	04 nos. in Distt. Dehradun, Haridwar, Nainital & Udham Singh Nagar, 01 each in remaining distts. Including Railways	1865	1865	0	713	2
Total				4091	4078	13	1430	5

Director General of Police, Uttarakhand distributing School bags to Children admitted to various Schools during ‘Operation Mukti Campaign’



Director General of Police, Uttarakhand organizing Seminars with Police Officers, other departments and NGOs before ‘Operation Mukti Campaign’



Director General of Police, Uttarakhand conducting Review of the Campaign with Police Officers during the ‘Operation Mukti’



Director General of Police, Uttarakhand along with Children admitted to various Schools, NGOs and Police Officers during ‘Operation Mukti’



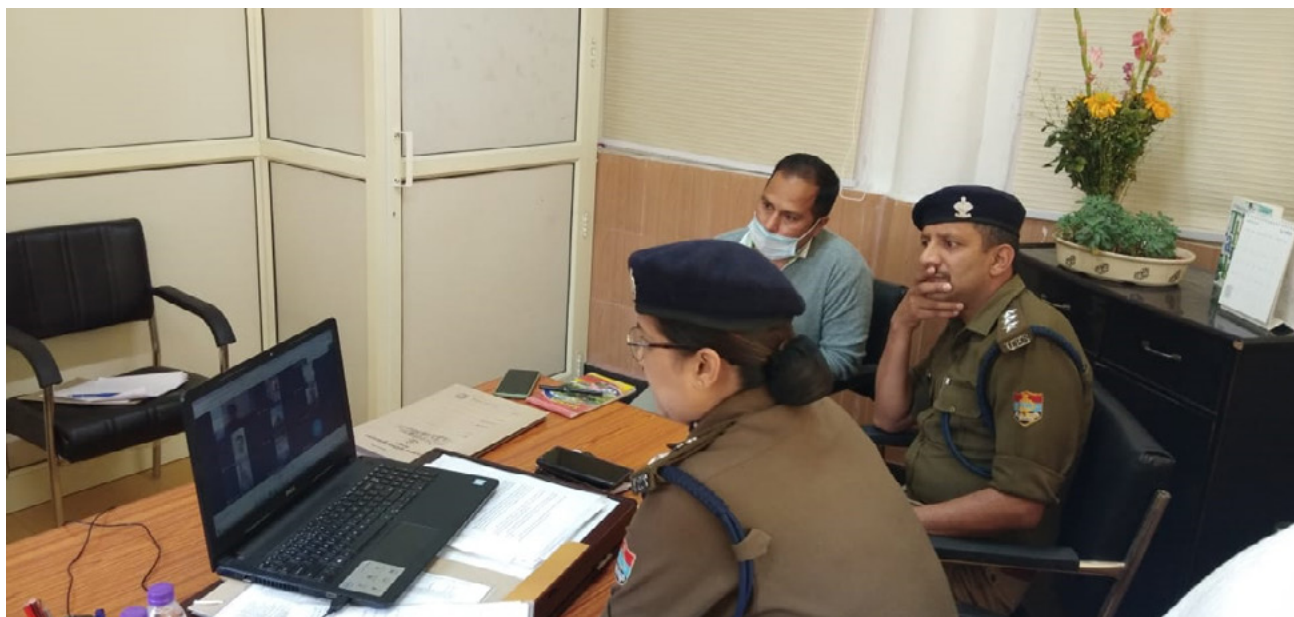
‘Operation Mukti’ Team of District Haridwar running the teaching program of ‘Aprni Pathshala’ in the village



‘Operation Mukti’ Team of District Dehradun admitting a Handicapped child of 11 years age to NIVH



**Police Superintendent, Crime and Law & Order, conducting online Review
along with the Nodal Officer of 'Operation Mukti' Team**



**Senior Superintendent of Police of Nainital conducting Review
along with the 'Operation Mukti' Team**



**A Public Awareness Programme under
'Operation Mukti' campaign during Kumbh Mela 2021**



Awareness posters

बाल भिक्षावृत्ति के खिलाफ **उत्तराखण्ड पुलिस** की मुहिम



“ऑपरेशन मुक्ति”

भिक्षा नहीं, शिक्षा दें
Educate a Child

Say No to Begging.... Yes to Education..



 **उत्तराखण्ड पुलिस** सम्पर्क नं०: **1090/112**  /Uttarakhandpolice  @uttarakhandcops

आपके हाथों में है ताकत, इनके हाथों में किताबें देने की

बाल भिक्षावृत्ति के खिलाफ
उत्तराखण्ड पुलिस की मुहिम

“ऑपरेशन मुक्ति”

भिक्षा नहीं, शिक्षा दें
Educate a Child

Say No to Begging.... Yes to Education....



 **उत्तराखण्ड पुलिस**

सम्पर्क नं०: **1090/112**  /Uttarakhandpolice  @uttarakhandcops



- Mission Housala -

At present, due to Corona pandemic, while on the one hand it is to avoid giving opportunity to the public to come out of their homes, on the other hand, in such a situation, the Uttarakhand Police, in addition to their duties, has to provide solution of the problems of the public affected by epidemic and to help the sick / needy people, a campaign named “Mission Hausla” was launched from a human point of view.

“**Mission Housla**” was run under the guidance of Director General of Police, Uttarakhand from 01 May 2021 to 31 May 2021 to help the citizens of the state to deal with the Corona pandemic.

The following tasks/assurances were provided by Uttarakhand Police through “Mission Hausla”-

1. Home delivery of medicines in emergency situations.
2. Home Delivery of Oxygen Cylinder in emergency situations.
3. Home delivery of food and ration in emergency situations for families with corona infection.
4. Assistance in arranging ambulances to take corona infected persons to the hospital in emergency situations.
5. To establish coordination between the plasma donor and the plasma demander by the Uttarakhand Police for plasma donation.
6. Meeting senior citizens and people with disabilities from time to time.
7. The last rites of dead bodies in the absence of family members.

Under this campaign run at the state level from 01.05.2021, each police station has been made a nodal center, and at the police station level, apart from taking action related to masks, social distancing, crowding in the market, black marketing, hoarding etc. also acted as nodal center for providing all sort of relief.

In this regard, the State Emergency Call Center 112, as well as the Covid Control Rooms



set up in each district headquarters and 160 police stations of the State Police, which act as nodal centers, provided relief to the needy according to the calls received. In view of this, the WhatsApp number was also issued in the State Emergency Call Center 112 through which any disaster affected person in the state could get the solution of his problem by apprising him. Along with this, the numbers of Covid control rooms of all the districts and the numbers of the police stations working as nodal centers were disseminated by the Uttarakhand Police through social media.

In this campaign, which started from 01.05.2021 till 31.05.2021, a total of 31815 phone calls were received from the general public for help by the police, in which immediate help was provided to the concerned persons/family members. .

Under the “Mission Hausla” campaign, humanitarian work like distribution of food items to the needy, hospital beds, oxygen cylinders, milk, water, donating blood, providing ambulances for essential services, etc. was successfully performed by the Uttarakhand Police.

During this campaign run from 01 May 2021 to 31 May 2021, Uttarakhand Police provided oxygen cylinders to 2726 persons, hospital beds for 792 persons in coordination with various hospital managements, police forces and other private persons. A total of 217 people were provided with plasma and blood, home delivery of medicine kits, assistance in getting ambulance to 600 people, ration/cooked food, milk and other essential items were arranged to 94484 people.

Besides, a contact was established with isolated people at home, in which contact was made with 17609 people over phone and personally met 5252 senior citizens and helped them in various ways and also helped in carryout the last rites of 792 corona infected persons. Thus a total of 122472 people got help from this mission.

During Mission Housala, a public appeal was made by the police not to stock and black-market medical equipment, and the police also requested people not to stock oxygen cylinders in their homes and ensure its availability by the police when needed. The oxygen cylinders so collected were re-circulated in the public domain and helped a lot in removing the shortfall in supply and black marketing. Dedicated helpline numbers for receiving black marketing complaints regarding life saving drugs, oxygen cylinders, hospitals were also widely circulated during



this mission. During this mission, the police provided ambulances from their own hospital and coordinated with government and private hospitals. Timely intervention in facilitating ambulance services has led to a significant reduction in complaints of overcharging by ambulance service providers.

Thus the efforts made under Mission Hausla were instrumental in curbing the menace of black marketing and facilitating medical supplies to make the lives of the needy easier.

During Mission Hausala, Uttarakhand Police State Disaster Response Force personnel set an example by physically carrying oxygen cylinders to remote and inaccessible/non motor-able places in the upper reaches of the state. In times of crisis, SDRF also worked to facilitate the cremation of the dead. The SDRF COVID Control Room also undertook the arduous task of home isolation, home delivery of prescribed medical kits and tele-consultation of isolated patients and their families. SDRF also adopted 20 remote villages in hill districts, where basic health, sanitation and other facilities were provided with the help of concerned departments and agencies.

This mission run by the Uttarakhand Police was highly appreciated in the media and social media. During this mission, the state police tried to reach every inaccessible place of the state and ensured access to every section of the society like pregnant women, labourers, handicapped, senior citizens and other public.

This mission helped in maintaining the morale of the State Police personnel and their families. During this mission, isolation wards were made for corona positive personnel, oxygen etc. were arranged in police hospitals and antibody testing plasma camps and blood donation camps were set up for the benefit of the families of police personnel. During this, the personnel were also made aware about the safety and precautionary measures regarding Corona. As a result of these efforts, out of 24680 police personnel, 2382 police personnel became COVID positive and 05 died during the second wave of COVID-19.

Uttarakhand Police Wife Welfare Association was formed in the state and through it various welfare activities were done for the police families. Through this association 9380 sanitizers, 65 PPE kits, 50 face shields, 25 body bags, 250 vaporizer steamers, 05 oxygen concentrators, 500 oximeters, 300 thermometers, 500 handwashes, 50 thermal guns, 19800 masks, 4050



medical kits were distributed. . The above coordinated efforts made during Mission Housla proved to be helpful in boosting the morale of the police personnel.

At present, where close relatives are not in a position to extend support in this epidemic, Uttarakhand Police, while maintaining its spirit in this hour of crisis, has given a wonderful introduction to humanity and sensitivity under mission encouragement, in addition to its assigned duties and carried out social responsibilities. “Mission Hausla” gave a new identity to the Uttarakhand Police in the state and across the country and increased the confidence of the public in the police.

Details of some other best practices done at district/station level under Mission Hausla-

01. A stall was set up in the name of Akshaya Patra at Guptkashi bus stand under Rudraprayag Police station, Guptkashi district, Rudraprayag, for the help of needy, helpless poor people. During the Akshaya Patra program, run under Mission Hausla, a campaign was run by the Uttarakhand Police in the state to keep various stalls open for 24 hours so that the necessary rations, medicines, sanitizers and masks etc. were available all the time and were distributed day and night. Apart from this, essential items, ration, medicines etc. were also provided to the needy, helpless poor and sick people by roaming from village to village by mobile vehicle. This assistance of the police is being highly appreciated by the general public.
02. At present, the work of hill cutting is going on in the Rudraprayag district under the all-weather road project. On 04.05.2021, the traffic police, HPU and other police forces engaged in the market to ensure compliance of Covid duty reached this place. Due to cutting and lifting of debris at this place, both the sides got jammed. From Chamoli, a woman was stuck in the jam in labor pain. On being informed by the relatives of the said woman about her problem to the traffic police, the police personnel made for her a blanket stretcher and traveled 500 meters on foot and the woman was properly transported to the district hospital Rudraprayag in the official vehicle of Kotwali. For this work of the police, the family members of the woman have thanked the police with an open heart.



03. On 02-05-2021 in Thana Raiwala area under district Dehradun, Shri Rajesh Agrawal son of Shri Vanshidhar Agrawal resident Uma Bihar Colony Haripurkalan Police Station Raiwala District Dehradun informed the police station Raiwala that a person living in his neighborhood, Shri Akash Lamba, who has small children, has died due to corona infection and his relatives live in Delhi. Also, due to corona infection no local person is coming forward for his last rites. After that, the police itself went to the spot and performed the last rites of the deceased as per the rules, following the guidelines issued under corona infection and taking necessary safety measures to prevent corona. This was well appreciated by the media and social workers expressed their gratitude to the police.
04. Due to the second wave of corona infection on 14-05-2021 under the police station, Raiwala, district Dehradun, beds, oxygen and other facilities were not available for the treatment of corona infected in hospitals and the police really worked hard as a front line workers in the district. Keeping in mind the continuous corona infection of the police personnel and the protection of the family members of the police from corona infection, an 08 bed isolation ward was prepared in Kumbh Mela Bhawan located in the police station premises and corona infected personnel were kept in the isolation ward. Isolation ward was prepared by arranging necessary health equipment like pulse oxi-meter, ECG machines, oxygen cylinders and necessary medicines for the treatment.

For the treatment and care of corona infected persons in the said ward, Dr. Himanshu Prakash, the director of Shri Ram Hospital, Chhidayarwala, and his assistant Mrs. Aarti Kshetri were requested to be available for the treatment and care of the corona infected personnel and their families in the isolation ward. Appreciating the police work, he assured to provide services in the ward. The said isolation ward was started by the Senior Superintendent of Police, Dehradun on 14-05-2021.

This initiative of the police station was highly praised in the local media and newspapers and TV channels and the work done by the police was described as commendable and excellent.

05. Sub Inspector Shri Pankaj Kumar appointed in Kotwali Rudrapur on 14.05.2021 under Kotwali Rudrapur district Udhamasinghnagar was on patrolling/checking duty in



Rudrapur's housing development area for night checking at around 01:00 am, and at that time, in view of corona infection the Night curfew was imposed in the city.

During night duty, Sub-Inspector Mr. Pankaj Kumar saw a person standing on the side of the road, then asked the driver to stop the vehicle and went to the said person and asked the reason for standing there. The person, named Anil, a native of Pauri Garhwal told that currently he was working in Tata Motors in Rudrapur and said that his wife is suffering from premature labor, but has no means to take her in the night. He further told that only he and his wife live here alone, and at this time he was trying to take some auto or ambulance for her, but he is not getting any help.

Sub-Inspector Mr. Pankaj Kumar, listening to the grievance of the said person immediately reached Anil's house and using only the official vehicle of the police station, as an ambulance, and took his wife to the hospital. Both the husband and wife expressed their gratitude to the police for the help provided by Uttarakhand Police. This work of the police was highly appreciated by the general public and gave a positive response. In the work done in Udham Singh Nagar district under Mission Hounsla Abhiyan, there was a lot of discussion about this work done by Sub-Inspector Mr. Pankaj Kumar and the public appreciated it a lot, due to which the saying of Uttarakhand Police "**man in khaki**" is true.

06. In district Nainital from 5th May to 13th may 2021, under **Mission Service** campaign, to prevent Covid-19 infection, in the presence of Senior Superintendent of Police, Nainital Dr.Gaurav Singhal, Chest Specialist and ICU Deptt. Specialist and Dr. Yuvraj Pant, a psychologist launched an awareness program using Uttarakhand "Facebook Page Live" of Nainital Police. The awareness was disseminated to the general public for prevention of infection and suggestions / information were given and the public queries were answered. This work of District Nainital Police has been liked, commented and shared by more and more Facebook users and the positive results were visible.

In addition to the above, for the purpose of providing medical assistance to the Covid-19 infected police personnel and their families, Dr. Gaurav Singhal from Neel Kanth Hospital Haldwani, Dr.Mahesh Sharma, Neuro Physician, Dr. Nilambar Bhatt, Physician,



Bureau of Police Research and Development

Haldwani and Dr. Yuvraj Pant, Psychologist/Counsellor from Sushila Tiwari Hospital, the Medical Assistance/Consultation was provided by “Tele Medicine”.

1. **Child Safety:** - An initiative has been taken by Paschim Medinipur Police for recovering the lost child to their parents without much hustle and timely. By implementing this programme, Paschim Medinipur District Police becomes able to inject enough confidence in Public about efficiency and effectiveness of this department. Keeping the aim on this point, district police created child friendly police station at every police station for the proper rehabilitation and one time calling facility at district level.

Keeping in mind to thwart the trafficking of children, joint team has been formed with the other stakeholder like GRP, RPF, Railway, Passengers, Child Welfare committees, Various NGOs.

2. **Community policing:** In view of decriminalization this society and to keep this society in proper law and order, though not avoiding the motive of social welfare, various kind of community programs have been taken up by this district police. These initiatives start from blood donation camp, opening aid center in educational field for various kind of students, food distributing center during Covid-Pandemic, to free medicated team in urgency and many more.

As this is the Maoist affected district, there is various kind of community policing adopted by this district police, like food distribution, clothes distribution, and providing free education in form of opening tuition center.

3. **Cyber-Crime Management-** Keeping in view growing cyber-crime, a central cyber-crime team has been functioning in this district. To cope with the over-loading work force, a team comprising technically sound and efficient police personnel has been created at every police station for monitoring this type of crime in micro level. This whole process



is being operated in direct supervision gazette level police officer.

4. **Beat-system Crime patrolling-** Increasing rate of crime and pattern of demographical shifting pushed this district to adopt this kind of crime patrol. Dividing the whole jurisdiction under police station into many strips, duty of crime patrolling endows upon a small unit of team comprising various level of officer. Initiating this type of beat system crime-patrolling, it becomes possible to curb down a huge number of petty-crimes.
5. **Mobile Police Station:-** Initiative has been taken by this district police for mobile police station. In this initiative, vehicles equipped with different level of police personnel move at each and every remote corner of police station for people with hesitating or losing their valuable time are lodging their complain and getting the solution at their doors. Monitoring team has been formed at district level to look into the working procedure of this mobile police station and their effectiveness to the solution desired by the people.
6. **Go-to-School Initiative:-** This is an outreach programme for school children, with an objective to sensitize them about road safety education as also on how to stay safe against cyber crime when online. Through this programme, police of this district wants to build bridges with the future citizens and give a boost to preventive community policing. A two-hour intensive integrated programme for children, teachers & parents has been started in schools.
7. **Surveillance:-** Under this scheme Paschim Medinipur Police has surveyed all important locations of the city and drawn a list of sensitive areas which require CCTV monitoring. Individuals, RWAs and MWAs have been motivated to install CCTV cameras at identified spots by pooling their resources. This project is a shining example of proactive community policing in the country. The “third eye” is an excellent aid to police investigations and efforts are on to add more CCTV cameras with recording facilities all over the city.
8. **Self-Defence Training:-** A large number of women are working outside the home. Self-defence training programmes have inculcated a sense of confidence among them to resist any inappropriate act against them and report such acts to police at once without hesitation. Self-defence Training is imparted to girls/women for self protection and empowering them with skill to ward off aggressors. There are designated Self-defence training teams



in the Special Police Unit for Women & Children and Districts. Various training courses are organized in schools, colleges, community centers, parks and JJ Clusters where specially designed self defence techniques are taught to the girls.

1. Community Policing :-

- Assistance of Police Mitras and Mahila Police Volunteers are taken for gathering intelligence and maintaining law & order. Further, during the pandemic COVID-19 their assistance has proved very supportive to connect and outreach people throughout the Islands.
- Regular Citizen Committee meetings and Fisherman Watch Group meetings are being conducted by the concerned police stations in order to collect information about sighting of foreign poachers and other illegal activities in land and sea. Apart from this, SHOs are conducting weekly public meeting in different localities of their respective jurisdiction.
- Apart from this, various sports initiatives involving common people i.e. athletics meet, half marathon, volleyball tournament, cycling championship, cricket tournament, singing & dancing competition, inter police station tournaments etc. are being organized by Police for better Police – Public coordination.

2. Women and Children related:-

- Child friendly corner has been set up in all the Police Stations of A & N islands, which are equipped with child friendly facilities. In order to provide a friendly and cheerful environment to any child who may visit police station along with the victims/complainants, a room in all the police stations have been painted colorfully with pictures of cartoons, with provisions for toys, books, tri-cycles, etc.



3. Pink Police Patrol

Pink Police Patrol has been introduced by the A & N Police on 19/05/2017 as a patrolling Unit with women officer as In charge and all female staff including the female driver with the sole aim of providing a safe and secure environment to the female complainants.

All female unit helps female complainants in expressing their grievances/complaints/concerns in trusted environment.

Duties and responsibilities of Pink Police Patrol are as under:-

- Conducting patrolling and regular checking of public transport, cyber cafes, places of entertainment and other public places, school/colleges, tuition centres to prevent any untoward incident against women and students.
- Keep an eye on any undesirable activities like eve teasing, hooliganism etc.
- Response to distress calls pertaining to women/child.
- Assisting the Police Station Staff, whenever called upon to do so, in heinous crimes involving females or child victims.
- Sensitizing the general public, students and female community regarding the rights of women and children.

4. Lost Article Report/Portal

One can reach the portal at <http://www.lostreport.andaman.gov.in> and lodge complaint about a lost article by filling the form and also obtain a computer generated report. The portal is dedicated to the general public as they no longer have to go to a police station to lodge complaint about any lost article. Cyber Cell of A & N Police is dedicated to trace and hand over missing mobile phones to the complaints. Till date we have recorded 460 mobile phones.



5. Fit Saturday Initiative

Every Saturday, Police staff are being taken for a morning walk starting from the Police Station and then at a ground some sports/yoga or physical activities are done to promote the healthy behavior among the police staff and the staff are awarded with some gift prizes for their performance in the physical activities. This initiative is well received and appreciated by the police staff.

6. Tourist Place

Andaman & Nicobar Islands has rapidly gained the reputation as a popular tourist destination, attracting substantial number of foreign and domestic tourists to these Islands. In order to provide the tourists a hassle-free environment during their visit to A & N Islands, the A & N Police established a separate Tourist Police Ecosystem with the objective of ensuring facilitation, safety & security and guidance to the tourists at famous tourist spots. At present, 09 Tourist Police Kiosks are fully operational. Each Eco-friendly wooden kiosks are equipped with all necessary logistics and basic amenities. During pandemic also, the Tourist police are deployed from the concerned police stations at various Tourist destinations to create awareness on COVID appropriate behaviors and ensure social distancing among tourists.

7. Police Ki Pathshala

Nicobar District in A & N Islands where majority of the population falls under scheduled tribe category, A & N Police started the initiative **“Police Ki Pathshala”** to bridge the gap between school education and competitive world. In this initiative, free coaching classes are imparted on all the subjects to tribal students at SP Office conference hall by the police station staffs on every Thursday, Saturday and Sunday. These classes have gained wide popularity among students and their parents. To make classes interactive and for ease of learning, one smart classroom has been established where students are shown video lectures based on their curriculum.

1. e-Beat Book System

Beat formation

Chandigarh has 16 Police stations. Each Police station has been divided in to 6-8 beats covering an average population of 10,000.

Each beat consists of :-

- 2 constables
- 1 lady constable
- 1 Head Constable
- Provided with 1 smart phone.

A division is created covering 2 beats headed by ASI/SI level officer.

Each division is provided with:-

- Division Box
- GPS enabled Patrolling Bike

In summary, Chandigarh Police has

- Police Stations -16
- Division – 54
- Beats – 111



Purpose

- a. Community Policing-covering various services like verifications, know your PS, share your problem etc.
- b. Keep check on crime and criminals in area. Responding to public distress calls and investigation of cases.
- c. Meeting and liasoning with Senior Citizens, RWAs, MWAs etc.
- d. Reduction in citizen's harassment. Beat Staff to reach citizens for update of case/complaint/investigation etc. at the time and place of choice of citizens, thereby empowering citizens through "Aapki Police, Aapke Mohalle".

Services provided

- a. Passport Verification Report
- b. Checking of Jail Bail Release
- c. Auto Rickshaw Verification
- d. Senior Citizens Verification
- e. Missing Persons/Children Data Base
- f. Lost Article in E-Saathi
- g. Issuing Visitor Pass
- h. Issuing Senior Citizen Vehicle Sticker
- i. Issuing Police Clearance Certificate (PCC)

2. e-Saathi Mobile Application

e-Saathi is a mobile based APP designed and proposed to be launched for the convenience of the general public/residents which shall not only facilitate the citizens with its services but also help in further reducing the gap between the local police and the general public/citizens. The



APP is aimed at providing police assistance and other services to the citizens on their smart phones without physically visiting the police station.

Benefits

The various benefits of application are:

- No need to visit Police Station for availing services
 - Direct access to local beat officer
 - A lot of time of the complainants, IOs, SHOs, senior officers and Courts saved
 - A lot of paper will be saved due to electronic storage of records
 - Accountability and performance monitoring at Senior officers level
- Citizen Requests received on eSaathi
1. Tenant Verification
 2. Servant Verification
 3. Character Verification
 4. Employee Verification
 5. Share your Problem
 - 5.1 Public Drinking in parks/civic amenities
 - 5.2 Illegal sale of liquor in their Mohallas
 - 5.3 Dark Stretches
 - 5.4 Eve Teasing locations
 - 5.5 Gambling



3. SAHYOG

Skill Development Programme under Pradhan Mantri Kaushal Vikas Yojana (PMKVY) to engage with the youth by imparting and upgrading their skills as per their natural dispensation. 980 youth (School dropouts, Victim of Crime, Juvenile delinquents, Families in Dire need, Drug Addicts or youth in high risk category of becoming drug addicts) of different age groups were enrolled for imparting Job-linked training in Food and Beverage, Retail Store Assistant, Beauty and Wellness and Genral Duty Assistant out of which 765 candidates have been trained till now. 4th centre has been developed in Police Station 3.

4. URJA

Chandigarh Police in partnership with Society for Promotion of Youth and Masses (SPYM) has initiated a unique outreach, awareness and skill development programme for children vulnerable to substance abuse. This programme aims to create awareness amongst children about health and hygiene with focus on drug abuse, Impart life skills training like communication, stress management, dance, drama and to include children who are victims of drug abuse in the mainstream society through rehabilitation. The programme is being conducted at 13 Anganwadhi Centres across the selected 03 pockets for 1206 children. The programme is conducted through peer to peer learning model. The programme envisages Improvement in cleanliness and hygiene in interaction area, Reduction in absenteeism from school, availability of recreational facilities for children, Improved understanding about substance abuse, Rehabilitation of children who are into substance abuse and Improvement in quality of life. Future Plan – Target to cover 3000 children in three years. This project will be linked with skill development programme. Cleanliness drive and Painting for beautification.

5. Awareness Camps

To instill sense of safety and security and to give information on rights of women and children awareness camps were organized by W&CSU on Gender Sensitization, Women and Child rights etc.

1. Information sheet of all arrested criminals are sent to their respective State, District and Police station for information with complete details of arrest / bail out.
2. List of untraced missing children are prepared and regular exercises are conducted by the IOs by visiting houses of such children to gather information and assure the parents of the action by the police.
3. Investigation Tracking System for sexual Offences (ITSSO) reports are weekly generated and distributed among IOs to monitor that investigation of women and children related cases is completed in two months. Dadra & Nagar Haveli and Daman & Diu is at top position in compliance rate in ITSSO in the country.
4. Year wise records are segregated and digitized. Destruction of old records as per Record Retention Schedule is always under process.
5. Regular Sampark Sabhas are held by Superior Police officials and personnel who did good work, are rewarded.
6. Police Personnel are felicitated on their birthdays.
7. Cleanliness and Tree plantation drives are organized in official and residential police premises.
8. Public awareness was created regarding precautionary measures during COVID-19 pandemic and strict action was taken against violators of COVID-19 Norms. Volunteers were used along with police staff to contain the pandemic.

Technology in Delhi Police

Delhi Police has taken a number of digital initiatives in keeping with the Hon'ble Prime Minister's directives regarding SMART policing. Technological upgradation has been given top priority in order to achieve the desired technological advancement to keep pace with the trends across the globe. A Chief Technology Officer inducted last year, kept his vigil on the ongoing projects besides rendering his valuable contribution in the process of implementation of various projects.

Many police services, including summons, are being put on Whatsapp. Verification of criminal antecedents of those involved in crime is being done digitally, instead of sending a form. Delhi Police will embark on digital submission of case files to the Court Management System through the police CCTNS (Crime and Criminal Tracking Network and Systems) unlike the paper case files these days. This will prove to be a game changer. Already, FIRs are being recorded digitally and many police records are being maintained on CCTNS. Recently, maintenance of the daily diary manually has been dispensed with and shifted to CCTNS. More computer terminals are being added at police stations in view of these technological interventions.

Some of the important digital initiatives already launched by Delhi Police were continued and improved upon to render better services to the citizens of Delhi.

e-MV Theft

The process of reporting MV Theft for registering e-FIR and court approved final report for claiming insurance continued to function through the web-based application. It was a path breaking initiative by Delhi Police to empower citizens wherein one could file an e-FIR for



motor vehicle thefts from home through computer or mobile phone. The entire investigation is carried out in a time bound manner through e-Police Station. The process of courts is also carried out electronically by the e-courts designated for this purpose. During the year 2020, 34,882 MV Theft e-FIR have been lodged and so far more than 2, 29,813 Lakh FIR have been launched since its launch in April, 2015.

Property Theft App

This App facilitates citizens to lodge online, first information report (FIR) for the property stolen in Delhi, through web, anytime, anywhere, without physically going to the Police Station. There is instant dispatch of a copy of digitally signed FIR to the email of the complainant, are SHO, senior officers and designated Court etc. During the year 2020, 1, 29,426 property e-FIRs have been lodged and more than 6, 28,204 e-FIRs have been lodged so far since its launching in February, 2016.

Lost Report App

The purpose of this App is to issue a report to an individual in case of loss of important document like passport, I-card, Ration Card, Driving License etc. By entering relevant details on this mobile/web based App, one can lodge a lost report instantly and obtain a printable digitally signed report of the same and use this document for getting a fresh document re-issued from the concerned authority. So far 1, 14, 08,187 lost reports have been issued online through this App.

Himmat Plus App

The Himmat Plus SOS App for women was re-launched on 6th Feb. 2018. The App has been made bilingual. The registration is simple and possible through the App only. Also the app has been transformed from an Emergency Safety App to a Utility App for all sections of the society. The Facebook page of Delhi Traffic Police and Twitter handle of Delhi Police has also been linked in the App to provide traffic updates as well other updates of Delhi Police for the benefit of the users. A special feature for scanning the QR code of the drivers of the Taxies, TSRs and e-Rickshaws has been built in the new App. In order to increase the effectiveness and



reach of Himmat App amongst youth and women, its registration process has been simplified. During the year 2020, the App was downloaded by 2,798 persons and 11,195 persons have been registered on the App.

Police Clearance Certificate App

Police Clearance Certificate App is required for the purpose of applying for visa, admissions in educational institutions, seeking jobs etc. The basic details filled by the applicant are automatically checked up with the record of CRO. PCC is generated within 7 working days. During the year 2020, 4, 47,110 persons applied and 3, 50,769 PCCs have been issued. So far 18, 03,914 persons have been applied and 13, 54,414 PCCs have been issued since its launch.

Online Character Verification Report (CVR)

The Special Branch of Delhi Police has started an Online Character Verification portal which provides facility for registration, filing personal details and documentation to obtain character verification report simply by pressing of a button from anywhere, anytime. During the year 2020, 63,782 persons have applied and 58,593 CVR have been issued. So far 3, 37,568 persons have applied and 2, 91,347 CVR have been issued since its launch.

Senior Citizen App

This Mobile App facilitates easy registration by senior citizens and access to the names and telephone numbers of the Beat Officers by the senior citizen. It also has an SOS button for emergency call, which connects to the senior citizens Helpline No. 1291. The emergency call indicates the location of the caller and also simultaneously alerts the area SHO, Beat Officer and a pre assigned contact through SMS. Through the App, Beat Officer visits a registered senior citizen, he has been directed to take a selfie with him, and upload the same on the App. This App also facilitates the area SHO to register senior citizens directly. So far 29,617 citizens have downloaded the Senior Citizen Mobile App.



Delhi Traffic Police Mobile App

The App was launched by Delhi Traffic Police for a two-way interaction with general public to share the traffic status information and to invite public to participate in better management of traffic on Delhi roads. This app provides information to general public by issuing traffic advisory and traffic alerts about traffic situations at various locations. It also has a feature for fare calculations for auto/taxi on the basis of aerial distance provided on Google map. Public can lodge complaint against the auto/taxi driver for refusal/overcharging and harassment etc. Public can also help in traffic management by lodging a complaint about the faulty traffic signals. The App also provides information regarding various offences and penalties. During the year 2020, Traffic Sentinel had reported 55,064 traffic violations on this App. More than 5.10 lakh traffic violations have been reported since the launch of this App.

Online Cyber Safety Website

A website on cyber safety www.cybercelldelhi.in has been launched by Delhi Police to have proactive communication with the citizens on cyber safety issues and to provide a responsive cyber-crime reporting mechanism for the victims. Various safety precautions that are needed to keep oneself safe from such crimes are also mentioned. It also has a special section on the various “Do’s and Don’ts” for different types of internet users such as women, children, parents, senior citizens and businessmen. The website provides detailed information for victims of cyber-crime regarding how to lodge a cyber-complaint and the documents required for lodging each type of cyber-crime.

TATPAR- One Touch App

TATPAR- literally signifying ever-readiness to respond-amalgamates all the websites and mobile applications of Delhi Police, and over 50 services can now be accessed with a single touch. These were certain restrictive deterrents and with a view to integrating the existing service-delivery mechanisms a unified mobile application “TATPAR” One-Touch has been developed.

Over the last three years or so, various units of Delhi Police had developed web and mobile based



applications to facilitate delivery of citizen-centric services. These stand-alone applications, however, were required to be installed separately by the intending user, and further, in order to access the web-based service delivery portals, the correct URL was required to be remembered for every use.

Good Media Coverage

Thrust on strengthen the force's presence on various social platforms, particularly on Twitter to reach out to people which has elicited praise from common man and celebrities alike. A social media cell has been set up with the objective to convert a negative narrative to positive narrative. Delhi police came up with a campaign “DIL KI POLICE” to highlight the humanitarian efforts of its personnel during lockdown and corona period. Twitter handle has also started responding to queries and requests for help which is possible due to Social Media Cell.

Other Best Practices followed at Police Station in Delhi

State/UT	DELHI
Name of the Good Practice	Integrated Complaint Monitoring System (ICMS)
1. Brief Introduction of the Good Practice	
The Integrated Complaint Monitoring System (ICMS) facilitates and provide online registration of complaints and help track their status.	
<ul style="list-style-type: none">✓ To provide a gateway to Citizen to register and track their complaint along with SMS alerts at their phones.✓ To provide Delhi Police with access to monitor and track details of all complaints along with their disposal status and mirroring the complaints database through ICMS reports.✓ ICMS application provides facility to register online complaints through CCTNS Citizen Portal also complaint will be received at Police Stations/DCP's offices or at a higher level. It has option to make entry of complaints received from all possible internal and external sources.	



2. Key Highlights

- ✓ All offices from CP/Delhi to SHOs Police Stations can make entries and register the complaints.
- ✓ Facility to transfer complaints to other higher offices/Police Stations through system
- ✓ Can upload all types of files- text, scan, photo, video
- ✓ EOs can enter the Enquiry reports/Action taken reports
- ✓ Facility to linking/delinking of complaints
- ✓ Various search option and all types of reports can be generated as per requirement.
- ✓ Integration with various Social media handle (Twitter, Whatsapp, Facebook, email etc.) of Delhi Police.
- ✓ Provide reverse flow for obtaining online approval from Higher/Senior Officers.
- ✓ Feedback assessment from Citizen.
- ✓ The functionality for online approval on the ATR of complaints with the provision to approve or forward to higher offices with remarks for further action.
- ✓ The facility to get information through SMS to the complainant about the ATR once the ATR on the complaint is accepted by the Competent Authority.
- ✓ Able to view ATR as well as submit feedback by the complainant.
- ✓ Citizens able to track the status of their complaint through the portal as well as SMS.
- ✓ Supervisory Officers control and monitoring on quality and final disposal.
- ✓ Dashboard and Reports for Officers role based.



Down Side of CCTNS Complaint Module

CCTNS Complaint Module	Integrated Complaint Module System (ICMS)
<ul style="list-style-type: none">• No Dashboard for CP and Higher Offices• No feedback facility for Complainant• No feedback assessment by Senior Office• No facility of complaint transfer from Polices Station to higher Offices (CP level)• No facility of SMS at every level• Can't analysis of complaint• No user friendly• No facility to keep confidential of sensitive complaints	<ul style="list-style-type: none">• Dashboard available for CP and Higher Offices.• Feedback facility available for complainant• Feedback assessment by Senior Officer• Facility available of complaint transfer from Polices Station to higher offices (CP level)• SMS facility at every level• Analysis of complaint easily• User friendly• Facility available to keep confidential of sensitive complaints



Features and Benefits of ICMS

- Dashboard for senior officer
- Feedback/Assessment facility for Complainant
- Analysis and supervision on complaints by senior officers
- User friendly for citizens
- Single platform for receiving complaints from citizens and other agencies/offices
- Citizens can also register his complaint directly in the Police Station or through online application citizen services.
- Citizen can access to registered complaint status
- Facility to enter the complaints from Police Station to CP level
- Immediate action and disposal of complaints
- Complaint can transfer from Police Station to higher offices up to CP level as well as CP level to Police Station.
- Different type of reports can be generated for all officers.

Features and Benefits of ICMS Contd...

- Facility to linking/delinking of complaints.
- All offices from CP/Delhi to SHOs Police Stations can make entries and register the complaints.
- Can upload all types of files – text, scan, photo and video.
- Integration with various Social media handle (Twitter, Whatsapp, Facebook, email etc.) of Delhi Police.



ICMS Reports

Following reports has been prepared and being generated from the ICMS system.

- Query based report.
- Complaint pendency report.
- Category/Allegation wise report.
- VIP Reference Report.
- Feedback Report.
- Police Station Wise Complaint received.
- Locality wise report.
- Report regarding alleged.
- Repeat complainant report.
- Complainant Action Taken Report Year Wise.
- Status Progress Report.
- Status Report of complaint received and disposed off as on week ending.
- No complaint entered in past X days.
- Office wise complaint entry report.
- Unit wise complaint progress report.
- Unit wise complaint entry report.
- District wise complaint progress report.
- District wise complaint entry report.
- Complaints received on citizen portal.

Effective Complaint Monitoring through Integrated Complaint Monitoring System

- ✓ To provide a gateway to Citizen to register and track their complaint with a facility of SMS alerts at their phones.
- ✓ To provide Delhi Police with a tool to monitor the effectiveness of the complaint management system.
- ✓ To provide Delhi Police with a tool to monitor and track details of all complaints along with their disposal status mirroring the complaints database through CCTNS portal.

SMS to the complainant at different levels

- User ID and Password creation in citizen services OTP
- Registration of complaint
- Assign/Re-assign EO officer
- Transfer of Complaint to SHO in case of FIR/NCR registered from Higher Officer
- Submission of Enquiry report
- Approve
- Return with remark
- Submitted to Higher offices
- Feedback>>if not satisfied, then SMS need to sent to SHO

Policing is one of the most important of the functions undertaken by the every sovereign government. For the state machinery, police is an inevitable organ which would ensure maintenance of law and order, and also the first link in the criminal justice system. On the other hand, for common man, police force is a symbol of brute force of authority and at the same time, the protector from crime. Police men get a corporate identity from the uniform they wear; the common man identifies, distinguishes and awes him on account of the same uniform. The police systems have developed on a socio cultural background, and for this reason alone huge differences exist between these police systems.

Following are the best practices which are being followed in each Police Station of J&K UT:-

1. **Community policing:-** Police public meetings are held to improve Police Public relations and to create Police Public atmosphere. During these meetings feedback from community members are being invited to address social and developmental grievances. The community policing is one of the best practices to eradicate drug menace from society and to develop inputs regarding criminals.
2. **Online Portals like ITSO and Cyber Crime portal** is in place to address grievances and complaints of public without their appearance in the Police Stations and complainant is being updated regarding his complaint. Awareness programmes through print and electronic media are being organized to educate general public about cyber-crimes. Besides, an Online “Suhulat” mobile application has been launched by Police to hear and redress grievances of general public.
3. **War against Drugs:-** Anti drug squads have been constituted to keep close vigil on drug peddlers and best efforts are being made for better and friendly Police Public relations for



achieving active cooperation of civilians to get rid of this menace. Anti-drug Campaigns are organized in schools, colleges and other places to aware students and general public about drug menace at its implications on society.

4. **Whatsapp groups have been created** involving respectable old citizens/heads of all Government/Private offices/Institutes as and when any incident or any exigency arises, information is being received by concerned beat In-charge immediately and necessary steps are taken to resolve issue without wasting time. Such practice has improved Police Public relations besides it is effective in curbing terrorism/drug peddling and other social crimes.
5. **Necessary briefings** have been given to Investigating officers with regard to procedure/ collection of electronic evidence in sensational/sensitive and public importance cases to nab culprits. Besides, Police is focusing on best practices with regard to digital investigation, electronic evidence collection techniques to ensure speedy investigation.
6. **CCTV cameras** have been established at Public places, markets and at important places to check and stop property related crimes and have also been established at bus stops, shopping malls, hospitals etc. to curb and stop crime against women.
7. **A close contact and confidence** is being established with numberdars, chowkidars, security guards, parking attendants, drivers, conductors etc and are motivated to provide information about suspicious individuals and crimes.
8. In Border districts, Police is constantly on the radar of terrorist outfit, keeping in view, Police has taken a number of anti-terror measures, which include intensive verification of tenants, checking of second-hand car dealers and cyber cafes, periodic surprise checking etc.
9. J&K Police follows multi-faced beneficial practices like Skill Development Programmes, Establishment of Counter Child Sexual Exploitation Centre, Crime Investigation and Prosecution, Disaster Response and Management, Training for Capacity Building, Counter Terrorism Operations, Beat Monitoring System, CCTNS Project in order to connect Police and Public together to provide higher standards of Policing and to ensure



time bound investigation of cases for better public service delivery.

10. **Covid-19 Pandemic:-** During Covid-19 pandemic, the J&K Police department provide some special facilities to general masses in order to combat with pandemic situation by launching Ghar delivery system by which police department provide Ration, masks, sanitizer, medicines etc. to needy people in collaboration with NGOs.
11. **Women Help Desk:-** Women help desks are functional to address crime against women. Mobile numbers and E-mail ID's of Police officers/Police Stations have been circulated among general public for easy contact in case of emergency or crime.
12. **Civic Action Programme:-** In order to safeguard the youth of UT from menace like drugs/ crimes etc. police department launches many sports/cultural providing gym facilities at and other facilities to youth for promoting good habits in them. Police department also launches de-addiction centres at district level in collaboration with NGOs in order to help youths to get rid from dirty habits of drug addiction under this program.
13. **Citizen centric Policing:-** The Public Safety Answering Point (PSAP) has been established in Kashmir division which is only one centre in UT of J&K. This centre is also known as Emergency Response Support System (ERSS). The said centre is connected with District Coordination Centres (DCC) and if any emergency call is received in the system, the same is transferred to DCC by means of SMS. The District Coordination Centre (DCC) receive text messages from PSAP by Computer Aid Dispatcher (CAD). The CAD further transmits the information to concerned police station for further course of action.
14. **Police Mitra:-** This aimed at involving civil society in crime prevention and maintenance of Law & Order. The objective is to achieve effective coordination of Locals which help in collection of intelligence and law and order arrangements etc. Their cooperation has yielded better results in nabbing of criminals who involved in bovine smuggling, theft cases, NDPS, etc.
15. **Neighborhood watch scheme:-** In order to promote a long lasting partnership with the community and to enhance safety and reduce the fear of crime, the mechanism of neighborhood watch Scheme has been successfully run in villages. It aims at enhancing



the security of neighborhood by harnessing capabilities of residents. The residents and the local Police are partners, in the scheme and work in a coordinated effort to improve the security of the area concerned.

- 16. Go-to-School Initiative:-** This is an outreach programme for school children, with an objective to sensitize them about road safety education as also on how to stay safe against cyber-crime when online. A two hour intensive integrated programme for children, teachers & parents has been started in schools on “protecting Children on the Net” This is on the halt as pandemic is going on.

Jammu and Kashmir Police is proud to offer a full array of law enforcement and support services. These services include, but are not limited to Criminal Investigations, Counter Terrorism operation, Traffic regulations, Effective Intelligence generation, Law and Order maintenance, Crime Prevention Activities, Judicial Prosecution of Criminal Cases. Bomb Disposal services, Crisis Negotiation, Drug De-addiction Services, Maintaining Essential Communications and Building proper record.

In order to ensure people friendly policing district Police Leh of U.T Ladakh has adopted the following policing practices to serve general public:-

- i. All Police Stations have created WhatsApp groups of the village Nambardars which has been proved pivotal in providing timely and accurate information on the happenings in the far flung areas of the JD of concerned P/S in the district. Creation of WhatsApp groups at village level helped police to respond in a minimum time to redress various policing related issues. This also helped to take timely action in containment of COVID-19 and its combating actions by Police and the administration.
- ii. The verification from Nambardars in certain cases are obtained through the WhatsApp group to save time of the applicants.
- iii. The collection of Birth and Death Data from Nambardars on monthly basis have been introduced, earlier such information were collected once a year and complied.
- iv. Issuance of the Death and Birth Certificates have been made people friendly and such certificate are now issued within a day, otherwise which took time earlier.
- v. PCPG meetings are conducted on regular interval and grievances of the people are listened and disseminate among the concerned through DM/ SDM of the concerned area and followed as well. The grievances related to Police put forth during PCPG are mostly solved on spot.
- vi. All the beats of the District have been reorganized in consonance with the orders of BPR&D, MHA, GoI. Sites for placement of Beat Boxes have also been identified.









- vii. **Tourist Police Wing:** In view of the increased number of tourists visiting the UT, Ladakh Police have launched a separate wing of Tourist Police to provide better Police assistance to the tourists and to inculcate a sense of security especially among the female tourists. The Tourist Police have been fully equipped with all required gadgets in terms of transport, communication and arms and ammunition and group of Tourist Police have been deployed at tourist interest spots across the district.
- viii. **COVID-19 SCREENING:** Police Drass Kargil has adopted an innovative approach at COVID Screening Point at Minamarg, Drass, Ladakh while dealing with the passengers coming from outside the U.T Ladakh. All the vehicles were stopped at a safe distance of 6 to 10 feet and only people sitting in a single were allowed to come to the sample collection point in a queue maintaining proper social distance. This way police on screening duty were able to assist the health department in containing the spread of COVID at screening point when more than 3600 passengers were screened for COVID-19. It is to mention that this exercise is being done in the harsh climatic condition in Drass of U.T Ladakh after taking care of health and other welfare issues by police and proved immensely helpful in conducting COVID-19 screening smoothly.



Bureau of Police Research and Development

Ministry of Home Affairs, Government of India
NH-8, Mahipalpur, New Delhi-110037

 26781312  BPRDIndia  bprdindia  Official BPRD India
 Bureau of Police Research & Development India  www.bprd.nic.in