FICCI

FICCI
SMART POLICING
AWARDS
2018

COMPENDIUM
OF
BEST PRACTICES IN SMART POLICING

Compiled & Edited by:

Mr. Ankit Gupta
Senior Assistant Director -
Homeland Security, FICCI

Mr. Gaurav Gaur
Senior Assistant Director -
Geospatial Technologies, FICCI

Disclaimer:

This compendium presents a compilation of select SMART Policing initiatives in India, which were received for the FICCI SMART Policing Awards 2018. This compendium has been produced by FICCI based on the information provided by various State Police Forces and Central Armed Police Forces, in the entry forms for the Awards. Although FICCI has made every effort to cross-check the information provided in the entries, the veracity of the factual details rests with the security and law enforcement agencies.

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Abbreviations

CAPF	Central Armed Police Force
CAPs	Civic Action Programmes
CAW	Crime Against Women
CCC	Command Control Centre
CCTV	Closed-Circuit Television
CCW	Certain Conventional Weapons
CDR	Call Data Record
CDVs	Civil Defence Volunteers
DEO	District Educational Office
CID	Crime Investigation Department
CINWIKI	Central Intelligence Network
CISF	Central Industrial Security Force
CMS	Court Cases Monitoring System
COSMOS	Case Officer Scheme Monitoring System
CPO	Community Police Officer
CPU	City Patrol Unit
CQB	Close Quarter Battle
CRPF	Central Reserve Police Force
CSA	Child Sexual Abuse
CSG	Coastal Security Group
CSR	Corporate Social Responsibility
CWC	Child Welfare Committee
CWO	Child Welfare Officer
DAC	Data Analysis Cell
DCP	Deputy Commissioner of Police
DCPU	District Child Protection Unit
DCR	Daily Crime Report
DCRB	District Crime Records Bureau
DGP	Director General of Police
DLSA	District Legal Aid Services Authority
DNA	Deoxyribonucleic Acid
DoIT	Department of Information Technology
DPHQ	District Police Head Quarter
DPR	Detailed Project Report
DRDA	District Rural Development Agency
EDM	Election Duty Management
EOCs	Emergency Operation Centres
FINS	Fingerprint Identification & Network System
FIR	First Incident Report

Abbreviations

FIT-PC	Focused Improvement in Training of Police Constabulary
FRV	First Response Vehichle
FTVR	Field Traffic Violation Report
FVO	Field Verification Officer
GIS	Geographic Information System
GRP	Government Railway Police
GSA	Ground Sign Awareness
GSC	Girl Safety Committee
GSRMC	GRP State Response Monitoring Center
GUI	Graphical User Interface
HLS	Homeland Security
HQ	Head Quarter
HSA	Hot Spot Analysis
IAS	Indian Administrative Service
IB	Intelligence Bureau
IDMS	IED Data Management System
IED	Improvised Explosive Device
IG	Inspector General
IIAS	Indian Institute of Advanced Study
IIM Pune	IED Management CRPF,Pune
IIPA	Indian Institute of Public Administration
IIT	Indian Institute of Technology
IITA	Integrated Intelligence Training Academy
ILP	Inner Line Permits
IO	Investigation Officer
IPC	Indian Penal Code
IPG	India Policy Group
IPP	Intranet Prahari Project
IPS	Indian Police Service
ISI	Inspectors and Sub-Inspectors
ITBP	Indo-Tibetan Border Police
IUCN	International Union for Conservation of Nature
J&K	Jammu & Kashmir
JJ	Juvenile Justice
JJB	Juvenile Justice Board
LEAs	Law Enforcement Agencies
LHMS	Locked House Monitoring System
LWE	Left-Wing Extremist
MHA	Ministry of Home Affairs, Govt. of India

Abbreviations

MHA	Ministry of Home Affairs
MP	Madhya Pradesh
MPDB	Madhya Pradesh Direct Buffer
MPYP	The Maharashtra Police Youth Parliament Project
MSP	Mahila Samman Prakoshth
NBFC	Non Banking Financial Company
NCB	Narcotics Control Bureau
NCC	National Communications Center
NCRB	National Crime Records Bureau
NDIM	New Delhi Institute of Management
NDMA	National Disaster Management Authority
NGO	Non-Governmental Organisation
NIA	National Investigating Agency
NIC	National Informatics Centre
NMF	National Maritime Foundation
NOC	No Objection Certificate
NPA	National Police Academy
OCR	Optical Character Recognition
ODF	Open Defection Free Programme
ODRAF	Odisha Disaster Rapid Action Force
OPEX	Operating Expenses
Ops	Operations
PHC	Police Head Constable
PAIS	Punjab Artificial Intelligence System
PC	Police Constable
PCR	Police Control Room
PHQ	The Police Headquarters
PINAC	Programme for Identification of Arrested Criminals
PINS	Property Information and Networking System
PLCF	Pre-Litigation Counselling Forum
PMC	Project Management Consultant
PMKVY	Pradhan Mantri Kaushal Vikas Yojana
POSCO	Protection of Children from Sexual Offenses Act of 2012
PPF	Personal Particulars Form
PRMC	Project Review and Monitoring Committee
PRO	Public Relations Officer
PT	Pending Trial
PTS	Police Training Schools
PTZ	Pan-Tilt-Zoom

Abbreviations

PV	Passport Verification
PVR	Police Verification Report
QIRT	Quick Investigation and Response Teams
QR	Quick Response
RADMS	Road Accident Data Management System
RAIS	Red Sanders Accused Information System
RPF	Railway Protection Force
RSETI	Rural Self Employment Training Institute
RTG	Real time Governance
SAISA	South Asian Institute for Strategic Affairs
SCDS	Samarthan Centre for Development Support
SCMRC	Safe City Monitoring and Response Centre
SCRB	State Crime Record Bureau
SDC	State Data Centre
SDERF	Madhya Pradesh State Disaster Management Authority
SDPO	Sub-Divisional Police Officer
SI	Sub Inspector
SJPU	Special Juvenile Police Unit
SLATE	Students Law and Traffic Education
SMART-ONE	Skill Maximization and Reorientation through Online Examination
SMOC	Social Media Observation Centre
SOC	Security Operations Centre
SOP	Standard Operating Procedure
SP	Superintendent of Police
SPF	State Police Force
SPG	Special Protection Group
SPO	Special Police Officer
SRE	Security Related Expenditure
SSB	Sashastra Seema Bal
TMC	Traffic Management Centre
TSM	Telecom & Social Media
TTPs	Tactics, Techniques and Procedures
UAC	Unarmed Combat
UAV	Unmanned Aerial Vehicle
VAPT	Vulnerability Assessment and Penetration Testing
WSDT	Women Self Defense Techniques

Foreword



The need for a fast-growing economy like India for safe environment, particularly considering the complex security threats in present times are imminent. Terrorism, Left Wing Extremism, crimes including cyber-crimes, law and order threats call for a strong and efficient policing for internal security.

Against this background, FICCI instituted the first ever SMART Policing Awards in 2016, with the objective to help Government machinery and police departments in learning from the experiences of other states and for possible adoption of the best practices to further enhance policing initiatives.

This is the third 'Compendium of Best Practices in SMART Policing' published by FICCI, which provides know-how for improvement in capacity & infrastructure of police forces, legislative & administrative changes, and technological scaling-up needed for realising the vision of the Hon'ble Prime Minister of India for SMART Policing – police which should be strict and sensitive, modern and mobile, alert and accountable, reliable and responsible, techno-savvy and trained.

I would like to express my heartfelt gratitude to all those who submitted entries for FICCI SMART Policing Awards 2018 and to the esteemed jury members comprising, Mr. G. K. Pillai, Ms. Manjari Jaruhar, Mr. Jayanto N. Choudhury, Mr. Alok Bansal and Dr. Sushma Yadav, for their generous commitment of time and support in selecting the winning entries, which are documented in this compendium.

I am confident that Police Forces and other stakeholders will find the SMART Policing initiatives captured in this volume, useful.



Dilip Chenoy
Secretary General, FICCI

Executive Summary



Executive Summary

In the backdrop of police modernization, Hon'ble Prime Minister's SMART Police model has added critical thinking to the whole gamut of law enforcement. The Model of SMART Police incorporates all such activities, which citizens and stakeholders in the field of internal security have been demanding for long time. SMART Policing has attributes of sensitivity, modern and mobile, alertness and accountability, reliability and responsiveness, and tech savvy and well-trained police. The template of Hon'ble Prime Minister's SMART Police Model has all the inputs and wherewithal which will allow the law enforcement agencies to galvanize itself into more modern and proficient one. It has the potential of filling the existing gaps in policing and taking care of critical areas of law enforcement.

"By 'SMART' policing, I mean

S for strict but sensitive,

M for modern and mobile,

A for alert and accountable,

R for reliable and responsive and

T for techno-savvy and trained."

-Shri Narendra Modi
Hon'ble Prime Minister of India

With this background, FICCI, in 2016, instituted SMART Policing Awards for best practices in policing in India. **The objective of the Awards is to showcase initiatives taken by the Police for the safety and security of citizens. This can change public perception and build positive and progressive image of the police forces.**

FICCI invited entries for FICCI SMART Policing Awards 2018 from State Police Forces (SPFs) and Central Armed Police Forces (CAPFs) in the following categories:

- **Anti-Insurgency**
- **Border Management**
- **Child Safety**
- **Community Policing**
- **Crime Investigation & Prosecution**
- **Cyber Crime**
- **Disaster Management**
- **Elderly Safety**
- **Emergency Response**
- **Human Trafficking**
- **Intelligence Collection**

- **Maritime Security**
- **Road Safety & Traffic Management**
- **Smart Police Station**
- **Surveillance & Monitoring**
- **Training & Capacity Building**
- **Women Safety**
- **Other Policing Initiative**

This intervention is to bring together, in a single publication, different SMART Policing initiatives and practices undertaken by various security and law enforcement agencies across India. This compendium documents only those entries that have received the 'FICCI SMART Policing Awards 2018', and list the entries that were received in the course of the selection process. The best practices documented here could be replicated by other institutions across the country.

Over 200 entries were received from various Police Forces across India. The esteemed jury members comprising Mr. G. K. Pillai, Former Union Home Secretary, Government of India, Ms. Manjari Jaruhar, Former Special DG, CISF, Government of India, Mr. Jayanto N. Choudhury, Former DG, National Security Guard; Mr. Alok Bansal, Director, India Foundation and Dr. Sushma Yadav, Professor of Public Policy & Governance, Indian Institute of Public Administration (IIPA), scrutinised each entry meticulously, according to the parameters of SMART Policing.

FICCI SMART Policing Awards 2018

The jury members recommended the following initiatives for conferment of the **FICCI SMART Policing Awards 2018**

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Child Safety	Nirbheek	Delhi Police	Mr. Veenu Bansal, IPS, Deputy Commissioner of Police

As per the initiative, Police personnel are required to visit all the schools in their jurisdiction and organise interactive sessions with them and encourage them to approach police and report crime against them, which could be registered under the Protection of Children from Sexual Offenses Act of 2012 (POSCO).

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Community Policing	Amcho Bastar Amcho Police	Chhattisgarh Police	Mr. D. Shravan, IPS, SP, Bastar

This initiative was started at Bastar region in 2009 to strengthen: police public partnership, make the police more sensitive, and, change in ideology to Maoist insurgency through public awareness & participation. In addition, a Pink Team was constituted by women police officers, whose focus is safety, awareness and sensitivity to women and third gender.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Crime Investigation & Prosecution	Punjab Artificial Intelligence System (PAIS)	Punjab Police	Mr. Dinkar Gupta, IPS, DG Intelligence

This technology is made accessible through a mobile app and has been developed to combat crime through advance facial recognition, natural language processing, gang analysis, phonetic search technologies amalgamated and unified as single entity.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Cyber Crime	Proactive Integrated Response Mechanism to tackle Cyber-Crime	Jharkhand Police	Mr. Navin Kumar Singh, IPS, IG (HR)-Cum Zonal IG, Ranchi & Nodal Officer for Cyber Crime in Jharkhand

The important components of the initiative are: generation of actionable intelligence, development of seamless interstate coordination mechanisms, bringing all stakeholders together, capacity building,enforcement of KYC norms, improving evidence collection by reverse engineering, and, tailored awareness programmes.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Elderly Safety	Senior Citizen Cell, Crime Branch Pune City	Maharashtra Police	Ms. Rashmi Shukla, Police Commissioner, Pune City

The Cell has assisted many elderly persons to solve their personal, legal and social problems. Many senior citizens are approaching the Cell everyday with their grievances, which are solved without any delays.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Emergency Response	Effective Highway Patrolling System In Karnataka State	Karnataka State Police	Ms. Neelmani N Raju, IPS, Director General and Inspector General of Police

The initiative aims at reducing the fatalities by quickly responding to distress accident victims. In Karnataka effective monitoring and quick response by team of specialized police personnel who are manning highway patrolling vehicles shown their effective work by immediately reaching the accident spots and rescued many victims. This is indicated by sharp decline in total number of fatalities.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Human Trafficking	Operation Smile	Uttar Pradesh Police	Mr. Dharmendra Singh, IPS, the then SSP, Ghaziabad

This national campaign was started in 2014 to work upon the problem of child trafficking and aims at developing investigative protocol for investigating officers and finally rescue missing children within the jurisdiction and beyond as well.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Road Safety & Traffic Management	Intelligent Traffic Management System	Rajasthan Police	Ms. Lovely Katiyar, DCP-Traffic, Jaipur

Jaipur Police has now set-up 'Speed Violation Detection System' and 'Red Light Violation System' which aims to put check on the road accidents caused by over speeding and rash less driving system generated notices, which are sent though courier service to the traffic law violators. In addition, this system has been linked with online E-mitra for depositing the fines.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Smart Police Station	Third I Digital Platform for Enhancing Policing and Prevention of Crimes & Incidents	Maharashtra Police	Dr. Ravinder K. Singal, Commissioner of Police- Nashik

It is an online platform in which all Police Stations under the jurisdiction of Nashik Commissionerate fill their daily crime information through the online forms. The platform then automatically generates DCR, B-Statement (B-PATRAK) along with all the useful crime reports and analytics. It further generates multiple statistic reports.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Surveillance & Monitoring	Safe City Monitoring & Response Centre and Integrated Security Surveillance System	Madhya Pradesh Police	Mr. Anvesh Manglam, IPS, ADG (Telecommunication), MP, Bhopal

This is first ever project in the country to be implemented in more than one city with capability to monitor at city level as well as State police headquarter in State Level Safe City Monitoring and Response Centre.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Training & Capacity Building	Cyber Security Capacity Building	Madhya Pradesh Police	Mr. Varun Kapoor, IPS, Additional Director General of Police

In 2012, the Madhya Pradesh Police undertook pioneering steps in cyber security capacity building. The beneficiaries of the initiative were not only the State's Police Officials, but also the Indian Army, Central Armed Police Forces, Polices Forces of other States and citizens. The initiative has emerged as the longest and most all-inclusive project of its kind in the field of cyber security capacity building, being operated by any security force anywhere in the country.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Women Safety	Samvedna	Chhattisgarh Police	Mr. Arif H. Shaikh, IPS, SP-Bilaspur

The Samvedna Centre not only act as a one-stop help centre for women victims requiring urgent state intervention and care, but it also facilitates the rehabilitation of women. The Centres are a decentralised form of the "Sakhi" One-Stop centre replicated at the local police station level across the entire district of Bilaspur in Chhattisgarh.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Other Policing Initiative	DNA Fingerprinting Direct Protocol – A path breaking initiative	Madhya Pradesh Police	Dr. Pankaj Shrivastava, DNA Expert, DNA Fingerprint Unit, State Forensic Science Laboratory, Sagar (M.P.)

A Direct Protocol for DNA (Deoxyribonucleic Acid) extraction has been developed by State Forensic Science Laboratory, Sagar. It is a path breaking initiative different from the usual practice of DNA extraction, which takes more time and costs more money. Globally there is no such attempt published or reported.

SPECIAL JURY AWARDS

The Jury members also decided to confer 'Special Jury Awards' to the following initiatives

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Child Safety	Project Udhayam - Towards a Child Safe Salem City	Tamil Nadu Police	Mr. Sanjay Kumar, IPS, the then Commissioner of Police, Salem / Mr. Georgy George, IPS, the then Deputy Commissioner of Police, Salem

The project act as an effective bridge between legislation and its intended beneficiaries by acting as a dedicated forum wherein the children are encouraged to discuss about the issue of sexual abuse, empower them with methods to protect themselves and act as a single point help centre for children who want to come out of victimhood by providing necessary legal and rehabilitation assistance.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Community Policing	Project Shashaktikaran	Odisha Police	Ms. Sarah Sharma, IPS, SP (Training), Biju Pattnaik State Police Academy, Bhubaneswar

The project aims at empowering the youth, women and children in left wing extremist areas of Deogarh district by delivery of services through citizen outreach through 1) Project "Swabhimaan", which empowers women who are the victims of domestic violence 2) Project "Shakti", which provides skill development training to unemployed youths 3) Project "Sikshya", which fulfil the dreams of poor, tribal parents in the remotest part of the Naxal hit Deogarh for better education of their child.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Crime Investigation & Prosecution	Pocket Cop Mobile Application	Gujarat Police	Mr. Shivanand Jha, DGP, Gujarat

In the mobile app all records related to law & order has been digitized since 2004 and this has improved efficiency of Gujarat Police in crime prevention and detection. Earlier retrieving information was cumbersome and time consuming. Now this information is available to Investigation Officer (I.O) on his / her mobile on a click.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Crime Investigation & Prosecution	Case Officer Scheme Monitoring System (COSMOS)	Rajasthan Police	Mr. Harendra Kumar, IPS, Distt. Superintendent of Police, Sri Ganganagar (Rajasthan)

Under this initiative, an in-house software named COSMOS (Case officer scheme monitoring software) was developed for effective implementation of the case officer scheme. This software was designed for strongly tracking and monitoring of the case officer scheme against hardcore criminals.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Cyber Crime	Cyber Crime Prevention and Cyber Safety	Delhi Police	Mr. Anyesh Roy, IPS, Deputy Commissioner of Police, Cyber Crime, Special Cell, Delhi Police

This initiative has intensified the efforts of Delhi Police by use of advanced cyber forensics, capacity building of law enforcement agencies and harnessing of tools for proactive action against cyber criminals.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Cyber Crime	Cyberdome – A public private partnership initiative for cyber security	Kerala Police	Mr. Manoj Abraham, IPS, Inspector General of Police & Nodal Officer, Kerala Police Cyberdome

It envisages as a high tech public-private partnership centre of collaboration for different stakeholders in the domain of cyber security and handling of cyber-crimes in a proactive manner.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Human Trafficking	Anti-Human Trafficking Unit	West Bengal Police	Ms. Dulali Das, Inspectress of Police / Mr. Sadhan Kumar Ghosh, Sub-Inspector of Police / Mr. Suman Ghosh, Sub-Inspector of Police

This unit deals with matters which come under the purview of Immoral Trafficking Prevention Act, POSCO Act, 2012 and other sections of law of Indian Penal Code, relating to Human Trafficking.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Road Safety & Traffic Management	Traffic Sentinel Scheme	Goa Police	Dr. Muktesh Chander, IPS Director General of Police

Goa Police introduced the "Traffic Sentinel Scheme" to encourage citizens to assist Traffic police. As a part of community policing participation of the citizen through Traffic Sentinel scheme is being sought on whatsapp No. 7875756110 and the citizen have voluntarily started reporting violations and registering themselves. By doing so the citizens are being awarded point for reported violation.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Road Safety & Traffic Management	Road Accident Data Management System (RADMS)	Himachal Pradesh Police	Ms. Punita Bhardwaj, IPS DIG/TTR / Mr. Pankaj Sharma HPS Addl. SP/TTR

The primary objective of the RADMS project is to improve road safety outcomes in Himachal Pradesh by providing access to timely, complete and relevant information on road accident. This assists the stakeholders responsible for road safety accidents and to monitor safety performance of the roads in the State. The use of the RADMS system enables stakeholders to plan more efficient strategies to reduce the number and severity of road accidents and their impact on human lives.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Road Safety & Traffic Management	Accident Resolution Team (ART)	Telangana State Police	Mr. VikramJeet Duggal, IPS, Commissioner of Police, Ramagundam

The initiative aims at forming ARTs, which identify the accident-prone areas (Accident Black Spots) in their region. The teams conduct an extensive study of the accidents occurred in each Black Spot and prepare a detailed report. Each ART consists of an inspector, sarpanch or the municipal authority, officials of R&B, panchayat raj, transport department, revenue and highway authority.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Smart Police Station	Use of IT in Police Stations	Assam Police	Mr. Anil Kr. Jha, IPS, Spl. DGP (CID) & CCTNS

Assam has implemented one of the most successful IT project in Assam where state of the art technology with high end infrastructure was set-up at district Police Stations and Higher Offices. This has brought considerable changes in the Police functioning as well as transparency in the delivery of citizen services.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Smart Police Station	Police Station - Seelampur	Delhi Police	Mr. Satish Kumar, SHO, Seelampur-PS

The Police Station got ISO 9001:2015 certification. The certification helps ensure that customers (in this case citizens) consistently receive high-quality products and services. An ISO certification would ensure accountability for police personnel.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Training & Capacity Building	DOGS Training in CRPF	Central Reserve Police Force (CRPF)	Mr. J. Rajendran, DIG & Principal, DB&TS

CRPF's Dog breeding and Training School was established in 2011 at Taralu, Bengaluru, with the objective to breed and train the world renowned Belgian Shephard Dogs for counter insurgency operations. This institute provides 'multipurpose' training to the dogs, while other organisations train dogs on 'one trade one dog' philosophy.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Training & Capacity Building	Skill Maximization and Reorientation through Online Examination (SMART-ONE)	Chandigarh Police	Mr. Tajender Singh Luthra, IPS, Director General of Police

The initiative aims at enhancing the knowledge of all ranks of Chandigarh Police from Constable to SP through conducting mandatory online examination of about 6000 employees. Those who do not qualify the test in the first attempt, must appear in the test gain after 15 days.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Training & Capacity Building	e-Suraksha Chakra	Uttarakhand Police	Ms. Ridhim Aggarwal, IPS, SSP, STF, Uttarakhand, Dehradun

The initiative aims at providing 5 days skill enhancement training for about 750 Uttarakhand police investigating officers on cybercrime – current scenario, detection and investigation techniques.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Women Safety	'Himmat Plus' App	Delhi Police	Mr. Amulya Patnaik, Commissioner of Police

This revamped version of Himmat app aims at providing instant help/ assistance to women in distress. Secondary aim is to help and build trust between women passengers and drivers plying public transport.

The jury members of the Smart Policing Awards desired that this facility should also be rolled out in the NCR as well.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Women Safety	Women Safety	Railway Protection Force (RPF)	Mr. Dharmendra Kumar, Director General

To extend security related assistance on real time basis to rail passengers, especially women passengers during their journey and at station area, RPF Security 24X7 Helpline No. 182 was set-up throughout the country in 2015.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Other Policing Initiative	Smart Protection Unit	Assam Police	Mr. Harmeet Singh, IPS, Addl. DGP (S/M&L), Assam Police Headquarters

The philosophy behind this unit is to avoid inconvenience to public and at the same time provide fool proof safety and security, with the use of technology and manpower trained in soft skills. In addition, this initiative aims at reducing costs, particularly hidden ones.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Other Policing Initiative	Transparent Recruitment Process	Karnataka Police	Mr. Raghvendra Auradkar, IPS, Additional Director General of Police, Recruitment

Over the years continuous use of technology and improvisation has helped in documenting and maintaining integrity of the recruitment process. Integration of SMS and uploading of information on the Police recruitment website has ensured that the candidates are aware of all process concerning recruitment including dates of personalist test etc. Every candidate has a comprehensive 'My Application' file in the system. Online payment of fees has made process convenient for candidates.

Category	Name of Initiative	Submitted by	Concerned Officer (s)
Other Policing Initiative	Vahan Samanvay (Smart Digital Solution to Trace Stolen/ Missing Vehicles)	National Crime Records Bureau (NCRB)	Mr. Sanjay Mathur, Jt. Director (CCTNS)

Through this system, Police, RTOs and Public can make online queries regarding the status of lost/ stolen and recovered vehicles through the NCRB's central database of lost and recovered vehicles provided by Police Stations across the country.

Special Jury Award - SMART Police Officer

The Jury members also appreciated the tremendous effort made by the following police officers. Considering the excellent that they are doing, the Jury decided to confer '**Special Jury - SMART Police Officer Award**' to the following Police Officials.

- **Mr. Ashish Tiwari**, IPS, in his capacity as Superintendent of Police, Mirzapur (UP) had taken many initiatives in areas such as crime investigation & prosecution, intelligence collection, women safety and other areas of policing.
- **Mr. Amit Lodha**, IPS in the DIG in BSF and made important contribution in setting-up of Bharat Ke Veer online portal, which provide a direct interface for Indian citizens to contribute to the cause of CAPF martyrs. He has also been appointed as a nodal officer for this project.
- **Mr. Anil Kumar Sharma**, SHO of Kirti Nagar Police Station in New Delhi, undertook various citizen-centric initiatives and due to his efforts, the Station became one of the best Police Stations in India.
- **Ms. Rekha Mishra**, is presently posted as Sub-Inspector at Chhatrapati Shivaji Terminus railway station (Mumbai) and has been striving hard to help Railway Protection Force (RPF) to achieve excellence in area of Child Rescue and aiding the destitute children spotted in and around the station area. Her efforts yielded in successful rescue and rehabilitation of approx. 100 minors.
- **Mr. Sandip Pal** in his capacity as Constable – Community Policing Wing, West Bengal Police undertook a very successful community policing initiative known as Goalz Project. The programme is maturing very quickly and delivering quality work in very disadvantaged communities and thus helping to combat crime.

Special Jury – SMART Innovative Policing Award

It was decided that the '**Special Jury – SMART Innovative Policing Award**' will be conferred to the **Andhra Pradesh Police**, in appreciation for the Initiatives taken for safety and security for citizens. They had taken many innovative initiatives in areas such as crime investigation & prosecution, and, surveillance & monitoring.

FICCI congratulates all the award-winning institutions and individuals who actively participated in the process. We are confident that our cities will be safe and secure with many more such initiatives. We do hope that this compendium will inspire many other SPFs and CAPFs to replicate these best practices within their jurisdiction.

Best Practices in SMART Policing

Best Practices in SMART Policing

Child Safety




om of our girls.

Nirbheek

New Delhi

The Protection of Children from Sexual Offences Act of 2012 (POCSO) aims to protect children from sexual violence, sexual harassment and use of children for pornography. However, it fails to connect the victim with the law enforcement agency. In most cases, sexual offences against children are reported only if the elder family member or guardian of the child deems it appropriate to report it. In addition, while elders are aware about the special legal provisions designed to address concerns of the sexual abuse victims, children are not even aware that they are also covered within a similar ambit of legal support.

Therefore, within the constraints of social pressure, public shame or stigma, a number of these instances go unreported and the Act fails to achieve its goals. While the general public has a number of avenues to seek help from the police, there seems to be complete absence of a specialized forum for the victims in school/college going age group to encourage and enable effective reporting of such crimes. In order to bridge this communication gap between the victims and police, it is essential to proactively reach out to children. Not only is it important that children are made aware about what constitutes physical/mental abuse and sexual violence, it is imperative to provide them with a conducive forum to report such crimes. The aim here is to boost their confidence in functioning and credibility of police. In this endeavor, the academic institutions come across as one of the most ideal avenues to provide this platform.

Given the background, NIRBHEEK was launched in North East district of Delhi, aimed at reaching out to victims of the most heinous and hidden crimes of society, which leave a young child violated and wronged by the very people he trusts. The model was conceptualized and successfully implemented in North East district of Delhi, one of the most sensitive areas of the National Capital, where it witnessed a steady increase in the confidence level of school/college students. It encouraged them to approach Police and report crimes against them without any fear or hesitation. Given the positive feedback of the program, Delhi Police also issued a Standing Order and enforced a structured framework to operationalise Nirbheek across all the districts/Police Stations in Delhi. The programme was also accepted by hitherto conservative sections of the society and is now being implemented in private & government schools, colleges, madrassas and other educational institutions across Delhi.

Key benefits to Public & Government

Nirbheek was started in North East district of Delhi in the first week of August, 2015. The district has 556 schools, both girls-only and co-ed, with the number of girl students totaling to 2,82,882. As part of the programme, officers of rank of Inspector and above started visiting these schools and colleges to interact with the students. The initial response was very subdued, but when the Police garnered the confidence of the students, they started reporting various instances of harassment. Some officers got overwhelming response in certain schools, from the children and their parents, who were present during the sessions.

Key Stakeholders

- Children: They are the main stakeholders in Nirbheek as they have to come forward to report the crime.
- Educational Institutes: School/College/Institute ensures proper infrastructure for implementation of Nirbheek. NGOs/CWC: NGO and CWC to ensure that the victim gets proper counseling on legal, financial, medical and social aspects.
- DLSA: District Legal Services Authority for provision of legal services and compensation to the victims.
- Police: Police being the important stakeholder is responsible for the implementation of Nirbheek.

Procedural/Administrative / Legislative changes

As per the initiative, Police personnel are required to visit all the schools in their jurisdiction and organize interactive sessions with them. The following are the stages of these interactions:

- The first step is to inculcate a sense of confidence amongst the children towards the initiative and Delhi Police at large. This interactive session serves as an appropriate occasion to shed the negative image of police force generally perceived by citizens. This interaction has to be participative, which calls for active involvement of the audience. Therefore, at the very onset of the session, there is an attempt to engage the students in a generic talk to help them open-up with the police personnel addressing them.
- Once they become comfortable, the team subtly starts talking about the concepts of Good Touch & Bad Touch, various forms of harrasements, physical abuse and sexual violations. National Award winning films like 'Komal' by Childline India Foundation are used to educate the students.
- The police officer then explains to the girls how they can seek help of Delhi Police, report such crimes on Delhi Police helplines, women help desks at Police stations etc. They then introduce the concept of Nirbheek Complaint Box and install the box at an appropriate & conspicuous place in consultation with the school staff & students.
- The students are then informed that a lady police officer, called Nirbheek Police Officer would visit the school regularly on a pre-decided date and time every week and sit next to the Nirbheek Complaint Box. The children are encouraged to talk to the police officer about their complaints and also put written complaints in the Nirbheek Complaint Box. They are also assured that Delhi Police would keep their identity secret in case the complainant so desires.
- The lady police officer that visits the school bears an armband with Nirbheek written on it and interacts freely with girls to encourage them to report their issues without any hesitation.
- The lady officer collects the written complaint and notes down verbal complaints and makes an entry regarding the same in registers maintained in Police Station for this purpose.

- An Assistant Commissioner of Police (ACP) rank officer then decides the action to be taken on all such complaints received from schools.

Financial Implications

No extra grants or funding were taken from the Government

Other information

- Adaptable in any Indian City/Village/Town with presence of similar Police Structure.
- Well-defined institutional mechanism & administrative structure to handle all types of Child Sexual Abuse (CSA) cases.
- Change Management and Capacity Building measures through trainings & skill-development programs.
- Sensitization of children at tender age towards types of Sexual Abuses.
- Well-defined Code of Conduct for the Police Officers at all levels of project.

Project Udhayam-Towards a Child Safe Salem City

Salem, Tamil Nadu

The Central Government enacted the Protection of Children from Sexual Offences (POCSO) Act, 2012 to protect children from sexual abuse, sexual harassment and use of children in pornography. However, a large number of sexual abuse cases go unreported due to various reasons including the constraints of social pressure, stigma and shame. Unfortunately, this leads to continuous victimization of the affected child resulting in grave physical and psychological injuries. Thus the objectives of POCSO Act are not being achieved fully as there is a failure to connect the victims with the law enforcement agencies and because the children are not aware about the legal support available to them.

Against this backdrop, Salem City cops implemented Project Udhayam and undertook following initiatives:

- Capacity Building Training Programmes
- Outreach activities aimed at Credible Policing Initiatives (Educational institutions, Bus and Railway Stations and Public Places
- Selection of Model Police Station
- All Women's Police Station for POCSO
- L&O for Juvenile Justice Act
- Review of Police Stations for Child Friendly atmosphere
- Create Support Mechanisms (including infrastructure)
- Document and Replicate to other districts and cities

Key benefits to Public & Government

- The project directly covers nearly 50,000 children in schools and through peer education it covers nearly 2,50,000 children in the salem city.
- For this project 150 police personnel from the rank of grade one to the assistant commissioners were capacitated in child rights, psychology and child rights law and protection.
- Exclusively 20 child welfare police officers and special juvenile police unit were given residential training on how to handle children in distress and how to conduct sensitization programme for children in schools based on a 1hr 20mins module developed for this project.

Key Stakeholders

The following stakeholders are involved in the project in addition to the Police.

- Special Juvenile Police Unit (SJPU)
- District Child Protection Unit (DCPU)
- Child Welfare Committee (CWC)

- Juvenile Justice Board (JJB)
- Child Line 1098
- District Educational Office (DEO)
- District Legal Aid Services Authority (DLSA)
- Dean, Government Hospital
- Probation Officer
- Reception Units
- Special adoption agency
- Other NGOs etc.

Procedural/Administrative / Legislative changes

A set of 21 indicators has been developed by UNICEF for the police stations, to qualify as child friendly police station. These criteria/indicators are drawn primarily from the Juvenile Justice (Care and Protection of Children) Act, 2015 and the National Juvenile Justice Rules. The indicators relate to: a) Structure (space for Special Juvenile Police Unit, child friendly ambiance, informative posters): b) Procedures (police officers aware of the procedures and they are being practiced): c) Attitude (views of the police officers regarding issues related to children): d) Community connection (interface with community members, PRIs etc on child related issues); and e) Coordination (laisoning and networking with recognized NGOs, Child Welfare Committee, Juvenile Justice Board, Superintends of Homes for children).

The 21 indicators for Child Friendly police initiative are:

a. Structure

- Police Station has a designated police officer as Child Welfare Police officer not below the rank of Sub – Inspector of Police.
- A separate space/room to talk to children
- Sitting, toilet and safe drinking water arrangement for children
- Child Welfare Police officer/other trained police officer to be present in the separate room or space designated in the police station for addressing children issues.
- Child related informative posters related to Acts or other provisions displayed in the police station.
- Name of Child Welfare Police Officer prominently displayed in the police station.

b. Procedure

- Separate register is maintained in the police station to record cases related to children, complaints registered on crime against children and action taken.
- FIR is registered against missing children.
- A copy of FIR of crime against children including missing children is given to parents/legal guardians/complainant free of cost.

- Officers in police station are aware about the right procedure to be followed in case of child in need and care and protection and child in conflict with law.
- Child Welfare Police Officers in the police station has right knowledge about the provisions under special acts for protection of children they use it in best interest of the child.

c. Attitude

- Officers in police station believe that violence, abuse, exploitation against children is unacceptable.
- Officers in the police station understands that for a victim, be a child or a women, coming to police station for registering a compliant is the last resort. (Thus more sensitivity and prompt action from police is expected to provide relief and protection to the victim)
- While dealing with children in conflict law, emphasis is on "why" rather than "what"
- Police officer/Child Welfare Police Officer has received training on child protection and related issues and shared the knowledge/information gained with other officers in the police station.
- Resource material related to various special acts for protection and children and women from violence and exploitation is available in the police station and is being used.

d. Community Connection

- Community outreach program are organized by the police station on issues related to children
- Media is not allowed to publish photograph/reveal the identity of children covered under JJ Act.

e. Co-ordination

- Child Welfare Police Officer coordinates with child welfare committee (CWC), Juvenile Justice Board (JJB), Child Welfare Officer (CWO's), Probation Officer, Superintendent of Homes, District Legal Aid society etc.
- List and contact details of Child line, NGOs, CWC, JJB, Hospital other related agencies is displayed in the police station.
- CWPO participated/organizes co-ordination meeting and takes necessary action.

Financial Implications

UNICEF provided the technical and financial support to a tune of Rs. 11,37,000/-

Other information

This initiative appeared as Good Initiative in Juvenile Justice committee of Hon'ble Supreme court of India and UNICEF publication – "Effective implementation of Juvenile Justice care and protection of children act 2015 focus on rehabilitation linkages with Protection of children from sexual offences act (POCSO) 2012 released on 4th August 2017 by the Hon'ble Chief Justice of India at Bangalore.

Best Practices in SMART Policing

Community Policing





Amcho Bastar Amcho Police

Jagdalpur, Chhattisgarh

The Chhattisgarh Police in the conflict zone of Bastar have embarked on a three-pronged strategy to win the war against the three-decade-old Left Wing extremism. Offensive operations, facilitating development, and winning the hearts and minds of the people are the strategy across the Bastar zone. The Police is trying to reach out to maximum villages.

To garner the support of locals, the police in 2009, had launched a new scheme-Amcho Bastar-Amcho Police (Our Bastar-Our Police). This aims winning the hearts and minds of tribal villagers in the seven strife-torn districts of Bastar. Across the vast swathe of Bastar, the security forces had miserably lacked the mass backing and support in their fight against the Maoists. The absence of popular assistance often leads to frustration among the troopers.

In addition, a Pink Team was set-up comprising women police officers to focus upon safety, awareness and sensitivity to women and third gender.

Key benefits to Public & Government

- Prevent Road Traffic Accidents which constitute about 14% of overall crime in the state by devising appropriate, effective, and futuristic mechanism in consultation and coordination with Transport Association, Transport Department, Unions related to Motor Workers, College and School students, Municipal Corporation / Councils, Nagar Panchayats / Panchayats, Clubs and other Government Departments wherever required.
- With the help of community policing initiative AMCHO BASTAR AMCHO POLICE, number of villages supporting the police is increasing.
- Extensive support of local people in establishing police and paramilitary camps like-KOLENG CAMP at Darbha region and MALEVAHI CAMP at Mardum region of Bastar, which are hardcore naxalite region.
- Massive progress in the development works in naxal affected area and getting direct cooperation from local people.

Procedural/Administrative / Legislative changes

- Nodal Officers: Officers in charge of the police station will be the nodal officers of their respective areas and Superintendent of Police will remain as the nodal officer of the district.
- Marking: The entire district is categorized into high sensitive, moderate sensitive and less sensitive area in terms of Maoist influence.
- Priority: It is given to most sensitive villages and immanent community policy and civic action programmes in such villages and attempts to bring the people of the area to mainstream.
- Pink office: The entire staff of the office comprises women police officers. In addition, a lady officer of an inspect rank has been made officer-in-charge. The operational work of the office is different from traditional policing.

Financial Implications

Various initiatives under this programme are funded under the Security Related Expenditure (SRE) scheme of the government.

Project Shashaktikaran

Deogarh, Odisha

Deogarh is a Left-Wing Extremist (LWE) affected district of Odisha. It is under-developed in terms of Human Development Indicators. It has a difficult terrain with bad or no road connectivity. There are constraints for administration in reaching out to the citizens, as well as for the citizens to reach to the administration. Women with low level of empowerment and children with poor access to services are the worst sufferers of under development and Left-Wing Extremist activities.

As, there are no industries, mines or railways in the district, many cases of death or missing or trafficking of migrant labourers take place. As the employability potential of the district is very less, a need was felt to develop the skills of these poverty struck, mostly tribal people in the Left-Wing Extremist belt. It is pertinent to note that about 56 per cent of the total population in Deogarh consists of the Scheduled Tribe category.

Typically, interaction with the police invokes fear and reservations in the minds of the people. Therefore, it was realized that once this attitude changes when people start coming closer and fearlessly share views and render support, it will not only bring the crime statistics down, but also facilitate development.

About 70 Civic Action Programmes (CAPs) conducted in 2015-16 under SRE (Security Related Expenditure). This was an opportunity to visit the remotest far flung tribal areas. Activities in the camps included Health Camp, Musical Function, Sports Event, Distribution of Sports kit and Community Feast. All the events were organised in the remotest and inaccessible areas of Deogarh district. Almost all except 10 such programmes were attended by the S.P. herself, walking to the difficult locations.

These CAPs were the first step in developing pro-admin climate and breaking the ice. These helped in not only reaching out to the people but bringing them closer to the administration. These funds were utilized to conduct Civic Action Programmes to wean the youth away from naxalism by counselling, guiding and motivating them to take up skill development training during the civic action camps in the remotest parts, where administration was unable to reach due to the difficult terrain and naxal threat. While the district administration undertook developmental works, the Police provided conducive secure environment for development. Role of police was realized not just for maintenance of law and order, but as an active partner in development.

It was felt that psychological, economic and social empowerment of the women in the area by mobilizing, sensitizing and skilling them would go a long way in the development of the area as a whole. Similarly, access to education of children residing in remotest parts was a pressing need of the people in the district.

Project "Shikshya": aimed at mainstreaming the most vulnerable tribal groups residing in the remotest parts of the district through CAPs, better education opportunities for their children through admission in good institutions and skill development. 734 Children from the remotest parts of the district were identified. Counselling was provided to them and their parents after which 76 children were selected in the screening. They were facilitated for admission at the Kalinga Institute of Social Sciences, Bhubaneswar and support was

provided for sending them to Bhubaneswar. It had a domino effect. Many other parents came up for facilitating the admission of their children.

Project "Shakti" – It is a novel initiative wherein the youth were encouraged to take up vocational training free of cost in the local Rural Self Employment Training Institute (RSETI), Deogarh and supported with DRI loans at 4% rate of interest after completion of their training. With the help of the district administration through loans, many of them have become self-employed. In the naxal infested Deogarh district, it served the dual purpose of weaning the youth away from naxalism and making them self-reliant. Around 760 young men and women have already been trained/enrolled/counselled during the fiscal year 2015 -16 in RSETI, Deogarh.

Key benefits to Public & Government

- Economic, social and psychological rehabilitation of women victims of violence.
- Community level sensitization on violence against women.
- Access to quality education for children from remotest areas.
- Addressing the developmental needs in remote areas.
- Weaning away of the youth from LWE activities.
- Creation of a conducive climate for developmental activities.
- Police-Administration coordination for development in LWE area.
- Rise in conviction of cases of crime against women, as once the woman becomes financially empowered, she speaks her mind out in the court.
- Quick redressal of grievance & motivating people to attend joint grievance in large numbers has boosted their trust in the administration. Hence, it has brought down the naxal activities in the district.

Key Stakeholders

- District Collector
  - Attending to grievances and finding solutions- skill development, housing, etc.
  - Coverage of beneficiaries under the schemes
  - Coordinating between different development departments
  - Over all monitoring and supervision
  - IEC and awareness creation on Govt. schemes
- Superintendent of Police
  - Conduct of CAPs: reaching out to people, immediate address of issue
  - Psychological empowerment of vulnerable women

- Addressing meetings, building confidence of women, ability to fight against crime against them and to be self-dependent.
- Sensitization of police personnel
- Mobilization of people for grievances
- Identification of children for better educational facilities
- Identification of youth in naxal infested remote areas for skill development

- Project Director, District Rural Development Agency (DRDA)
  - Coordinating with block development functionaries.
  - Ensuring smooth implementation of the skill development programme.
- Addl. Superintendent of Police
  - Monitoring of cases of crime against women
  - Sensitization of police personnel and monitoring their activities
  - Coordination of mobilization exercises through IICs and event management
- DSP, Human Rights Protection Cell –cum- Chairman, Special Juvenile Police Unit
  - Identification of vulnerable women and children.
  - Counselling and motivation of women and children.
  - Facilitating rehabilitation of vulnerable women and children.
- Principal RSETI, Deogarh (Rural Self Employment Training Institute) - The head of RSETI helped in expediting conduct of skill development training programmes and admitting all the trainees who were mobilized and sent. He also facilitated their credit linkage.
- District Welfare Officer, Deogarh- Expedited sanction and disbursement of the SC/ST compensation money to victims.

Procedural/Administrative / Legislative changes

The implementation of the project needs no legislative, procedural or administrative changes.

Financial Implications

Civic Action Programmes (CAPs) were conducted under SRE (Security Related Expenditure).

Best Practices in SMART Policing

Crime Investigation & Prosecution




POLICE LINE DO NOT CROSS

Punjab Artificial Intelligence System (PAIS)

Mohali, Punjab

It is an advanced Artificial Intelligence (AI) technology developed to register and identify, predict criminal and criminal activities uniquely through advance facial recognition, natural language processing, gang analysis, phonetic search technologies amalgamated and unified as single entity. The overall technology is made accessible through a unique mobile application named 'PAIS' (Punjab Artificial Intelligence System). An app-based interface has been developed to make the overall criminal registration and search system simplified and accessible to every police personnel on ground zero.

Police agencies on ground zero has various challenges in terms identifying the criminals, lets say while performing the routine road side checking, tenant verification form, or verifying the CCTV footage etc., identifying the suspects then and there is bit challenging task as there is no unified technology platform which can connect different data points of criminals which includes but not limited to image, speech, and previously recorded data. Through this technology the Punjab Police has bridge the gap in between the criminals data search (all sort of search like face search, speech search, text search) and police personnel through PAIS but also made it more efficient and super fast.

PAIS is equipped with following technological components:

- Criminal registration with basic information though mobile application: Name, alias, parents name, date of birth, crime type, FIR number, police acts along with facial **image, speech, text** data.
- AI based backend activity: Once the data is registered AI based mechanism automatically use these data to extract and connect different attributes likes facial features, voice spectrograms, criminal textual data etc. to create criminal's unique profile in AI understandable format.
- Search and analysis: Next time whenever any police personnel while doing road side checking, tenant verification form, CCTV footage analysis, or analyzing phone calls (currently not a part of PAIS but this will be next update) they can click the facial photo from that, collect voice sample, or simply perform type the criminal's name or crime type; the app will return all the matching profile within millisecond to the end user. The app also support the gang analysis which is helpful for police in case when they just don't want to search criminals but also the overall gang to whom he is affiliated to.
- Security: The app is secured with two-layer verification module. The police personnel first have to be registered at central nodal agency with their official number by which he/she wants to access the mobile application. Once it will enter the number to app a OTP will be sent to phone which can be used to login in the app. Different level of access for each of the users can also be managed from central MIS/Dashboard system which is part of PAIS.

- MIS and Central dash board: The central dashboard is also provided with this mobile application to the nodal agency, which can be used to monitor every activity (number search done, criminal added, deleted, edited) of its users in real time. Different type of crime analysis, reporting, criminals search, admin control is also been made the part of this MIS system to make the overall technology more efficient.

Key benefits to Public & Government

- Bridge the gap in between the police and criminal's data access.
- Real time verification of any crime suspect on ground zero through ubiquitous mobile application.
- Mobile based criminal registration based system reduce the infra cost of installing PC, Internet, electricity at local police station.
- 100 plus criminals got caught through the application.

Stakeholders

Either its Punjab (from where this project been initiated) or any other states the nodal intelligence agencies are responsible to manage and circulate this technology to different police personals in the state.

The various stakeholders are as follows:

- Technological development and maintenance team.
- HQ team to monitor the overall app distribution, its users and data created.
- End users who will register and search criminals.

Procedural /Administrative / Legislative changes

As such no broad administrative change or new department establishment is needed to run this application. In general a nodal agency (with 4-6 officers at HQ level) at State's headquarter is responsible to monitor the performance of this application and its users.

The nodal agency inform all their police officers to download the mobile application from play store and then ask each of them to send the phone numbers of officers from each districts who are going to use this app for search and register (no limit on number users) purpose through the app. Though App is kept very simple and intuitive for end users to use but once they download the application for the first time a zone wise training is organized to educate the end users.

Financial Implications

The cost is dependent upon the number of users and criminals which something different for different states. But for Punjab the one time cost is INR 19 lakhs and then yearly cost is INR 6 lakhs with 10 % increment each year.

Pocket Cop Mobile Application

Gandhinagar, Gujarat

Home department, Gujarat had developed eGujcop application in which all the records related to law and order has been digitized since 2004. It has data base of criminals/names, M.O/Crime committed, address, photographs and fingerprint. In eGujcop is also integrated with RTO data base which provides details of registered vehicle and license holders.

Features of the Mobile App:

- **Police verification for passport:** This application was developed by State Crime Record Bureau (SCRB) which expedites and eases the process of police verification for passport. By using this application, police station employee can enter/fill check list for police verification application and capture photograph of citizen and upload document. In this application, system also captures the latitude and longitude of verification address. Using this app entire police verification can be done at citizen's residence, with no need for citizen to come to police station. It expedites a police verification process and saves cost of commuting to police station and time of citizens.
- **Vehicle search:** Officers can search vehicle registration details based on Registration number, owner name, chassis no, engine no. color, RTO, Model and company. This helps in traffic regulation, generation of e-challan for traffic violation and detection of vehicles involved in any crime.
- **Accused search:** Investigation Officer can search accused details based on name, alias name, location and act/section. This helps in crime prevention & detection.
- **Missing Person search:** Officers can search missing person details based on name, district and complain number, gender and age and photograph. This helps in finding missing persons if traced any in police station area or reported as unknown persons/dead body in any police station area in Gujarat state.
- **Employee search:** Officers can search employee (within Home Dept. only) details based on name, location and designation.
- **Citizen Portal:** A portal has been developed by SCRB in consultation with TCS (SI) to provide online services citizen. This portal uses database of eGujcop to provide following services:
  - Application
    - e -Application
    - Mission person
    - Missing/Stolen Property
  - Registration
    - Domestic Servant Registration

- Tenant registration
- Driver registration
- Senior Citizen registration

❖ License/Certificate

- Police verification certificate
- Various NOCs

❖ Search detail

- Get FIR Copy
- Stolen/Recovered Property Detail
- Unidentified Dead body detail
- Missing person
- Arrested/Wanted Person

Salient features of this initiative are as follows:

- Earlier the details of criminal history, vehicle registration and stolen details, missing person details was stored in registers in the police stations. Retrieval of details was a challenging task.
- To generate Heat Map (Plotting on Map), it is required to capture the exact location of crime scene.
- Real time criminal background check across all Police Stations.
- Reducing the duplication of work and person dependency.
- Automatic generation of Crime register & Crime Reports and saving resources thereby reducing paper work.
- Improving efficiency of department with the help of online Inventory Management
- Better Human Resource management by online Service book maintenance through HRMS

Key benefit to Public & Government

- Effective and efficient investigation with mobile application by field officers.
- Passport verifying officer will visit applicant home for the verification of the passport application.
- A real time criminal background check is done by officer across all Police Stations.
- Officer will be able to get details of registered and stolen vehicle which will help in detection of crime
- It saves the time because of automated report.

Financial Implication

CCTNS grant from government of India of Rupees 1,50,000.

Case Officer Scheme Monitoring System (COSMOS)

Sri Ganganagar, Rajasthan

The case officer scheme was initiated in all districts of the state by Rajasthan Police Headquarters since 2006. The scheme was introduced with the vision to minimize the plight of crime in the society and to nab the hardcore (repeated offenders) criminals at the earliest after pursuing charge sheet in the court. The scheme was implemented with the purpose of hardcore criminal's conviction by appointing special case officers during the court trial.

Under this initiative, an in-house software named COSMOS (Case Officer Scheme Monitoring System) was developed for effective implementation of the case officer scheme. This software was designed for strongly tracking and monitoring of the case officer scheme against hardcore criminals. The software COSMOS is bringing outstanding result in district Sri Ganganagar, Jodhpur rural and other four districts of Rajasthan and approx 150 Police stations and 125 Courts in Rajasthan. This is a user-friendly software, which helps in building up informative circle between case officers, station house officers, Court LC's, Courts, case witnesses about the evidence intimation of case before two or three days in advance also on same day by SMS.

Prior to the implementations of the COSMOS software all the case officers did not know the evidence in the Court, and apart from this the witnesses of the evidence were not available in the Court at the time of evidence again and again, also ignorant of the action in the Court on the day of evidence. Lot of Man power, much time and money were spent on scheme.

Key benefit to Public & Government

- The effective implementation of COSMOS software has created fear in the minds of criminals and this has brought down the rate of IPC crimes by 2 - 3%, regarding atrocity against women, SC/ST in all the districts where this software is implemented effectively.

- Manpower Reduction: Before the launching of COSMOS software under case officers scheme, one court constable from each Police Station use to take the information of court case hearing manually, this way 150 court constables from 150 Police Stations and about 10 – 15 Police personnel used to help these court constables at the District headquarter. But after the implementation of COSMOS only two three police personnel are enough to maintain the collective information of all the case officers' matters of the respective districts.

- Cost Saving: Before the launch of COSMOS software in three districts alone about Rs. 50 Lakh were spent in a month, on 500 court constables to collect and send the information regarding approx 500 case officers matters of all four districts, and this if

calculated for the past three years will amount to 6 crore annually and 18 crore in total in three years.

- Time Saving: Earlier it used to take 4 – 5 years to dispose off the case in court by case officers scheme officer but now due to COSMOS implication timely evidences of witnesses, timely and regular follow up by case officer has enabled random survey of these matters which has reduced the time to 2 years.

- Improving Conviction rate: In district Sri Ganganagar alone, in the past 6 months' time, judgment is delivered in 16 cases, which were put up before the court & in all the 16 cases criminals were punished. This has not only made the conviction rate 100% but also a strong indicator of the remarkable success of this software.

Financial Implication

Fifty Thousands Rupees only.

Automatic Investigation Monitoring System

Mirzapur, Uttar Pradesh

Uttar Pradesh Police has developed an excel macro based automatic investigation monitoring system, for improving the quality of investigation and speed of crime investigation.

Under the initiative, computer automatically fixes the days for investigation completion and after time has passed, subsequent warning level is increased if the investigation is not completed timely. In this system, only data feeding is needed. All other monitoring is automated by computer. As soon as investigation ends with in time, a checklist of physical, oral, documentary, call detail record, criminal history, brief by Special Police Officer (SPO) are the ingredients of the quality of investigation to be checked by Supervisory Officer.

Thereafter, Feedback Cell takes feedback on quality of investigation from the plaintiff and quality rating is given. The marking system of quality and readiness of investigation becomes an important part of grading of Sub-Inspector (SI). The result of investigation also becomes a part of investigator's profile after combining with Court Monitoring System. In the future, the quality of investigation can be improved by bringing an Incentive System in it.

The public has the right to get service of certain quality in time bound manner from public servants. If the time taken is above a certain time limit without any satisfactory reason, then the system should escalate warning to the erring person as time goes by. When the deadline of any task is crossed then a letter or e-mail or SMS should be automatically sent to check the status. Explanation Notice on not completing work till next 04 days, PFW for not completing work in 10 days and PE should be opened if not completed in a month.

Key benefit to Public & Government

- The conviction rate has increased by 20%.
- Computer-based monitoring resulted in an increase from 30% to 90% compliance.
- Also the system has transparency. One can check all the systems from top to bottom. Superior's attention is also drawn through notification, so that the system can run smoothly.
- As soon as the process is completed in all monitoring systems, it will be automatically reflected in Feedback system, where daily feedback report from Plaintiffs on the quality of process will be transmitted to everyone by email. This saves a lot of time and money. SP has a lot of work around him and it is not possible for him to remember every work. Here the system automatically forces the person to do the job and SP gets the alert only when the person does not complete his work on time.
- The time bound excel based automatic monitoring system with punishment escalation with default time is being used in timely charge sheet submission as well.

- This leads to end-to-end monitoring from FIR to charge sheet submission in a time bound way focusing both on quantity as well as quality of investigation.

Key Stakeholders

- Investigators – Timely disposal of investigations. Reply to the letters generated by investigation monitoring system.
- Supervisors – Monitoring quality and quantity of investigations backed by technology. Dispatch of letters by investigation monitoring system.
- Public – Timely investigations and status updating.

Procedural /Administrative / Legislative changes

- Formation of investigation monitoring division at reader office. No additional man power required
- Training of one constable to run excel macro and taking printouts to send warnings.
- Daily feeding of cases from crime daily by reader.
- Training of investigators to know about time limits of investigations and punishments for defaults.
- Preparation of checklist to ensure quality of investigations.
- Charge sheet submission monitoring cell at reader office.

Financial Implications

The technology was developed in-house.

Automated Fingerprint Identification System (AFIS) - Papillon

Mangalagiri, Andhra Pradesh

To enrich the speed and accuracy in crime investigation, Andhra Pradesh Police Department has implemented advanced Automated Finger & Palm print Identification System (AFIS).

AFIS-Papillon is a latest version of Automated Finger Print Identification System (AFIS) equipped with dual system of comparison i.e., Finger and Palm prints. It can get the accurate results with less time for the input given by the finger print expert. It is provided with creation and management of database to store:

- Electronic ten print cards (rolled and plain fingerprints, palm prints, biographic details, front and profile photographs, photographs of scars, marks, tattoos and other distinguishing marks, criminal/penal records).
- Electronic identification cards (rolled or plain impressions of only predefined fingers).
- Latent impressions of fingers and palms found at scenes of crime.
- Ten prints of unidentified deceased persons.

The Papillon AFIS is facilitated with identification processes of finger and palm impressions including latent ones. Pinpoint algorithms of automatic recognition and image enhancement of Papillon AFIS enrich reliability and accuracy of results in palm print identification including palm latent impressions. It has provided proprietary WSQ image compression method (FBI-certified) that excludes loss of fine-scale features and special functionality to allow improving the quality of images, to separate and retouch overlapping latent prints. The system is also developed for automated systems for criminal identity as well as for civil applications. It has created multilevel geographically distributed systems interacting with each other remotely.

The system is based on the client-server model enabling workstations independently to send requests to the server. The server functions (database insertion, storing, searches and communication) in distributed AFIS systems, are performed by several subsystems like Database Server, Matching Subsystem, Data Storage Subsystem and Communications Subsystem.

Key Highlights:

- The system has state of the art image processing pattern and minutiae recognition algorithm to capture, encode, store, search and match fingerprints and palm prints automatically at immense speed and precision.
- The initiative incorporate a database comprising of personal details, arrest & conviction particulars etc., along with rolled, slap & palm impressions of suspected, arrested and convicted persons.
- The initiative provide state finger print repository and the facility to accessing demographic and criminal database of SFPB/CCTNS/CIS & other police applications.

- It has high rate of reliability in matching of scenes of crime finger prints (chance prints) and personal identification, search should be based on both finger & palm impressions.

- It also provides facility of Flatbed scanner & live scanner based on data acquisition for effective and efficient finger print record database.

Key benefits to Public & Government

- During the year 2017, a total 3471 cases were visited by finger print experts and 1446 cases were identified using the PAPILLON AFIS which is 400% higher than the previous year identification rate (297 out of 3220 cases) on old AFIS (FACTS).

- The response time to each submitted query chance finger/palm print is 05-15 seconds, which is negligible as compared to 60 to 180 minutes in the previous AFIS.

- Various grave cases have been detected in this system, which was unidentified in the old AFIS, and huge amount of property has been recovered. For example:- 5 years old murder for gain case in Cr.No. 88/2012 U/s 302, 380 IPC of Patamata PS of Vijayawada City has been detected.

- Identification of significant number of cases helped public to increase their trust on law enforcement agencies and to reduce the crime rate. For example:- A sensational murder for gain case in Cr.No. 418/17 U/s 448, 302, 436, 153A, (b)(2) IPC of Bommuru PS, Rajahmundry Urban Dist. has been identified.

Key Stakeholders

- All finger print experts of Finger Print Bureau - Finger Print expert usually visits the scene of crime, collects chance prints and submit them through online to AFIS central server for verification. All FP experts have undergone technical training by the Papillon AFIS Technical team from Russia.

- Departmental Personnel, who are trained by the vendors, shall assist the FP experts.

- Papillon-AFIS vendors under the sale agreement provided the following services.

- Installation & Integration of AFIS application at central site and on all Remote workstations

- In-house training for all users of application in FPB

- Service & Maintenance of all workstations

- Providing global updates for the next five years

Procedural/Administrative / Legislative changes

- A special State Data Centre (SDC) has been installed at the Finger Print Bureau – CID, Police H.Qs Mangalagiri, AP which holds the cumulated criminal finger print records of more than 7,67,604 and 89,011 unsolved chance print data, which is under the technical supervision of the Director, FPB.

- One DSP-FPB has been allotted as AFIS in-charge at FPB, Mangalagiri who monitors the performance of the FP Experts & working of the AFIS installed at 18 workstations all around the AP.
- Three DSPs-FPB have been allotted to three regions that will supervise the functionalities of their respective AFIS workstations at Finger Print Units.
- Six AFIS workstations are installed at FPB, Mangalagiri which are used by the FP experts working at FPB who deal with the exceptional and grave cases and shall assist the District Fingerprint Unit staff all around the clock.
- 18 Remote Query AFIS Workstations located at Districts/Commissionrates around the AP, which are connected to State Data Centre at FPB, PHQs, Mangalagiri.

Financial Implications

The total cost of the project is Rs. 9,79,96,678/-

Other information

- Papillon-AFIS has been installed in all Districts/Commissionerates which are fully functional and are connected to State Data Centre (SDC), FPB and it contains
  - 7, 67,604 ten print fingerprint slips of accused, suspect and convicted persons.
  - 89,011 Unsolved scene of crime chance prints.
  - 1, 27,502 ten print records of convicted persons.
- The process of implementing live scanners for acquisition of qualitative finger & palm prints is under procurement.
- 'Mobile Id –Check' is another initiative, which uses mobile-handheld device to connect to SDC to verify the antecedents of a suspected person instantly.
- Mobile AFIS' is a feasible feature in which AFIS application will be installed in mobile workstations (Laptop) to submit & verify the chance prints directly from the scene of crime.
- Along with palm and finger prints identification by using PAPILLON AFIS, the feasibility of extending the project to Automated Facial Image recognition & Iris recognition is in the sight of future plans.

Red Sanders Accused Information System (RAIS)

Amaravati, Andhra Pradesh

Red Sanders (Pterocarpus santalinus) is a unique world renowned species, native and rare endemic to the forest of Seshachalam Hill Ranges of South Andhra Pradesh. It is commercially valuable for its timber and for the extraction of dye, medicine and cosmetics. Domestic market is very limited, whereas this wood has historically been valued in China and other parts of the world.

One tone of "A" grade timber of Red Sanders is valued at Rs. 1.95 crores in the international Market. Red Sanders (Pterocarpus Santalinus) is also listed in Appendix-II as endangered species by CITES (Convention on International Trade in Endangered Species of Wild Fauna & Flora). Exporting Red Sanders requires permission from CITES, a binding treaty between 179 countries to control trade of exotic wildlife species. Red Sanders has been classified as endangered in 1997 by International Union for Conservation of Nature (IUCN) and included in the Red list.

There is large scale smuggling and Smugglers are attracted to this illegal activity because of it's immense value in countries practicing Buddhism such as – Japan, China, Myanmar etc. Smuggling is happening through land route through North Eastern States bordering Myanmar, through sea route to Singapore, Dubai etc.

Extensive Enforcement work was carried out in Rayalasema Region by booking 1574 cases, arresting 10472 persons, seizing 32556 logs of material and 1328 vehicles. Among the arrested persons, 4995 were from Andhra Pradesh and 5477 persons were from other states viz., from Tamilnadu, Karnataka and Kerala. Further, 115 smugglers were detained under PD Act.

In this context, an innovative software application "RAIS" (Red Sander Accused Information System) was adopted by AP Police in Chittoor District, using the data of Red sander criminals.

The information of Red Sander offences and offenders can be inserted and retrieved easily, in order to save time, manpower, stationery and also to curtail red tapism in manual work. Whenever red sander crime reported in any police station of the district, immediately that crime information will be uploaded in this RAIS Software. In this RAIS software, information will be inserted in following proforma:

- Crime Information
- Accused Information
- Seizure of Logs
- Seizure of Vehicles.

Key benefits to Public & Government

- This software is supporting in saving the endangered species
- Helping in curtailing the smuggling activity.
- Supports the prosecution with valuable data.
- It protects the Public Property and support ecological balance.

Financial Implications

There are no financial implications as the application is developed by Police of Chittoor District.

Best Practices in SMART Policing

Cyber Crime





Proactive Integrated Response Mechanism to Tackle Cyber-Crime

Jharkhand

The bottlenecks in tackling cyber crime by Jamtara based fraudsters were first identified by a systematic study. Then a comprehensive strategy was developed to aggressively tackle the cyber crime. The whole theme of the initiative was to change from a highly reactive to a totally proactive approach of the Jharkhand Police to tackle cyber crime. The important components of the initiative and their implementation mechanism is summarized below:

- **Generation of Actionable Intelligence:**
  The most important component of the strategy was to generate enough actionable intelligence for proactive action against cyber criminals operating from Jharkhand; so they did not wait for complaints from victims to act against them. For this, appealing "Call to Action", advertisements were issued in print and electronic media to motivate the public to share information about cyber criminals using the existing "Dial 100" and Online reporting platform of Jharkhand police. The idea here was to capture the information about cyber criminals from their unsuccessful attempts on alert citizens; as their modus operandi suggested random selection of victims, which was a major game changer. Then the Police attends call, dump data from all cell phone towers in affected areas and filtered numbers having mainly outgoing calls to zero in on suspected cyber criminals. These two methods gave them plenty of actionable intelligence to act against cyber criminals without any complaints from victims.

- **Development of Seamless Interstate Coordination Mechanisms:**
  For improving coordination among Law Enforcement Agencies (LEAs), the Jharkhand Police began by appointment of nodal officers in all affected districts and at state level, who were to act as single window facilitators for all LEA to LEA cooperation. Then the state police chief proactively reached out to other state police chiefs on a one-to-one basis offering help for tackling cyber crimes. However, still very few states were coming forward to use the services.

  So, the Police went a step further and developed an Online Investigation Co-Operation Request Platform, where any investigating officer of the country can register the request for cooperation regarding cyber crimes having any links in Jharkhand. These requests are being attended on priority and replied online, which is again a game changer. In some cases, wanted criminals have been arrested and escorted to the concerned states just on requisitions sent online. Verification requests are replied online within a week or two.

- **Bringing all Stake Holders together:**
  For bringing all stake holders together in the fight against cyber criminals, focus was on institutionalising coordination mechanisms. The Police started with periodic structured meetings with the service providers - telecom, internet and financial. Then agreements were reached on the framework of cooperation, which were implemented.

- **Capacity Building**

  There were specialised cyber trainings on cyber crime investigation, with primacy given to the affected areas. People with technical qualification were identified and deployed in the affected areas. Required cyber forensic tools were also provided and training given to suitable persons to use them and provide the technical back up to the investigating officers of such cases.

- **Zeroing down the worst affected areas and Focusing on the actions there**

  The affected areas were zeroed in by preparing heat maps using registered cases and available inputs. This was followed by identification of available resources and their concentrated deployment in affected areas. The deployed teams were given the necessary technical and forensic support to carry out operations and legal action against the fraudsters. The above was followed by increased surveillance and crackdown in the affected areas. The human intelligence was developed to complement the technical input in the affected areas. Location based services of Telecom Service Providers were used to affect arrests. This was complemented by other intelligence based operations.

- **Enforcement of KYC norms**

  For solving attribution related problems, the Police focused on enforcement of "Know Your Customer" norms by adopting a two pronged approach for the same. First the hard one, registering cases and arrests of retailers & distributors responsible for selling SIM cards on fake or incomplete documents. This was complemented by sensitisation of all service providers, distributors & retailers at district and police station level, especially in affected areas.

- **Improvising Evidence Collection by Reverse Engineering**

  Our proactive approach directly helped us in improvising evidence collection (SOPs were issued for the Investigating Officers regarding how to go about it). Interception of live numbers captured voice of criminals, which could be matched subsequently after arrests. Further, reverse engineering was done to improvise evidence collection Working backward on recoveries from criminals based on intelligence driven operations like SIMs on fake documents, unaccounted assets and mule account passbooks etc. from the active or passive possession of the criminals, further, facilitated evidence collection. In fact, it has helped the Police register more cases against arrested cyber criminals, in which there is evidence for their conviction, even in other states which will make it difficult for the criminals to take advantages of the loopholes of the criminal justice system. So, criminals are now in jail for longer time.

- **Tailored Awareness Programmes**

  Tailored Cyber Awareness Campaigns was a key component of the strategy. Apart from the Call to Action Campaigns, the Police tried to discourage cyber criminals through innovate social boycott campaigns in affected areas. It was complemented by awareness campaigns for parents of juveniles in affected areas as a lot of juveniles were reportedly involved in such crimes. Then, the Police had specific cyber awareness campaigns for educating the vulnerable sections, in which they used all possible media for these campaigns and also involved all stakeholders.

Key benefits to Public & Government

- Development of a seamless online investigation cooperation platform has led to enormous saving of precious man hours and travelling cost of police officers investigating digital financial frauds/ cyber crime having any links to Jharkhand.
- These initiatives have helped restore the confidence of the public in moving towards e-banking and e-commerce facilities by curbing cyber crimes drastically in a short period.
- The better coordination between the various LEAs has led to the strengthening and consolidation of the database regarding cyber criminals in the affected areas.
- The key takeaways of the Proactive Integrated Response System for tackling cyber crime like focusing on attempted cases to generate actionable intelligence and development of seamless and real time coordination mechanisms implemented by Jharkhand can be used in tackling cyber crime in other places/ scenarios also.
- Increased digital literacy of the citizens. More than 7500 citizens have been given cyber awareness tips.
- Increased capacity of Jharkhand police to tackle cyber crime. 1586 police personnel trained in cyber crime investigation.

Key Stakeholders

- Jharkhand Police
- Law Enforcement Agencies of other states: Register cases of victims and use the simplified "Online Investigation Cooperation Request Platform" for proactively investigating the cases and arresting the criminals.

Procedural/Administrative/ Legislative changes

- The normal work flow for providing investigation related legal help to other states police forces was changed. Executive instructions were issued to all SPs to honour all the Cyber Crime related Investigation Cooperation Requests received from other states online after due verification of the genuineness of the requests. One major procedural change was the honouring of the warrants of arrest and requisitions of arrest sent online by other states after due verification.
- The supervision of the execution of the scheme was done at the highest level. Video conferencing facilities were used for periodic review of progress in affected district by the DGP.
- Appointment of Nodal Officers at District /State levels to facilitate LEA to LEA coordination.
- Appointment of Nodal Officers for stakeholder coordination was also done.

Financial Implications

- The software was developed in-house.
- The minimal expenditure on Call to Action advertisements was borne by the Public Relations Department.

- For collating the information received from the public based on our call to action advertisements, existing call centre of our Dial 100 infrastructure was used and hence there were no additional costs on this front.
- The other awareness initiatives were mainly funded by the other stakeholders like banks, telecom service providers etc.
- The training facilities of the national agencies were utilized to a maximum for capacity building. The focus was on identifying the right personnel followed by training the trainers and then uses in- house training facilities for training our officers and men on ground.
- Bare minimum expenditure was incurred on renovation of existing buildings and minimum buying of furniture to ensure that fully functional cyber police stations/cells are made functional at all the affected districts. Minimal expenditure was done in providing cyber forensic tools. Here also using already available or open source tools, saved money.

Cyber Crime Prevention and Cyber Safety

New Delhi

Delhi, too has been witnessing the growing menace of cybercrime, and Delhi Police, as the premier law-enforcement agency of the capital city, has been very proactively seized up with the urgency of the issue. Delhi Police has taken the several steps under the Cyber Crime Prevention and Cyber Safety initiative to strengthen the cyber crime prevention, detection and investigation capabilities. These include:

- **Establishment of institutional mechanism for Cyber Crime Investigation & prevention**
  - Under the Cyber Crime Prevention and Cyber Safety initiative, in order to have a robust, well-structured institutional mechanism to deal with cyber-crimes and to handle the growing menace of cyber frauds and online harassment, a three-tiered structure, comprising of Central Cyber Cell, District Cyber Cells and Police Station Cyber Teams, was established across the entire jurisdiction of National Capital Territory. A Standing Order for creation of District Cyber Cells and PS Cyber Teams was promulgated.
  - In furtherance of the Standing Order, a total of 14 District Cyber Cells have been created till date. The District Cyber Cells function under the ACP (Operations) with an Inspector level officer as the I/c.
  - Similarly, all Police Stations across Delhi have Cyber Teams headed by one Inspector-rank officer, for attending to cyber-crime complaints and cases.
  - Further, under the Cyber Crime Prevention and Cyber Safety initiative, a set of guidelines for collection of digital evidence, including hard-disks, mobile phones, live servers, CCTV DVRs, storage devices, etc. was got issued with detailed instructions to Investigating Officers and first responders at digital crime scene. Through these guidelines, it has been ensured that the digital evidence, which is very susceptible to damage and loss, maintains its evidentiary value and the relevant actionable inputs can also be extracted from the collected digital evidence.
  - Thus, through creation of three-tiered investigation structure across Delhi and by establishing a set of guidelines for quality investigation of cyber-crimes, the Cyber Crime Prevention and Cyber Safety initiative has been able to strengthen the law-enforcement mechanisms against cyber crimes.
- **Capacity Building of Investigation Officers**
  - Under the initiative, the Cyber Crime Cell of Delhi Police has trained over 1150 Investigating Officers (Inspectors and Sub-Inspectors) posted in various District Cyber Cells and Police Station Cyber Teams.
  - The training involves a case-study based training module with hands-on practice sessions on various steps of technical investigation over laptop & WiFi

hotspot. Domain experts from the field of cyber forensics, online-banking and cyber law are routinely engaged in the training.

- The training and capacity building of the local police Investigating Officers in cyber-crime investigation has enabled these officers to enquire and investigate cyber-crime complaints and cases and take prompt action against online fraudsters and harassers.

- To ensure proper and adequate hand-holding of the Police Station and District Cyber Cell Investigating Officers, a Training Manual on Cyber Crime Investigation was prepared and launched under the Cyber Crime Prevention and Cyber Safety initiative. The Manual has been circulated to all Police Units, Police Stations and senior functionaries and has been widely appreciated for its relevant content, lucid explanations and illustrations of actual field scenarios likely to be faced during cyber-crime investigation.

- Thus, through intensive capacity building and sustained hand-holding in respect of cyber-crime investigation, the initiative has enabled Investigating Officers, esp. those working in Police Stations and Chowkis to undertake better and more professional cyber-crime investigation, to the satisfaction of victims of cyber-crime.

- **Strengthening of Cyber Forensic Capabilities**

  - Under the Cyber Crime Prevention and Cyber Safety initiative, a full-fledged Mobile Cyber Forensics Lab has been established with portable cyber forensic equipments for data extraction and imaging, data analysis, mobile phone data extraction and analysis from the scene of crime or from live systems. The mobile van is equipped with Generator/UPS power-backup and work-stations for investigators.

  - Upgradation of the existing central Cyber Forensics Lab has been undertaken under the initiative to equip the Lab with the latest versions of cyber forensic hardware and software to enable data extraction/recovery and its analysis from the latest versions of mobiles (including Chinese mobiles) and Laptop/Desktop/Server Hard Disks. With this upgradation, the memory and mobile-phone forensic capabilities of the Delhi Police Cyber lab has become at par with any similar facility across the world.

- **Cyber Safety Awareness**

  - Under the Cyber Crime Prevention and Cyber Safety initiative, Delhi Police launched a dedicated website 'www.cybercelldelhi.in' in July 2017. The website focuses on various cyber frauds, their modus operandi and ways in which citizens can protect themselves from such frauds.

  - Further, under the Cyber Crime Prevention and Cyber Safety initiative, the Cyber Crime Cell has created a Standard Cyber Safety Awareness Digital Module comprising of:

    - Detailed Awareness Video

- Sub-one-minute start films
- Quizzes/ FAQs
- DO's and Don'ts

❖ With the help of the standard Module, Delhi Police conducts awareness programmes in Schools, Colleges, RWAs, MWAs, etc.

❖ Further, the Cyber Crime Cell has been conducting Cyber Safety Awareness Workshops for School Computer Teachers, with the objective to engage the computer teachers of various schools across Delhi as force multipliers and ambassadors in the fight against cyber-crime, esp. online harassment and for spreading the awareness on cyber threats and safe online habits, esp. amongst children.

❖ Under the Cyber Crime Prevention and Cyber Safety initiative, Delhi Police, through its significant presence on social media, particularly Twitter and Facebook, has been conducting Cyber Safety Campaigns and interactive sessions.

- **Online Complaint Lodging App**

❖ Under the Cyber Crime Prevention and Cyber Safety initiative, Delhi Police has put in place a Web-based online complaint lodging application for cyber offences.

❖ The link to the application is prominently displayed on the Home Page of Delhi Police website.

❖ With the help of the online application, citizens can lodge cyber-crime related complaints 24X7 from anywhere as per their convenience.

❖ The complainants are also updated and notified about the enquiry being taken up and the contact details of the Enquiry Officer over phone and email.

Key benefits to Public & Government

- The online complaint lodging application allows the citizens to promptly report the cyber-crimes to the police. It also allows the complainant/victim to share the details related to the offence, such as screenshots of illegal activity, bank statements of fraudulent transactions, photographs, etc.
- The cyber safety website 'www.cybercelldelhi.in' has been viewed by over 30 lakh people since its launch in July, 2017. The website provides all the information that a citizen may want to know about cyber-crimes, their modus operandi, the ways and means to protect oneself from such cyber-crimes, how and where to report cyber-crimes, etc.
- The cyber safety workshops for school computer teachers has helped in creating over 800 sensitized force-multipliers in senior secondary schools across Delhi who have helped Delhi Police in spreading the awareness messages related to safe online habits and cyber threats.

- The training and capacity building initiatives have helped the Delhi Police is having a training resource pool of Investigating Officers across all Units and Police Stations.
- The three-tiered investigation structure that has been created for attending to cyber-crime complaints and cases, has been very successful in allowing for efficient redressal of grievances of victims of cyber-crimes. The structure allows for better utilization of resources and expeditious coordination between the specialized cyber investigation units and the local police station Ios.
- The advanced cyber forensic capabilities that have been created as part of this initiative have allowed for more effective investigation of cyber offences and also of conventional offences involving digital evidence.

Key Stakeholders

- **Cyber Crime Cell of Delhi Police:** It is responsible for executing the various schemes under the initiative and for taking follow-up measures. Thus, the capacity building and awareness creation efforts were undertaken by the Cyber Crime Cell. The Cyber Crime Cell also undertook the process of establishing a new Mobile Cyber Forensic Van and for upgrading the forensic capabilities of the existing Cyber Forensic lab of Delhi Police.
- **Police Headquarters:** The Police Headquarters (PHQ) ensured the availability of resources for the execution of the various components detailed above.
- **Districts/Units of Delhi Police:** The Districts have established the Cyber Cells at DCP Offices and in the Police Stations and have ensured that the officers trained in cyber-crime investigation are properly utilized for investigation of cyber-crimes.

Financial Implications

The financial implications are interlinked with various other budgetary heads of government.

Cyberdome - A Public Private Partnership Initiative for cyber Security

Kerala

In the rapidly growing and changing Digital world, the investigation of Cyber Crimes and ensuring Cyber Security for citizens is one of the most challenging area for the Law Enforcement Agencies (LEAs). Since today's cyber-crimes, involve the use of most modern and sophisticated technologies, as well as anonymity over the internet, it becomes extremely difficult, for the Police, to investigate these kinds of crimes. The cyber criminals now work in a borderless environment, with legal systems of multiple jurisdictions. To make things worse, cybercrime has been evolving at an astonishing rate. Unfortunately, the police system is not equipped to take a pivotal role in cybercrime investigations and prevention of cyber-crimes. Considering the broader impact of cyber-crimes and challenges in the cyber space, Kerala Police initiated this Project for the establishment of a Hi-tech Centre for Cyber Security and Innovations at the Technopark Campus, Trivandrum, Kerala.

Cyberdome is a technological research and development centre of Kerala Police Department, conceived as a cyber centre of excellence in cyber security, as well as technology augmentation for effective policing. It envisages as a high tech public-private partnership centre of collaboration for different stakeholders in the domain of cyber security and handling of cyber-crimes in a proactive manner. One of the main objectives of the Cyberdome is to prevent cyber-crimes through developing a cyber threat resilient ecosystem in the state to defend against the growing threat of cyber-attacks by synergizing with other departments and nodal agencies of the state.

Cyberdome makes a collective coordination among the Government departments and agencies, academia, research groups, non-profitable organizations, the individual experts from the community, ethical hackers, private organizations, and other law enforcement agencies in the country with an aim of providing a safe and secure cyber world for each citizen in the state. The primary objective of Cyberdome is to prevent cyber-crimes and ensure that our cyber resources are secured.

Key highlights:

- The initiative is ISO/IEC 27001:013 Information Security Management System certified.
- Cyberdome collaborate with all key stakeholders of the cyber security domain including industry, private sector, government, academia etc, that will combine the effort to fight with evils in the cyber world.
- An online cyber-crime reporting system is hosted to report online crimes as well as to report vulnerabilities of the websites, Apps, Services as a responsible informer.
- Cyberdome analytical capabilities are based on advanced technology adjusted to the needs of law enforcement. Focusing on some key areas like darknets, cyber terror activities, child trafficking, drugs and arms sales, cyber warfare, 24X7 monitoring of government digital infrastructure and digital assets etc.
- It acts as a technology transfer center for the Kerala Police for adopting latest technology for better policing.

Key benefits to Public & Government

- Performed VAPT (Vulnerability Assessment and Penetration Testing) on more than 100+ sites and reported their vulnerabilities.
- Developed advanced Social Media lab for analytics, Cyber intelligence & monitoring Darknets.
- A software called Privacy Tracker has been developed in partnership model for preventing Piracy of films.
- Defaced or removed around 250+ child porn pages/ porn sites and initiated action against the culprits.
- Ransomware School started to understand, analyse and mitigate ransomware infections.
- Developed a malware analysis lab to analyse the behaviour of malware & its preventive measures.
- Developed Web portal for Mobile Phone Technicians to bring all Mobile phone servicing technicians and service centre.
- Developed a SOC System (Security Operations Centre) for protecting Government digital infrastructure.
- Child Safety awareness program for students, parents & Teachers named- KID GLOVE- implemented throughout the state.
- Conducted around 18 workshops and 22 hackathons for police cyber training
- Conducted 80 awareness events/ workshops throughout the state, for the public
- Intensive project to prevent Child pornography over social media platforms.
- Developed geospatial application to pin point the location based on mobile cell data.
- Prevention of Online Financial Fraud in association with RBI through a 24X7 OTP fraud monitoring system.
- Developed a Traffic Mobile Gaming application.
- Assembled a drone for surveillance.
- Made a Traffic Gaming App to teach children on safe driving.
- Made virtual reality mobile Apps for students' awareness on cyber security.
- MoU with International and National Cyber Security Agencies.

Stakeholders

Cyberdome collaborates with around 10 National and International Organizations, more than 500 IT professionals working around the globe, Nodal Officers from all major banks, around 3 Universities, more than 750 odd students and 250 Mobile Technicians within its fold. All these individuals are working with us, on an online platform, free of cost, for preventing cyber-crimes, spreading awareness on cyber security, creating digital solutions for better service delivery and in general for creating a safe cyber world.

Financial Implications

Approximately 1.5 Crores.

Best Practices in SMART Policing

Elderly Safety





Senior Citizen Cell, Crime Branch

Pune, Maharashtra

Pune is known as Pensioners' Paradise. Many persons prefer to settle down in the city post retirement. Thus, the number of elderly persons staying in the city is high when compared to other cosmopolitan cities. At the same time, it was observed that many senior citizens were staying alone in the city, as their children have migrated to other countries or cities for work.

It was also observed that their problems, even trivial ones, if not solved by the different members of the society, their distress level had increased. Also there was a need to address the crimes like chain snatching, cheating and others, required special attention if senior citizens are targeted.

Since its establishment, the Senior Citizen Cell has assisted many elderly persons to solve their problems – personal, legal and social. Many senior citizens are approaching the Cell everyday with their grievances, which are solved without any delays. The cognizance of work of the cell, was highlighted by the various newspapers and this has spread awareness among the senior citizens on the cell's functioning.

Key benefits to Public & Government

- The functioning of the cell has benefitted society at large and the government.
- Complaints of the senior citizens accepted without any delays.
- Complaints are addressed on urgent basis.
- The complainants are not required to hire advocates or visit courts to seek justice.
- The cell acts as a key fetter between different government organizations and senior citizens.
- Police regularly pay visits to the elderly people staying alone.
- Also, help them to get medical aide and other facilities.
- Offer counseling to the children who do not look after their aging parents.
- The cell has reduced burden of other government departments.

Procedural/Administrative/ Legislative changes

Procedural

- Written complaints are accepted at the Cell.
- Senior citizens can also report their cases on helpline number 1090.
- Separate Nodal Officer assisted by two constables have been appointed at police stations to address the issues of elderly persons.
- Verbal complaints at the Cell are also entertained.

Administrative

- Cell officer gives a patient hearing to the senior citizens.
- Arrange counseling sessions for senior citizens and their wards.
- In emergency situations, beat marshals of police stations are sent to their residences.
- Cell has issued Special ID cards, with their details, to the senior citizens.
- Information of senior citizens has been preserved with the Cell.
- Cell acts as a link between senior citizens and different government/private authorities to solve their problems.

Legislative

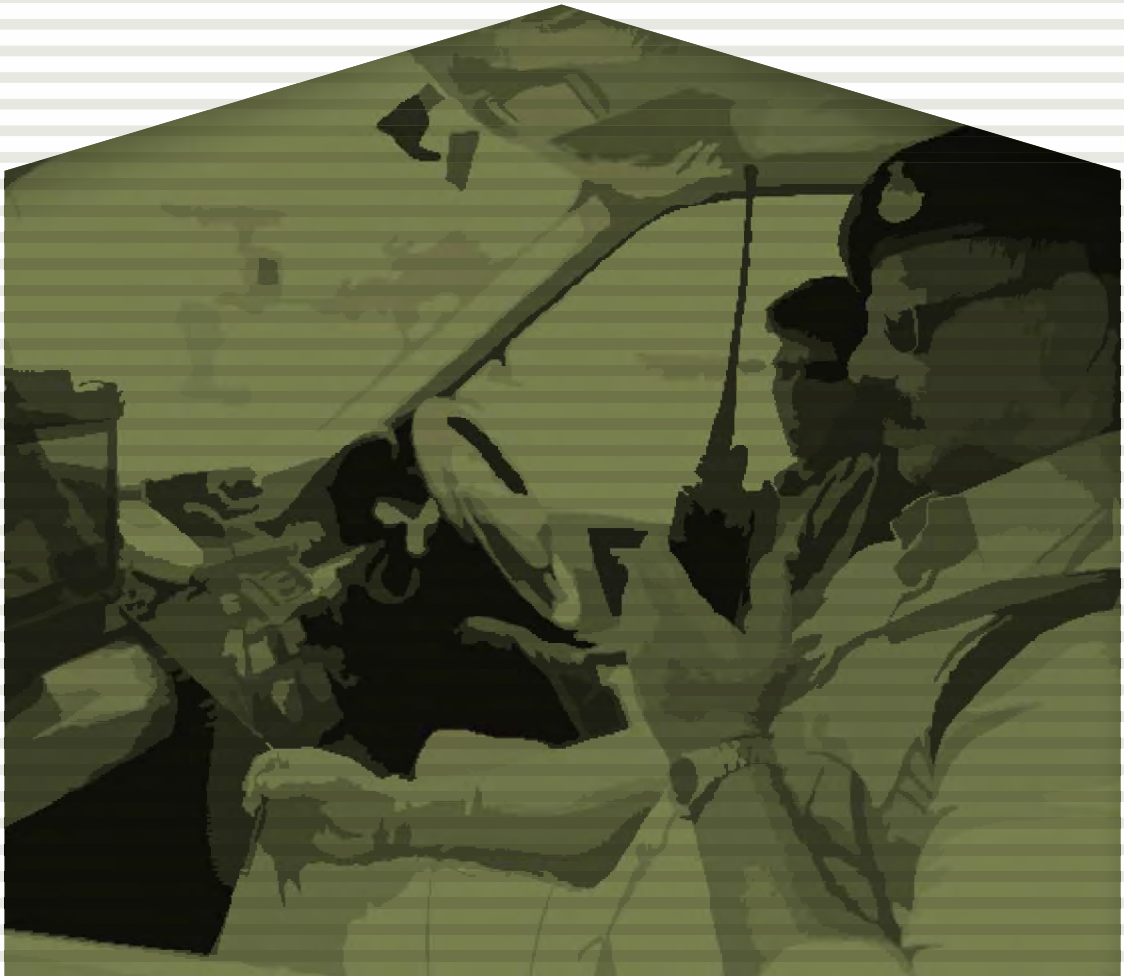
- Police have taken steps to protect interests of the elderly persons as directed in The Maintenance and Welfare of Parents and Senior Citizens' Act 2007 and directives of Social Justice and Welfare Department, dated – 26/6/2010.

Financial Implications

- There is no cost incurred on this initiative by Police Department.

Best Practices in SMART Policing

Emergency Response





Effective Highway Patrolling System

Karnataka

This initiative aims at reducing the fatalities by quickly responding to distress accident victims. Every injured citizen brought for medical treatment should instantaneously be given medical aid to preserve life and thereafter the procedural criminal law should be allowed to operate in order to avoid negligent death. There is no legal impediment for a medical professional when he is called upon or requested to attend to an injured person needing his medical assistance immediately. The effort to save the person should be the top priority not only of the medical professional but even of the police or any other citizen who happens to be connected with that matter or who happens to notice such an incident or a situation.

In Karnataka, effective monitoring and quick response by team of specialized police personnel who are manning highway patrolling vehicle shown their effective work by immediately reaching the accident spots and rescued many victims. This is indicated by sharp declining in total number of fatalities. The objectives of the initiative are as follows:

- Highway patrolling police as a Quick Response (QR) Team should be equipped with all the necessary requirements.
- Prevention of road accidents through 24/7 police presence on Highways.
- To develop an efficient Quick Response (QR) Team.
- The accident victims should be given immediate medical attention by keeping in mind the golden hour.
- Speedy response to decrease the magnitude of accident injuries to save lives.

Salient features of the High Patrolling Vehicles are as follows:

- The vehicle is fitted with a Top Bar Light in red and blue color.
- LED Durability test: bar light will be operated for 2000 hrs at a gap of 15 min every 24 hours without any failure.
- IP Test: For dust and water proof. Siren Durability Test: Hi-Low mode for 4 hours where maximum stress is put on the siren.
- Base: Sheet Metal MS mm (special Non Rusting GRADE).
- Dome: Unbreakable polycarbonate UPPER & One Red &One Blue Lower.
- Speaker grill: Stainless Steel and waterproof.
- Mounting: Bar light to be mounted with Nylon Glass field stand with heavy duty SS side clamps. Rubber pads to be used at the bottom of the stand to minimize vibration.
- Shape: Sleek aerodynamic designed.
- Advanced technology based P.A. system efficient and supporting fully featured Electronic Siren-cum-Digital P.a. amplifier.

- A high degree of reliability durability and performance is required under a wide range of environmental conditions.
- Tones: A wide range FIVE including basic tones (i.e. Wail, Yelp, Hi-Low peak and Hold Manual Siren) P.A, Radio Rebroadcast and as well as built in Air Horn sound with Siren Override are provided in the siren-cum-Digital P.A. Amplifier.

Key benefits to Public & Government

- This system is working in shifting accident victims to the nearest hospital as indicated by the name Quick Response Team of Highway Patrolling vehicle.
- The victims of the accident are in shock and immediately after the accident they are in trauma and do not know what to do. In this situation Highway Patrol Team helps them to get immediate medical attention.
- Due to accidents, road blockage is expected. The patrolling team immediately removes debris and wrecked vehicles to facilitate easy and quick movement of traffic.
- The on-lookers in the accidents are the main problem and if the accident scene is not cleared, traffic jam on either side worsens. This may lead to other problems for ambulances and other emergency vehicles moving on highways.
- Sometimes, only vehicle is damaged as a result of the accident and policemen do not intervene at the right time, it will result in quarrels and lead to other law & order related problems.
- The phone numbers of highway patrolling vehicles are given all along the highways to ensure people get the information at all the locations across the highway.
- Due to introduction of Highway Patrol Vehicles, the death due to road accident came down to 10,283. This is overall 10% reduction and is entirely due to this project.

Financial Implications

The initiative has been taken up under the scheme of Modernization of Police Force. The total outlay for the purchase of Highway Patrolling Vehicles is Rs. 15 Crores.

Other information

The initiative has several new avenues for improvement of road safety. The patrolling vehicles, which are regularly on road, can comfortably assess the dangerous negotiations like left turn; U-turn & right turn and suggest highway engineers to counter these problematic places with engineering intervention.

The encouraging results of Karnataka State Highway Patrolling will definitely form a basis for other states to enhance the strength of highway patrolling vehicles.

The highway patrolling vehicles keep a keen vision on the vehicular movement and also enforce traffic rules and regulations.

Best Practices in SMART Policing

Intelligence Collection





Pehchaan

Mirzapur, Uttar Pradesh

Pehchan offers a solution to criminal identification. This citizen app aims at creating a comprehensive, integrated and user-friendly app for enhancing the efficiency and effectiveness of policing at all levels and especially at the Police Station level through adoption of principles of e-Governance. The app uses Microsoft's Advanced Facial Recognition Technology and its concept is quite simple.

The app runs on the technology that checks the likelihood that two faces belong to the same person. The API then returns a confidence score about how likely it is that the two faces belong to one person.

A person's photo uploaded through Pehchan Citizen App, will match face appearance of that person with all India criminal database to show matching face along with what percentage it matches and past criminal activities if any, and will send an alert to all respective law and enforcement authorities. Face API verification performs an authentication against two detected faces or authentication from one detected face to one-person object. It also enables collection, storage, retrieval, analysis and ensured timely sharing of criminal information from headquarter to investigation & police departments across the country.

Pehchaan app can create criminal database to take the culprit while photographing them in prison. Whenever police catch a suspect for interrogation or any other reason, police can take photographs and find out whether this person is a criminal or not, where he was caught earlier using facial recognition. Salient features of the application for citizens are as follows:

- Verification by Citizens: The public can take photographs of any suspicious person and find out whether the person is criminal in the police record or not. It allows tenant verification, and verification of any type of public himself, for example a foreign tourist can check the guide, a girl can check the taxi driver, a landlord can verify the tenant, person at the door of his house. Police will also benefit from this because common people can immediately call number 100 and send suspicious person to jail. The police informer system can be revived with its help.

- Hotel Visitor Database: The Pehchaan App provides owners with a solution in which the hotel owner can login and fill details of any of the visitors who come to his hotel. This will automatically create an up-to-date register of visitors coming to the hotel. On one hand, the hotel owners will get the Visitors Register software for free. So, the hotel owner will definitely use it. On the other hand, because it is the application of the police, therefore, as the data will be loaded by the hotels, automatically police will register the id, photo, name, address and mobile number on the dashboard in the control room. Criminals database of districts and nearby districts will also match every visitor to the hotel visitor database. The hotel owner and the police will

continue to receive alerts that no criminal has come to the city and if yes, then when and where. Also, the police will have a live database of who is in the city.

Key benefits to Public & Government

- Safety: Decentralisation of verification will lead to greater safety for citizens. Also, live database will lead to better crime control and law and order.
- Time: It brings down time for tracking criminals through automatic alerts.
- Cost: It has brought down the cost of man hours spent for searching by bringing technology with push alerts.
- It can help public for:
  - Pre-employment background check.
  - Criminal checks for those wishing to purchase your house or stay on rent.
  - Background check during the check-in process in a hotel, guest house, lounge.
  - Check history of a repeat offender.
  - Character and criminal background check before getting married to a stranger.
  - Pre-employment check for the jobs related to security service, childcare, baby sitting, etc.
- It can help Government for:
  - Reduce Crime rate.
  - Increase Conviction rate.
  - Increase identification of criminals.
  - Maintain criminal database record at one place.
  - Improved coordination & information sharing within law enforcement agencies.
  - Coupling with CCTNS will make it best database in the world.

Stakeholders

- Police: Feeding of criminal data in Pehchaan police app. Monitoring of alerts at control room. Matching of suspected persons with criminal database.
- Public: In case of a suspected person can verify by taking photo using Pehchaan public app.
- Hotel owners: Registration of visitors using pehchaan public app.
- Intelligence agency: Monitoring of live database and alerts in the city.

Procedural/Administrative/ Legislative changes

- Police will have to start feeding of criminal data in Pehchaan police app.
- Police stations need to have SOP to take photo of criminal by Pehchaan police app while sending him to jail.
- DCRB need to work with local police stations to have live photos of the criminals in their database.
- E-Prison will have to work in tandem with Pehchan app to have up-to-date database.
- All police personnel need to be trained in using Pehchaan for checking suspected persons.
- Pehchaan and CCTNS needs to be connected to have textual and photo information with criminal history up-to-date.
- Monitoring of alerts at control room. Matching of suspected persons with criminal database.
- Public needs to be made aware that In case of a suspected person, they can verify by taking photo using Pehchaan public app.
- Hotel owners should be told that its mandatory to do registration of visitors using Pehchaan public app.
- Intelligence agency need to start monitoring of live database and alerts in the city.

Financial Implications

No additional grants or funding was taken from the Government.

Best Practices in SMART Policing

Human Trafficking





Operation Smile

Ghaziabad, Uttar Pradesh

Operation Smile also called, as Operation MUSKAAN is an initiative of the Ministry of Home Affairs (MHA) to rescue/rehabilitate missing children. It is a dedicated campaign for a month where several activities are taken up by the State Police personnel to trace and rescue the missing children and reunite them with their families. The "Operation MUSKAAN -III" was taken up during July, 2017 throughout the country as a follow up of the earlier campaigns to rescue/rehabilitate the missing children.

This nationwide initiative is based on a successful operation titled "Operation Smile" taken up by the Ghaziabad Police, Uttar Pradesh during September 2014. As part of the operation, 227 missing children of Ghaziabad were rescued from different parts of the country in just one month.

Salient features of Operation Smile

- Approximately 100 plus Police officers of various ranks were sensitized and trained about the issues related to missing children Protection of Children from Sexual Offences (POCSO) Act, Juvenile Justice (Care and Protection of Children) JJ Act, Protection of Child Right Act, relevant sections of Cr.PC & IPC and Advisories issued by MHA etc.
- The trained officers visited various parts of the country to recover missing children in connection with various FIRs lodged at police stations in Ghaziabad.
- One of the major findings was that children residing in shelter homes, on railway platforms, at bus stands and religious places and on the roads, etc. were part of the missing children.
- Support of print and electronic media were also used to share the information of missing children. Police personnel from respective places as well as parents approached the Ghaziabad police for taking the children back.

Activities taken up as part of Operation Smile

- All children residing in shelter homes, platforms, bus stands, roads, religious places, etc. are to be screened by trained police personnel.
- Before the operation, the Police personnel from each state are properly trained in methodology to extract information from such children tactfully without they getting intimidated, as well as in various provisions of Protection of Children from Sexual Offences (POCSO) Act, Juvenile Justice (Care and Protection of Children) JJ Act, Protection of Child Right Act, relevant sections of Cr. PC & IPC and Advisories issued by MHA etc.
- To know the magnitude of the problem, data with full details of number of cases of missing children will be maintained and shared at Intra-state and Inter-state level. Information about Child Welfare Committees (CWCs) would be prepared and shared among all rescue teams and stakeholders.

- During the operation, the particulars of such identified children were uploaded on the 'Missing child' portal of the Ministry of Women and Child Development, by the respective State Police.
- Rehabilitation measures whenever needed are to be taken up in coordination with the other line Departments like Department of Women & Child Development, Police, Labour, etc. so that scope of re-victimization is eliminated.
- Public awareness to be increased by way of national campaign, advertisement on national media, etc.

Key benefits to Public & Government

- Through Operation Smile thousands of children have been rescued and restored as per the tweet of Home Minister's Office in 2016.
- In U.P alone more than 5000 children have been rescued and restored since 2015.

Key Stakeholders

- District Police Units
- Anti-Human Trafficking Units of District Police Organizations
- Shelter Homes approved under Ministry of Women and Child Development
- Government Railway Police and various State Police Organizations
- District Probation Officers
- Child Welfare Committees, Special Juvenile Police Officers
- Media, NGOs and other Social Organizations working in this field

Financial Implications

Operation Smile did not incur any special expenditure regarding investigation and rescue efforts. It used funds available with Police at district level.

Anti-Human Trafficking Unit

Kolkata, West Bengal

West Bengal shares international borders with Bangladesh, Bhutan and Nepal. A range of socio-economic factors in the region along with weak regulatory measures have led to burgeoning human trafficking across these borders, particularly in women and children. Two significant factors that currently contribute to trafficking in West Bengal are disparities in regional socio-economic structures and long, porous borders between India and neighbouring Bangladesh and Nepal.

Concerned with the rising crimes against women and children, especially the growing menace of organized crime in the form of trade in human beings for the purposes of abuse and exploitation, the Government of West Bengal passed an order establishing a specialized cell to counter trafficking under the aegis of the Criminal Investigation Department, West Bengal.

Anti-Human Trafficking Unit (AHTU) is the nodal agency for rescuing trafficked humans and creating awareness against trafficking in the state. AHTU has rescued a large number of trafficked girls and arrested many traffickers, international and interstate gangs.

The cell functions as a nodal agency combating trafficking crimes in West Bengal. The members of its team are specialists in raid and rescue operations and specifically under take the following activities:

- Compilation of detailed data regarding Immoral Traffic (Prevention) Act and trafficking cases in West Bengal.
- Collects information covertly through various channels, conducts raid and rescue operations in brothels, hotels, road side "dhabas", rescues minor/major girls and often boys from being exploited for commercial sex or bonded labour and investigates such cases.
- Assumes control of investigation of cases of special interest as notified by superior officers or by the Hon'ble High Court and conducts raid-and- rescue operations.
- The unit also monitors trial of special cases.
- The unit organises sensitisation courses on investigation of human trafficking cases for police officers of all ranks.
- The unit also organizes sensitisation programs at various schools and villages with the help of NGOs.
- The unit liaises with government-authorized NGOs and involves them closely in raid and rescue operations, counselling & rehabilitation of rescued minors.
- The unit pursues the closure of make-shift brothels against house-owners who allow commercial sexual exploitation on their premises.

Best Practices in SMART Policing

Road Safety & Traffic Management





Intelligent Traffic Management System

Jaipur, Rajasthan

Recent years has seen tremendous rise in the number of registered vehicles in Jaipur. According to Rajasthan's Transport Department, number of registered vehicles in 2007-2008 was 1324624, which has gone up to 2598027 in 2017-18. Beside this, the city has got huge inflow and outflow of vehicles.

Now Jaipur is a metropolitan city with huge population and an ever-increasing number of vehicular populations. With limited traffic police personnel, it is literally impossible to take action against each violation and many times, the vehicle owners tend to speed up, race and try to evade enforcement by traffic police. There are chances of occurrence of accidents also therefore, forcibly stopping of vehicles by traffic police discouraged. Moreover the traffic police have been provided with interceptors to take action against speeding but most of the times, the speed vehicle is not caught due to high speed and chasing is not possible through the moving traffic. Forcible stopping leads to altercations as well as congestion on road. People find it inconvenient as well as inefficient because the time of traffic police is consumed in arguments. Therefore, it is high time that we start non-contact enforcement.

In this scenario, effective traffic management and safer roads need technical resources. In this direction Jaipur Traffic Police in collaboration with Department of Information Technology (DoIT) Rajasthan and Jio Reliance had set-up 'Speed Violation Detection System and Red Light Violation System'.

Salient features of the technology are as follows:

- Automated Challan Generation System helps to automatically capture the vehicles, which are violating the traffic rules, and even it allows the automatic generation of the challan against such violators. Such mechanically generation challan are then sent to the traffic law violator under sec. M.V. Act. Thus unlike the manually generated challan, these automated challans bring more accuracy and transparency in the system.
- Speed Violation Detection System track down vehicles that violated traffic regulations using surveillance cameras and intelligent image analytic software.
    - Over Speed ANPR camera captures the license plate of the vehicle, using OCR (Optical Character Recognition) technology, it converts the license plate image into text format and stores it into the database. Using state of the art, user-friendly Graphical User Interface (GUI), it highlights the vehicles which over speeds than the assigned speed limit.
    - It does not require lane-disciplined traffic for violation detection. The speed limit is configurable and can be assigned to the system according to the user. The speed detection does not require any manual intervention.
    - State of the art Graphical User interface (GUI) provides following information such as Image of the vehicle, Image of the number plate, text conversion of

number plate after using OCR (Optical Character Recognition) technology, Date, Time and Location of offending vehicle.

- Instantaneous Speed of the Vehicle -The ANPR function integrated with the RTO database of vehicles. It fetches the details of the violating vehicles using their license plate number and will help to generate effective e-challans. Speed Violation Detection System uses Video based system technology in speed violation detection system, which is far better than radar or loop based systems.

- Red Light Violation Detection System captures all the data, including the location, the snapshot of the vehicle, image of the license plate, the OCR-generated number, 4 snaps of the RLVD camera view showing the vehicle movement at that time, a video clip covering the incident, the time of occurrence of the incident etc. The captured data is stored in a central database at control room for further processing by the challan generation system.

Key benefits to Public & Government

- ITMS project (i.e. SVDS and RLVD) aims to put a check on the road accidents caused by over-speeding and rash driving system generated notices are send through courier service to the party. It saves time & manpower and also this system has been linked with online E-mitra. People can deposit the fine amount at their nearest E-mitra kiosks, thus saving their precious time. E-mitra provides an easy and convenient mode of payment to the public.

- There was and increasing trend of road accidents during the year 2013-2015. But with the strong step taken to put a check on that, the years 2015-16 and 16-17 has witnessed a remarkable decline in the accident rate.

Traffic Sentinel Scheme

Goa

Goa Police introduced the Traffic Sentinel Scheme to encourage citizens to assist Traffic police. As a part of community policing participation of the citizen through Traffic Sentinel scheme, is being sought on whatsapp No. 7875756110 and the citizen have voluntarily started reporting violations and registering themselves by providing the details.

While doing so the citizens are being awarded points for violations reported by them. Under this scheme good response from the citizens has been received and many of them have accrued 100 or more points and are eligible for a cash reward of Rs 1000 for every 100 points.

Key benefits to Public and Government

- Road safety awareness is created amongst citizens.
- Promotes community policing.
- Even in absence of police, citizens hesitate to violate traffic laws.
- It plays a key role in sculpturing law abiding citizens.
- Traffic police can concentrate in other aspects of road safety.
- There is no financial burden on traffic police.
- Works as an incentive scheme for citizen through revenue generated from compounding fees which is used to reward the citizens.
- A rewarded amount of rupees 3,34,000 has been distributed.

Procedural/administrative/Legislative changes

There are no Procedural/administrative/Legislative changes made while introducing the scheme. However, in order to facilitate the violators to pay the fine online, a mobile application is being developed for automation of Traffic Sentinel Scheme, which is presently being manually handled.

Financial Implication

As the scheme is an incentive scheme, presently there are no financial implications involved, as the amount collected from the violators exceed the reward amount that is being disbursed

Other information

Considering the huge response received from the citizens, the Traffic Sentinel Scheme, which is presently being manually updated, will be automated by developing a mobile

application for reporting of violations and web application for management of the scheme. Besides, another app is being developed for online payment.

It has also been decided that a bumper draw will be held wherein the winner will be awarded motor cycle (6 months) and at the end of the year another bumper draw will be held wherein the winner will be awarded the car.

Road Accident Data Management System (RADMS)

Himachal Pradesh

In Himachal Pradesh, a new and effective measure to bring down the number of road accidents and to ensure safer travel for all road users in the state, has been introduced. Accident data is crucial to identify and implement these measures efficiently and effectively. The RADMS (Road Accident Data Management System), has improved data quality and its availability in the state. The system was used firstly to collect the accident data and secondly to analyze the information. The data forms the foundation for the whole system, hence its quality and accuracy is of paramount importance. It is therefore necessary that data capture is done well, and sufficient quality checks ensured.

The primary objective of the RADMS project is to improve road safety outcomes in Himachal Pradesh by providing access to timely, complete and relevant information on road accident. This will assist the stakeholders responsible for road safety accidents and to monitor safety performance of the roads in the State. The use of the RADMS system will enable stakeholders to plan more efficient strategies to reduce the number and severity of road accidents and their impact on human lives. The key objectives of the project are:

- To provide and implement a GIS-based computerized software system for accident data recording, storage, analysis and dissemination.
- To assist in the establishment of a centralized Accident Data Management Cell (ADMC)
- To set up an acceptable database.
- Collecting accurate data.
- Analysis to understand the problem.
- Rectification of Blackspot
- To identify hazardous locations and trends in road accidents and to monitor safety performance of the roads in the state.

Key benefits to Public and Government

- With the help of RADMS application it was found that 80% of accidents happened due to dangerous driving/speed/turning without care, dangerous overtaking, suspected alcohol etc.
- All Superintendent of Police have been directed to launch special campaign from time-to-time to reduce the road accidents in their respective districts. Special checking especially from 5 PM to 10 PM at the vulnerable / accidents prone areas has been intensified. Road side drinking in the vehicles at the Dhabas have been firmly stopped.

- Sign boards have also been erected on National Highway accidents points.
- Awareness of the demerits of drunken driving, over speeding, rash & negligent driving, using cell phones while driving, w/o seat belts & over loading of passengers beyond capacity.
- Profiling of all the Police Stations as per the predominance of accident type.

Key Stakeholders

RADMS application is a platform for various stakeholder departments, such as the Police Department, Public Works Department, Transport Department and Health Department, to look into the road accident data scientifically and arrive at targeted solutions to improve road safety in the state.

Financial Implication

RADMS application is world bank funded project. Public Works Department is the Nodal agency of this project. All costs estimates related to this application being taken care by PWD. PWD is responsible for overall management of the project.

Accident Resolution Team (ART)

Ramagundam, Telangana

Ramagundam Commissionerate Police has taken an initiative to form ARTs (Accident Resolution Teams) at Circle level in the Commissionerate with the coordination of other department officials viz. Inspector, Sarpanch or the Municipal Authority, officials of R&B, Panchayat Raj, Transport Department, Revenue and Highway Authority etc., where the team members visit the accident spots, as and when there is occurrence of any fatal accident to observe the defects at the spot and to give suggestions to the Police department for taking remedial measures for taking further action once in a week. Thereafter the Police Department send the detailed report to the respective stakeholder for taking necessary actions.

Objectives and need for the initiative or project:

- Towards having safe roads, main solution lies in the hands of the engineers.
- Once a road is constructed, each accident is seen as a Police related matter wherein the Investigating Officer just focuses on arresting the accused and filing charge sheet.
- Police and Investigating Authorities hardly have any expertise to recommend for the engineering makeover required to rectifying a given accident/black spot.

Key benefits to public and government:

- Safe roads
- Resulted in decline in road accidents

Stakeholders

- Local Police
- Engineers from PWD/Roads and Buildings Department, Panchayati Raj Department, Tribal Welfare Department.
- NHAI officials
- Road Transport department.
- Telangana State Road Transport Corporation.
- Excise Department
- Revenue Department
- Local Public Representatives
- Media

Procedural/Administrative/Legislative changes

- ARTs meet up every month at the district level.

- Various departments come together to deliberate over the next plan of action for the identified black spots in the District.
- These out of the box administrative level meetings have opened an avenue for better coordination to have more safety to the road travelers in the neighborhood and highways.

Financial Implication/Cost Estimates

Financial implication depends on case to case basis, depending upon the recommendations of the ARTs for Engineering modifications.

Other information

Different districts across the state of Telangana has adopted this model as one of the best 'Road Safety" models. Districts like Nalgonda, Kamareddy, Nizamabad, Adilabad, Nirmal, Sircilla, Karimnagar are successfully implemented this initiative and working best.

Best Practices in SMART Policing

Smart Police Station





Third I Digital Platform for Enhancing Policing and Prevention of Crimes & Incidents

Nashik, Maharashtra

The idea behind 'Third I Platform' is to prevent and reduce crimes using Digital Technology & Innovation with a pragmatic approach. Following are key areas of the law enforcement process where technological interventions can considerably enhance and improve the existing mechanism:

- Rapid & Authentic information flow.
- Easy accessibility & retrieval of information.
- Automated report generation.
- Analysis and multilevel assessment of crimes and incidents.

Poor information mechanism often leads to low detection rate, much of these information is decentralized, moreover current process followed in reporting of all these information is repetitive and involves heavy paperwork, it forces much of the police force to sit behind desk and limited police force on field.

Due to these limited sources, analysis of crimes and criminals is very important for allocating the resources optimally and enabling informed decision-making. Keeping these concerns in mind, the idea of a Digital Platform was designed and developed.

Through this online platform, all Police Stations in Nashik fill their daily crime information through the online forms, the platform then automatically generates Daily Crime Report (DCR), B-Statement (B-PATRAK) along with all the useful crime reports and analytics. It further generates multiple statistics reports:

Process:

- All crime reports such as FIR, Missing Person, Accidental Deaths, HM NC etc. can be imported in the platform or can be filled via online forms.
- Investigating officer or personnel can capture the exact spot (GPS location) and take photos and videos of crime scenes via android app.
- These information from app can be directly attached with the respective crime report and can be accessed anytime.
- It has different markers for different crimes, undetected crimes, severe crimes etc.
- Apart from that, all these reports such as FIRs, accidental deaths, missing Person, arrested person details and other useful information, can be located, searched, downloaded, and updated easily through the Platform.
- Automatic DCR (daily crime report), B-Patrak, crime wise or police station wise reports, special reports can also be generated directly through Platform.
- A consolidated database of all criminals, accused, arrested person, missing vehicle/person/property, all accident reports etc. can also be generated automatically.

The Platform can perform the following type of evaluation:

Crime Assessment

- Assessment & Prediction of crimes based on different factors like sensitive locations, time & duration wise occurrences/patterns, modus operands of crime, reason of crimes etc.
- Predicting vulnerabilities in areas, which are likely to be affected in future based on past crimes data, population of area, presence of police etc.

Victim Assessment

- Identifying factors responsible for vulnerabilities (like Caste, Socio Economic Status etc.).
- Identifying groups or individuals likely to be victim like crimes against women, crimes against children, caste based offences etc. based on repeated complaints and other factors.

Criminal Assessment

- Identifying individual at risk of offending based on past acts, profiles and records like repeat offenders/criminals on parole/freed.
- Assessing factors responsible for criminal activities such as unemployment, drugs, socio-economic conditions, incitements etc.
- Keeping criminals under real time & continuous surveillance.

Key benefits to Public & Government

- Information Management
  - Digitalization & Centralization of all useful data.
  - Easy maintenance & retrieval of crime reports.
  - Ease in searching, sorting of criminals, missing person, accused, stolen vehicles etc.
- Saving of Manpower
  - Automated Processes & Report generation.
  - Auto compilation of Daily, weekly & monthly crime summaries.
- Real Time Actionable Information & Better Response Time
  - Real-time Crime & Incident Reporting.
- Crime Analysis, Auto Alerts & Recommendations
  - Multilevel Crime Analysis.
  - Tracking of unsolved cases and prioritization.
  - Directed Action, Optimal Allocation and utilization of Police Resources (like

routing of Patrolling vehicles, establishing Chowkies at crime prone locations etc.).

Stakeholders

- Users: Crime Branch of Police Stations, Control Room Operators, Police Officers.
- Beneficiaries: Investigating Officers, Crime Branch, Reader Branch, Police Control Room & Administrative Offices.

Procedural/Administrative/ Legislative changes

- Initially crime branch of all police stations and the traffic branch used to send all the daily crime and other useful information to Control Room, where control room combines all this information to form a consolidated DCR (daily crime report). These reports then being send to all relevant offices. Reader branch then generate useful statistics out of these reports and send it further to CID, NCRB etc. Police station also form B-statement of all the crimes.
- Now police station fills online forms in the Third I Platform, which then generates all these reports automatically without the intervention of control room and reader branch. This saves lot of manpower, which can then be deployed in field; it will also make the flow, accessibility and retrieval of information very fast.

Financial Implications

The Platform has One Time License Cost, Training & Deployment cost and Annual Maintenance Cost.

Other information

- The Platform has been deployed in all 13 Police Stations & Control Room of Nashik City from June 2017.
- It currently has 300 Users including 10 IPS officers.
- Till now, it has more than 10,000 FIRs, 2500 Accidental Deaths, 2000 missing reports in dashboard.

Use of IT in Police Stations

Guwahati, Assam

The objective of the initiative was to empower the Assam Police and to create a digital bridge to gap the core policing functions in our endeavor to achieve the concept of SMART policing. The following are the objective and need for the initiative:

- To empower Assam Police to migrate to digital platform to use the digital tools and technology for improved criminal detection and crime prevention.
- Provide information for easier and faster analysis.
- Reducing the necessity to perform monotonous and repetitive task.
- Sharing of crucial information by providing access to crime state /central level criminal database.
- Improve the means of communication through dedicated email, Centralized file sharing systems.
- Automating the back-office functioning allowing more police staff to focus on core police functions.
- Time-bound delivery of crucial citizen services.
- Faceless transaction of citizen services without the need to visit police stations.
- Assist Senior officers to effectively plan, monitor and manage the organization.
- Strengthening the force to be technically skilled enabled through capacity building at district lab.
- Integration with external agencies to provide online police verification report and sharing of data.

Key benefits to Public & Government

- As on date more than 28,500 passport police verification processed using CCTNS system. Current digital processing takes 5 to 6 days to submit PVR to RPO on contrary to earlier process of being in the bottom in National average in terms of passport disposal.
- Citizens submit online request and more than 6700+ PRC/Domicile certificate received and processed using CCTNS system. Earlier manual process use to take 15-30 days whereas now police is mandated to submit the application within 07 days.

- Assam Police has facilitated to citizens to submit online employee verification used by OIL/ONGC/ PSU/others for antecedent verification of their employees. More than 250+ employee verification has been successfully processed using CCTNS system.

- Simplified process for accessing general services such as requests for certificates, verifications, and permissions.

- Online downloading of FIR facility provided to citizens.

- Citizen will get the police verification certificate in their account without the need to visit Police Stations.

Key Stakeholders

- MHA/NCRB: Monitoring Nodal agency at central level for reviewing the project implementation, overseeing utilization of funds, Policy directions and guidance for successful execution of the Project, creating a supporting environment for the success of the project, disbursement of central level fund, central integration of application.

- Govt. of Assam: Policy level decision at State Level, Approval of various Project Components and Functionalities to be covered in the Project, Review progress of the Project, state level funding and state level integration with external agencies.

- Assam Police: Operational responsibility for the Project, formulating Project Proposals, getting sanction of GOI for various projects, Hardware rollout and operationalization, Coordination with various agencies, Resolution of all project related issues, Resolution of all other issues hindering the Project Progress, Any other decision to ensure speedy implementation of the project, timely appraisal to State Apex and Empowered Committees and ownership & management of the system.

- Citizens: Subscription of online services, regular feedback to State level police department for improving the process.

- External Departments of the State such as Courts, Passport Office, Transport Department, Hospitals.

Procedural/Administrative/ Legislative changes

The introduction of online services has brought considerable changes in the Police functioning as well as transparency in the delivery of citizen services. Earlier process of issuing manual hand-written FIR by Police Stations was abolished and only system record is available which is free from any type of manipulation and easy availability for quick reference. The state crime data has enabled generation of various type of reports for assessing crime patterns and access to real time information. Also, the CCTNS email solutions has enabled transmitting of WT messages to remote police Stations with one instance to multiple users through DL and group ID.

The introduction of CCTNS system has given a boost to the public delivery system empowering the police to respond in a time-bound manner along with being transparent. By leveraging the technology, the system has been reformed to deliver several types of online services such as Character antecedant verification, Domestic help verification, Employee/tenant verification, Procession/event performance/protest/strike request in a time bound manner by facilitating the police report in citizen account without visiting the police stations. The Police has also facilitated downloading of online FIR by citizens as per Supreme Court guidelines.

Financial Implications

State has implemented one of the most successful IT Project in Assam where state of the art technology with high end infrastructure was set up at district Police Stations and Higher offices. As on date state spend around 36.27 Crore for setting up of the project with cost incurred for System Integrator, Network Connectivity and Project Management Unit.

Other information

- Online Passport Police Verification (PVR): Total Passport police verification processed through CCTNS system: 29,500. Earlier the average PVR verification was 60 to 90 days. Now the Police is submitting the online PVR within 05-07 days.

- PRC/Domicile Certificate to Students: Jan 2017, Police verification received 6700 applications. Earlier the time taken was 15-30 days. Now it is mandated to issue within 07 days.

- Total verification received: 53. The average time taken 30-60 days. Now it is mandated to issue within 15 days.

- Police Messaging: Total WT message transmitted using CCTNS email service 56,00,000. Earlier the message was transmitted using HF/VHF equipment from one point to other and hence taking lots of time and effort to deliver the message from State HQs to police stations.

Police Station – Kirti Nagar

Kirti Nagar, New Delhi

The Police Station is the key functional unit from where the police discharges its tasks of maintenance of law & order and investigation of cases etc. The Police Station is also the primary point of interaction between the citizens and the police. The SMART Police Station would become the foundation towards SMART policing. A SMART Police Station should be citizen friendly and clean. It should also meet the operational and welfare needs of the police personnel posted there.

Some of the salient features of Police Station – Kirti Nagar are as follows:

- Station Website: It is the only police station in the National Capital with its own website which displays a complete list of all its 135 police personnel and their contact numbers. From the station house officer to the junior-most constable, the website displays the name and details of every cop on its roll. The initiative aims to make people in the jurisdiction area feel that a cop is just a call away.
- Skill Development Schemes for Youth: The Delhi Police has launched YUVA–a skill development programme under the Pradhan Mantri Kaushal Vikas Yojana (PMKVY). Through this, the Delhi police is providing employment opportunities to vulnerable youth. The programme has been implemented in five stations across the capital, including Kirti Nagar.
- Alarms for senior citizens: Kirti Nagar police station is again a pioneer in this aspect. They have installed more than 200 alarm bells in the homes of elderly residents in and around the area. In the case of an emergency, the residents can ring the bell, and a notification will immediately reach their neighbour, who can then call the police.
- Operation Milaap: Earlier high no. of kidnapping/ missing children were reported from near by slum clusters. An electronic database was prepared in which the Police team went door-to-door in the slum clusters and took pictures of the children with their Parents/ Guardians and noted their details. A child friendly room is also prepared at the Station to provide an amicable place for children till they got their parents. With the help of the database 86 missing children have been successfully handed over to their parents. Thus saving time and manpower.
- Amenities for the public: The Kirti Nagar police station provides free Wi-Fi, a cafeteria, pure drinking water, coffee dispensers, quarantine rooms, signboards, clean restrooms, kids play area and proper seating arrangements for visitors.

The above practices are citizen-centric. Apart from these, the police station is also improving the quality of the work life of police personnel with initiatives, like providing a library so that cops, as well as visitors, can read, and unwind. Other amenities include a separate room for women constables, natural lighting, a safe armoury room, etc.

Key benefits to Public & Government

- No. of Proclaimed offenders arrested - 162
- The workout percentage of cases was 39.56% before Sept 2016. After the initiative of crime investigation & prosecution the workout percentage has reached to a level of 62%.
- The conviction rate after the initiative has increased from 13% to 28.43%.

Financial Implications

No additional funds were taken from the Government.

Police Station – Seelampur

Seelampur, New Delhi

The Police Station is the key functional unit from where the police discharge its tasks of maintenance of law & order and investigation of cases etc. The Police Station is also the primary point of interaction between the citizens and the police. The SMART Police Station would become the foundation towards SMART policing. A SMART Police Station should be citizen friendly and clean. It should also meet the operational and welfare needs of the police personnel posted there.

Some of the salient features of Police Station – Seelampur are as follows:

- ISO 9001:2015 Certification
- Air-Conditioned Reception with facility of Facilitation Desk Officer, Women Help Officer & News Paper, Magazine etc. and First Aid Facility.
- Kids friendly room
- Free Wi-Fi in Police Station compound.
- Gym/Recreation room, Badminton court for welfare of staff.
- Beautification of PS by way of renovation/maintenance & Graffiti on boundary walls
- Clean and qualitative Mess, Barracks and hygienic toilets
- Bar Coding & Upkeep of case properties in Malkhana
- Digitalization of Police Station Records
- Computerized Remote Identification of Suspects
- Police Station website

Key benefits to Public & Government

- Speedy and qualitative action could be taken on the complaint that saves the time of officials as well as the complainant.
- The complainant/victim feel comfortable in Police Station.
- Increase in working efficiency.

Financial Implications

The expenditure for smart police station has been arranged/managed in accordance with rules of the department as governed by the Govt. of India.

Best Practices in SMART Policing

Surveillance & Monitoring





Safe City Monitoring & Response Centre and Integrated Security Surveillance System

Madhya Pradesh

This project is unique in the sense that it was the first ever project in the country to be implemented in more than one city with capability to monitor at city level as well as state police headquarters in state level safe city monitoring and response centre. It involves major challenges of implementing technological solution and applications to ensure round the clock transmission of live video footage from the place of the events to city control room and state level control room.

Key highlights of the project are:

- Strategic Tower Locations- 1993 Nos.
- Fixed cameras- 7018 Nos.
- PTZ cameras- 1976 Nos.
- ANPR cameras- 2239 Nos.
- Mobile Surveillance vehicle- 79Nos.
- Command & Control Room- 50 Nos.
- Safe City Monitoring & Response Centre- 1 Have been Installed and since made operational across 60 cities of Madhya Pradesh.
- First ever inter-city video surveillance project in the country covering 60 cities, 73 million Population and 3,08,000 sqkm geographical area.
- First Phase implemented successfully in 11 cities including the Mega Event of Simhastha 2016 at Ujjain. Phase -2 in another 49 cities.

Key benefits to Public & Government

- Acts as force/ manpower multiplier to keep watch over all the critical places/ areas on 24X7 basis.
- Provides live footage of all the areas under camera surveillance on real time basis to the two central control Rooms being manned by the operations staff and the supervisory officers.
- Viewing of live footage enabled the supervisory offices to take well-timed corrective measures not only to meet the contingency at hand by the deployment of additional resources but also helped them to revise the bandobast plan to factor in such new/unanticipated circumstances as have come to their notice through this facility of watching live footage of vulnerable areas/ places in real time.
- Senior officers sitting at Bhopal safe city monitoring and response centre (SCMRC) can now live view any public Square on public order occasions and make evidence based decisions, give direction to field officers to respond to the situation, rush additional forces promptly to prevent deterioration of the situation.

- Safe city monitoring and response centre and integrated CCTV surveillance have included GIS integration, which improves our surveillance effectiveness with situational awareness. GIS provides the operators/users with the precise location of the camera. In addition, CCTV surveillance systems have object detection intelligence. Objects coming in to the field of view of the camera are highlighted or emphasized to allow quick and easy recognition of intrusions or threats.
- Instills a sense of security among the citizens, visitors and pilgrims in the realization that any untoward activity will not only be noticed immediately but also be responded to adequately and promptly.
- Promotes a sense of responsibility and accountability among all the personnel and officers deployed on duty, knowing fully well that they are also under surveillance on round the clock basis and any dereliction of duty on their part shall not only come on record but shall also be visited by suitable disciplinary action.
- The CCTV system implemented at Ujjain proved to be very robust in its capacity while observing more than 50 million devotees visiting the holy city in the kumbh mela and thereby empowered decision makers to rationalize police response in dynamic way.
- Provides opportunity to do post incident analysis, assist witnesses to identify criminals and objects used in crime and apprehend fleeing offenders.
- Deters criminal and potential offenders/stalkers and compels them to behave properly if camera is around.
- Enables police to do virtual patrolling at places not covered by manned public squares and manned public spaces.
- Anonymity emboldens but with CCTV around it makes them 'civilized'
- CCTV in PS and BW cameras compel policemen too to respect citizens and exercise discretion in office and at public places.

Stakeholders

- State Government
- Police Department
- Project Management Consultant (PMC)
- System Integrator
- Citizen & General Public
- Municipal bodies and other state government agencies

Procedural/Administrative / Legislative changes

To ensure optimum use of live feed from the CCTV surveillance system on 24X7 basis a new Standard Operating Procedure (SOP) have been evolved and being implemented. Salient features of the new SOP are listed below:

- Different situations requiring police interventions have been visualized for specific action thereon.
- A specification to be taken on an individual shortlisted situation has been documented for guidance of and Compliance by the staff deputed on duty to watch and respond to the footage visible on the monitors in the control room.
- Responsibility for different functionaries of the Police has been specified w.r.t the response to be made to the specific situation coming to notice from the footage.
- Integration with Dial lOO Police response system is being implemented to ensure timely response to the situation fit for Police intervention.
- Face recognition and ANPR (Automatic Number Plate Recognition System) are being implemented to take timely note of the suspect individual/vehicles.
- The system is integrated with body camera and drones mounted cameras to fill in the gap during certain mass events spread over very large areas.
- The procedure for storage of footage and its retrieval for the sake of criminal investigation (Post occurrence) has been laid down with the view to providing certified copy of the footage to the investigating agency and court as and when required.
- High Security of the data being stored against tampering is implemented through a well laid down protocol.
- Quality of received data, storage and prevention of unauthorized access is being ensured through layered system of supervisory officers.
- High standard maintenance is being ensured through the full time deployment of the technically skilled personnel.
- Quality of Manpower is being maintained through implementation of an elaborate training module for the personnel being deployed first time and for those in service for a while in order to updates their skills to the expected standards of performance.
- SLAs are being ensured with the services of fulltime PMC. Deviations are taken note of seriously to ensure expected Service levels.
- A district level control equipped with the equipment and infrastructure for the receipt of footage and its applications as per the SOP has been setup in each city covered by the Project.
- A State level SCMRC (Safe City Monitoring and Response Centre) has been setup at State capital Bhopal with necessary infrastructure, equipment, watching staff etc.
- This state level control room has been given interruption free MPLS connectivity on round the clock basis in order to access the footage received the footage at District control room and individual camera towers alike. This has created capacity of centralized monitoring of the footage for necessary action thereon as and when warranted.

- A dedicated team has deployed at SCMRC for monitoring the received footage and the required follow-up action thereon.
- Escalation procedure has also been laid down to ensure from action in situation requiring solution without undue delay.

Financial Implications

The entire project of MP CCTV surveillance project of 60 cities has been approved at a total cost of INR Approx. 470 Cr.

Other information

- The Benefits of the project have been immensely useful for smooth and orderly management of a month long event of Mass participation (60 million+). The valuable contribution received from the CCTV surveillance project are leading to the extension of the project more cities & locations.
- The Police is now working to integrate the privately installed CCTV cameras at public places.

eVerify

Amravati, Andhra Pradesh

The initiative **eVerify** is a technical intervention in surveillance over the history sheeters (Rowdies, suspects, KDs, DCs) which enables effective monitoring over the bad characters and repeat offenders with the help of biometric technology.

- This idea was given shape in the form of a two tier mobile application by name eVerify. While the field level app is used for the checking of history sheeters using biometric technology, the supervisory app enables the senior officers to supervise the same. The associated dashboard provides various data analytics.
- The process involves updating and digitalization of history sheets through a web portal designed for this purpose.
- The details of police staff will also be digitalized for providing biometric authentication to the application. The mobile application works on the digitalized data as back end.
- It is followed by registration of both police staff and history sheeters. Later geo-tagging of history sheeters and crime mapping would be done through the application.
- During this phase, the fingerprints of both history sheeters and police staff will be collected through a biometric input device integrated with the mobile.
- While the biometric data of police staff is used for accessing (login) the application,
- The biometric data of the history sheeters will be used for ensuring their proper periodical checking by taking biometric attendance during village visits, night rounds and counseling sessions in the police stations.
- Once this groundwork is completed, and then the mobile application is ready for use by the field officers.

Process

- The application works on android operating systems and downloaded into a mobile/tab.
- Thereafter integrated with a biometric input device.
- During village visits, night beats, etc., the police personnel carry the system. When they visit the house of any history sheeter, they check whether the history sheeter is available or not.
- If he is available, then they take his biometric attendance. Then they verify about his present activities and update the same through the mobile. They can also take his photograph, record voice, update other details regarding the history sheeter like adhaar etc.

- If he is not present, then they enquire with his family members and update the details like his where abouts, contact number, present activities etc. They can also contact the history sheeter over phone based on the details given by his family members and ascertain whether the information is true or false.
- Once the verification is completed, the data is uploaded in the database and alert messages will be sent to mobile numbers of concerned officials.
- The application frequently reminds the station house officer about the number of history sheeters checked / unchecked, present / absent in the present month, those who are absent for the last three months etc., and assists him to focus on those sheeters who are absent for longer periods. This enables the officers at cutting edge level to effectively monitor bad characters.
- Whenever a counseling session to the history sheeters is conducted in the police stations, the application is used to record their attendance and gives counseling reports.
- The supervisory app enables the senior officers to effectively supervise the surveillance of history sheeters.
- The dashboard designed for this purpose provides various data analytics like total history sheeters, categories (rowdies, suspects, etc.,), age, offence, gender profiling, absent / unchecked since 3 months, active sheeters (History sheeters who were recently involved in crimes), dormant sheeters, sheets closed, sheets opened etc.,
- This enables the senior officers to effectively supervise the surveillance over history sheeters and direct the subordinates to ensure that no one is unchecked.
- At the same time, this application provides objective data regarding the history sheeters and their current activities, which is very much essential for closing the sheets against those history sheeters who are willing to change by showing good compliance with the system. As such, this application offers an incentive of change to the history sheeters.

Key benefits to Public & Government

- Effective monitoring of bad characters.
- Effective supervision.
- Data analysis with various features like total sheets, categories, age, offence, gender profiling, absent / unchecked since long period, active sheeters, dormant sheeters, sheets closed, sheets opened etc.,
- Introduction of biometric verification against history sheeters has created more deterrence among them.
- There cannot be any discretion to staff in offering differential treatment.
- No more false entries in history sheets.

- Efforts could be focused on prolonged absentees, repeat offenders and active criminals.
- An opportunity to change.
- Rule in / Rule out from other offences.
- Minimizes harassment for old and dormant subjects.
- The SHOs will have vigil on their History Sheeters.
- The initiative paves way for effective utilization of manpower.
- Its dynamic feature of updating of sheets minimizes the time consumption and manpower.

Key Stakeholders

- Station House Officers and their staff: Verification of history sheeters, updating of sheets, directing more efforts on active sheeters and absentees
- Sub Divisional Police officers and above: Supervision through dash board and guide the subordinates to ensure proper verification
- History Sheeters: To cooperate with police in their verification, which paves a way to bring a change in them

Financial Implications

- Developer charges including server maintenance and other licenses is around Rs. 3,00,000.
- Each biometric device costs about Rs. 5000.
- The digital key of the device is around Rs. 600.

Other information

- At present, all the police staff in the district are using this application for verification of history sheeters. The details of almost 2000 historty sheeters have been uploaded into the system with their corresponding fingerprints.
- Now, the field staff is provided with android tabs and biometric input devices for implementing the same. At present the checking of history sheeters is being done with this app.

Locked House Monitoring System

Amaravati, Andhra Pradesh

Andhra Pradesh Police has developed and designed an idea of a people friendly Mobile application 'Locked House Monitoring System (LHMS)' free of cost to prevent Property Offences in the State. It is an innovative software solution for Real time Governance in Surveillance and Monitoring.

A.P Police introduced Locked House Monitoring System, an IOS/ Android based APP on Pilot mode in the month of January – 2017 which enables the public to get themselves registered into the APP. Subsequently place requests as and when they leave the house by locking the door. On receipt of a 'Watch Request' from the public, an LHMS Camera (IP based Mobile WIFI Motion Detection CC Camera), is installed by police in that house stealthily and the footage is monitored from the control room real time. On capturing the intrusion of offenders by the LHMS camera, control room receives alarm and in turn the control room alerts Blue Colts/Patrols/Beat Constables. On such alert, the Police teams reach the house and apprehend the offender.

On noticing the utility of the APP, positive response from the public and demand from the other districts, the DGP, AP extended the scope of the APP to the entire AP state.

Salient features of the application:

- Presently this application is incorporated in AP State Real Time Governance (RTG) Command Control Centre (CCC).
- It has a dashboard, which can be utilized by All Senior Officers and above.
- The Total Registration of House Holders in App are 3,34,500, in which, every day Approximately 400 registrations takes place.
- On request of House holders the total cameras deployed till now are 17,400, for every day being an average of 500.
- The total successful prevention using this app is 13,622 House holders.
- 4 success stories where offenders are successfully caught on real time basis.
- AP Police on Free of cost gives LHMS App Services to citizens.

Key benefits to Public & Government

- The App helps in reducing man power in curbing and detecting property offences using technology, against conventional mode of prevention and detection of crime.
- The usage of the application had deterrent effect. Also the app creates a sense of security to the house owner and his family on vacation/tour. Further the services are rendered at free of cost.
- The recordings of the LHMS Cam would be useful to the investigation officer to present the same as material evidence before the Hon'ble court.

- The web application to monitoring of the Cameras at Command control centres and alerting of the cameras and live streaming of the cameras.

Stakeholders

- Public who registered with the App.
- SHOs and Command control room Officers.
- Community police officers – for creating awareness of LHMS Application in Public.

Financial Implications

- The Mobile App can be downloaded from the Google Play Store on free of cost. Each LHMS Camera costs about Rs. 5,500/- and Wi-Fi router costs about Rs. 1999/- i.e., each unit costs about Rs. 7,500/-. The services rendered to the public through this APP received much acclaim and the AP Police adopted this intervention for the entire State.
- As the initiative was very useful to the public as well as police for crime prevention and detection, the same was adopted by AP Police and provided 100 Units to each District.
- Amount of 1.3 crores was met from Modernization of Police Forces Funds

Other information

As there is an big response in Urban areas there is a plan to procure 1000 More units for AP State.

For effective reach of the App, meetings were arranged with the Bankers, Owners of jewellery shops, Cell phone showrooms, Malls & Management of Temples prompting them to install the above intervention in the premises of their units.

Offender Surveillance

Amaravati, Andhra Pradesh

The initiative aims at strengthening Surveillance & Monitoring of old criminals and offenders by compiling all the data in digital format and alerting the concerned SHOs, on occurrence of crime and there by saves investigation time. Lack of proper surveillance & monitoring of old criminals, a criminal may indulge in series of crimes. The Initiative intends to correct the deficiency in 'Surveillance Monitoring' of old criminals, which if done properly results in control of the crime.

Every day Police deals with several types of crimes. The Police officer, after an offence is reported, registers a criminal case, investigates, arrests the accused and files charge sheet. But after arrest or charge sheet generally no surveillance is kept on the activities of the accused/ offenders who are involved in the crime. With the result, there are ample chances that offender becomes a repeat offender and involves in another crime. The crime which a repeat offender commits can generally be very serious and sometimes can be sensational.

Also, a person or offender in general, lives in one area and commits offences in another area, which can be outside the jurisdiction of the Police Station where he resides. With the result, the SHO of the Police Station where the offender lives will not be able to know the activities of the offender, unless the SHO of the PS where the offence is committed informs the SHO where the offender lives.

History sheets like Rowdy sheets, KD sheets, Suspect sheets are opened, but at present there is no proper mechanism to digitise all the history sheeted person's details and share information among all Police Stations in a unit. Also no proper surveillance is kept on them & their activities are not monitored properly.

No proper mechanism to monitor Jail releases of criminals / offenders.

All these shortcomings make monitoring and keeping Surveillance on an old offender very difficult which encourages him to become a repeat offender and who in turn indulges in further crime.

Key benefits to Public & Government

- A proper Surveillance is kept on the activities of the offenders which will prevent an offender repeating a crime. With the result there will be reduction in crime rate especially serious crimes which will improve safety to the citizens.
- During course of investigation, lot of time and manpower is wasted for collecting the photograph, mobile Number, Aadhaar number of a suspect / offender. With the availability of all such details in this project, a lot of time and manpower can be saved during the investigation. The above details also help in easy detection of crime.
- The Investigation officer can enter the repeat offender details in the charge sheet and can bring it to the notice of the Courts to seek remand and request enhanced punishments during the trail.

- The Government can deploy photographs of suspects in face recognition systems in critical locations like Airports, Women hostels, Schools and important establishments to alert the Police. The Government can also share data like offenders involving in crime against women and children to the private schools, Women hostels, Software companies so that they can use and ensure safety of the children and women and their work places and hostels etc.
- Antecedents of a person seeking a position can be verified using this data base.
- The Government can ensure better security to its citizens by implementing the project.

Stakeholders

- SHO of a Police station: They should regularly update the data into the project so as to get maximum benefit out of it. Also keep a Surveillance & Monitoring mechanism to check their activities.
- Supervisory officers (SDPO & SP): They should ensure proper entering of the data. Also ensure utilization of the data whenever a crime occurs. They can deploy Special teams like Crime wing staff to keep Surveillance on old criminals & monitor their activities.
- Software Developer: Keeps the Software features updated on a regular basis and see that it works properly.

Procedural/Administrative / Legislative changes

Entry of data

- In the initial phase, for the implementation of this project a Police Officer district / Commissionerate is taken as a unit.
- The crime data of property offences, bodily offences, Crime against women etc. is collected for a certain period of crime, preferably for 10 years.
- The data including Crime No., PS name, arrested persons details like his name, parentage, native address including PS name is entered a prescribed format into the software.
- The software then automatically detects, separates and pushes the arrested person's details into a data base of a Police Station where he generally resides and also into the data base of the Police Station where he committed crime. Means the data will be visible to both Police Stations.
- Login ID and pass words is given to each Police Station.
- The data of arrested persons appears in the PS where he was arrested and also the data appears in the PS where he ordinarily resides.
- Therefore, the details of the persons arrested will be visible to the SHO who arrested him and also to the SHO where he ordinarily resides. This will make SHO of a Police Station aware that a particular person living in his limits is committing crime in other limits and it enables him to keep Surveillance & Monitoring on his activities.

- In normal circumstances, unless the SHO of the Police station where a person commits crime informs the SHO of the PS where the person resides, then only he will come to know a person residing in his limits involved / committed crime. But generally, that doesn't happen and a proper Surveillance is not kept on the activities of an offender and he becomes a repeated offender.

Collecting the details of Offender

- In the second phase of the project, all the details of the persons like his Photograph, Mobile number, Aadhaar Number, Ration card details and other details can be entered. The latest current doings of the person can also be entered and saved.
- For example in property offences, where chances of committing repeat offence is very high , all the details like M.O., of the offender / criminal who committed property crime, his photograph, mobile number, Aadhaar number and other details are available. With the result, whenever an offence is reported we can search for the offenders MO wise and pick up initial details like names, mobile numbers etc. which can be useful for the investigation.

Financial Implications

No additional funds or grants taken from the Government.

Other information

- Implemented in Ananthapuramu dt, Andhra Pradesh.
- Data of over 49992 persons who are involved in property offences for the past 10 years, Bodily offences for the past 5 years, Social evils was already uploaded.
- Details like Photographs, Aadhaar No details, Mobile Numbers, Ration Card details etc of (1) 6323 persons involved in property crime (2) 1082 persons involved in Bodily crime and (3) 2963 history sheeted persons like Rowdies/ KDs/ Suspects are already uploaded into the system.
- The project is helping in identifying Repeat offenders, checking their activities by opening history sheeters, investigation of crime especially property crime.
- The project is also helping to keep Proper Surveillance over old criminals & their activities are monitored effectively.

Property Information and Networking System (PINS)

Amaravati, Andhra Pradesh

A comprehensive web and mobile app using (QR Code) tagging for lasting accountability, simple identification and lawful disposal of case properties was implemented in all police stations of Andhra Pradesh.

It is a common sight that substantial number of case properties, especially vehicles, have been lying in Police Stations for lengthy periods, exposed to the elements of weather. Though the Criminal Procedure Code, 1973 and Directions of the Hon'ble Supreme Court of India and various High Courts have prescribed guidelines for disposal of properties, the same were not being followed by the SHOs in letter and spirit.

The newly developed application has helped in bringing about accountability at SHO level and closer supervision by higher levels. The multiple role-based logins are helping ensuring regular follow up through the information available as analytics by all district police and sub divisional level heads to supervise and ensure that all the SHOs under their jurisdiction use the application in the day-to-day activity and cleanse the Police Station premises, in a time bound manner.

Disposing vehicles that are not necessary to keep in Police Stations, is enhancing the ambience of the premises and helping improve police image.

The Hon'ble Supreme Court of India in Sunderbhai Ambalal Desai Vs State of Gujarat (2002) 10 SCC 283, has observed that "Even well-maintained vehicles lose their road worthiness if kept stationary in the PS for a long time. Upon being kept in open, they are also prone to fast and natural decay. In any case, SHOs shall deposit case property in the concerned Courts within a week of their seizure and the Courts shall dispose them within a month. By disposing vehicles that are not necessary to keep in PSs, it would be possible to enhance the ambience of the premises and more than that the Police would receive appreciation from the public at large."

Therefore, Police Stations needed an efficient way to manage the seized / abandoned vehicular property through an IT application that can help track the progress of disposal. A booklet comprising SOP guidelines was first prepared by the CID wing of AP Police and based on this SOP the necessary algorithm and logic was designed for the IT application.

Key benefits to Public & Government

- Reduces human effort of recording & tracking case property.
- Public can directly access and find out the status of their seized property at police stations.
- Speedy disposal of properties pending in the police stations rendering the Station premises in better shape.

Key Stakeholders

SHOs and Staff of all Police Stations, Circle Inspectors, Sub-divisional police officers and all District Superintendents of Police are the main stakeholders.

- Co-ordination meeting and takes necessary action.

Financial Implications

- The Mobile App can be downloaded from the Google Play Store free of cost.
- No cost is involved for public.
- This app was developed by the IGP, Trg, AP with the help of Freelance IT consultants.

Other information

Till date around Two Thousand users registered and downloaded the app from Google play store and rated with 4.7 Star and receiving good comments from citizens

Best Practices in SMART Policing

Training & Capacity Building





Cyber Security Capacity Building

Indore, Madhya Pradesh

In 2012, the Madhya Pradesh Police undertook pioneering steps in cyber security capacity building. The beneficiaries of the initiative were not only the State's Police Officials, but also the Indian Army, Central Armed Police Forces, Polices Forces of other States and citizens. The initiative has emerged as the longest and most all-inclusive project of its kind in the field of cyber security capacity building, being operated by any security force anywhere in the country.

Key highlights:

- For Police Forces and Other Security Personnel, training in 10 different modules, which stretch from 3 days to two weeks duration, was developed.
- 3 hour-long audio-visual supported workshops are conducted across the country for citizens.
- A number of free to use security Apps have been developed and made available for public use.
- Cyber security education curriculum is developed and tried as a pilot project in an Indore based school.

Key benefits to Public & Government

- Till date 127 Cyber Security Training programs have been organized under this initiative and over 5000 police officers of the cutting edge level (SI-SP) have been trained.
- Till date 267 workshops in 20 States and Union Territories have been conducted and over 61,000 citizens directly benefitted.

Procedural/Administrative / Legislative changes

The Police Radio Training School was set up in 1946 to train the Telecom wing of the MP Police. Cyber Crime training was not part of its mandated duty. However with a will to do something new and beneficial for the emerging security system in the country, new course on cyber security was designed, developed and launched.

This necessitated no great change in any procedure – as cyber training was a form of newer technical training and was thus accepted and implemented.

Financial Implications

No additional funds or grants were taken from the Government.

e-Suraksha Chakra

Uttarakhand

This initiative has been designed as a five days', skill enhancement training module for around 750 Investigating officers of the state police. This module aims at building their capacity to work out & investigate cyber-crime cases expeditiously and qualitatively in the following programmes:

- Digital profiling of cyber criminals.
- Online banking frauds.
- Mapping of IT Act.
- Mobile phone forensics & investigations.
- CDR analysis Social media crimes & their investigation & Different type of cyber crime.
- Frauds related to e-commerce.

For the successful conduct of training programmes, experts from various fields based on their experience & subject knowledge were identified as resource Persons.

Key highlight of this capacity building effort is Group Discussions. Six different groups were formed and were given hypothetical cyber-crime situations. They were expected to make presentations on these topics in which they were tested for their understanding of the crime committed & the procedures to be followed for collection of digital evidence during investigation. Situations pertaining to following cyber-crimes were given:

- ATM cloning
- Crypto currency
- Illegal sale of drugs online
- Website hacking
- Pornography
- Social Media related fraud

Each group presentation was presided over by a senior police officer, which encouraged quality discussion. Also, a few real life case studies from Uttarakhand were selected for discussion between participants & the panel experts, which led to a better understanding of the various aspects of cyber-crimes & IT Act.

A check-list was also compiled for action required to be taken in different cyber-crime scenarios and designed in the form of a hand-book/easy reckoner for the Investigating

Officers. This is being actively used by all IO's and the effort is highly appreciated by senior officers

An online cyber-crime complaint registration portal has also been developed on the citizen portal of CCTNS, which is soon going to be launched.

Key benefits to Public & Government

- Speedy disposal of cyber-crime complaints.

Key Stakeholders

- Police Department (Police officers/investigation officers/supporting and technical staff/ Training)
- RBI & Public/Private sector banks
- Cellular companies
- Internet services providers
- Cyber experts/ethical hackers
- Web service Providers
- E-Commerce portals- merchants & online gateways
- Cyber law consultants.

Procedural/Administrative / Legislative changes

- A 3-tier structure has now been envisaged for the state of Uttarakhand
  - Cyber-crime police station for the entire state.
  - Cyber-crime cells have now been setup in all the districts. (These cells were set-up by
  - DGP's order after conclusion of the first phase of training)
  - Mini- Cyber thana is proposed to be setup in all police stations of all districts.
- Fully equipped cyber forensic lab cum training centre is also being setup in the cyber-crime police station.

Financial Implications

Amount of Rs. 8,27,000/- (approx.) sanctioned for this training.

Skill Maximization and Reorientation Through Online Examination (SMART-ONE)

Chandigarh

As a part of training and to enhance the knowledge of all ranks of Chandigarh Police from Constable to SP, Chandigarh Police has conducted on line test for about 6000 employees. It is mandatory for each police official to clear this online test. Those who do not qualify the test in the first attempt, have to appear in the test again after 15 days.

Under this project, question bank of about 2300 questions on different subjects covering IPC, Cr.PC , I.T. Act, Police Practical Work, Forensics and other functioning of police have been included in the database with one correct answer. The participants have to login into computer with unique ID and thereafter select the level of questions which are based on the rank. For ASI and above there are 150 questions where as for Other ranks the questions are 100 which randomly appear on the screen with 4 options . Police officials have to select the correct answer .The timing for attempting the questions is fixed which is automatically calculated by the system on the basis of rank and ID of the candidate.

This project is appreciated by the employees and they have appeared after preparing themselves which has refreshed their knowledge on different subjects. The Smart One has now been made part of training curriculum and more new questions will be added to the databank.

Key benefits to Public & Government

- Sparing persons from duties and sending them for training to training centers has it's own limitations. Training centers are not having enough facility /capacity to ensure that every policemen can be imparted 5-7 days training .
- The SMART-ONE is a self study model having relevant question bank and the police personnel after studying the questions for 8-10 hours refresh their memory about all the relevant aspects of policing needed everyday.

Financial Implications

The system was handled in house after making necessary modifications in the software as per local requirement. The software is being used in the computer lab where sufficient hardware is already available with Chandigarh Police. Therefore there was no investment or expenditure involved in the project.

Dogs Training

Taralu, Karnataka

In India, IEDs are increasingly being utilized by anti-national forces, against security forces as well as civilian targets across the country. Terrorists in Jammu & Kashmir, insurgents in North-East as well as terrorists/ criminals in urban areas and extremists in Left-Wing Extremists (LWE) area, are using IEDs as their most preferred instrument. Detecting the IEDs has become a biggest challenge for the security forces.

Against this backdrop, CRPF decided to induct dogs to sniff IEDs and ambushes. To cater to the needs, it was decided in 2011, to set-up Dog breeding and Training School at Taralu, which is near Bengaluru. Salient features of the School are as follows:

- Three types of dogs are trained i.e. Belgian Shephard (Malinois), German Shephard and Labrador.
- No other Government training school in India, provide training in multi-discipline to dogs. However, in the CRPF's School, dogs are trained in areas such as a) Infantry Patrol + IED Sniffing + Assault, b) Tracking + IED Sniffing + Assault. In addition, the dogs are imparted training for special task and special operation like room intervention, laser guided and training in slithering, rappelling and traversing.
- Trained dogs can work under extreme and they can detect IEDs as well as presence of human being in the area.
- The School is surrounded by forest cover which shares boundary with Bannerghatta National Park. This gives an exposure to the actual environment where the dogs will be deployed after training.
- The terrain in and around the School is most suitable for the dog training as it has all sorts of terrain including rocks, water bodies, hills and thick vegetation.
- Some of the courses which run at the school are as follows:
    - Master Trainers Course (24 weeks)
    - Breeding Practitioners Course (12 weeks)
    - Dog Handlers Course (40 Weeks)
    - Training & Management of Dogs (officer) Course (12 Weeks)
    - Creating of pool of Dog Handler Course (8 Weeks)
    - Refresher Course for Dog Handler Course (8 Weeks)
    - Breeding Practitioners Refresher Course (12 Weeks)

- Master Trainers Refresher Course (12 Weeks)
- Refresher Course of Room Intervention (8 Weeks)

Key benefits to Public & Government

- In a short span of time with minimum resources, the Institute has trained and deployed 301 dogs in field. Many of the deployed dogs brought laurels to CRPF and saved precious lives of CRPF jawans.
- The details of quantity of Arms, Ammunitions, Explosives and Narcotics recovered by dogs are:
  - Explosives recovered – 2603 Kgs
  - Live rounds – 1700
  - Blank IED Box – 516.8 Kg
  - Detonator – 124
  - Rifles – 08 Nos.
  - Naxals (Apprehension) – 11
  - 5 Kgs RDX with 400-meter cortex wire
  - Ganja – 97 kg

Best Practices in SMART Policing

Women Safety





Samvedna

Bilaspur, Chhattisgarh

Samvedna is a novel initiative between the police and various stakeholders of the society to forge a symbiotic partnership between police and various stakeholders for assisting and facilitating the victims of the various women related crimes. The Samvedna center is a one-stop help center for women victim requiring urgent state intervention and care it also facilitates the rehabilitation of women.

It is a decentralized form of the SAKHI ONE STOP centre replicated at the local police station level across the entire district of Bilaspur in Chhattisgarh. The Samvedna center is designed in a women friendly manner to provide a soothing and comfortable environment for the victims also requirements are made for their menstrual hygiene care. It also looks after the welfare of women staff of the police station.

As police is the first responder, the victims' especially raped victims need to be made feel ease; for this the police station creates such positive environment, which creates a synergy between victim and Investigating Officer (IO).

As most of the victims approach police stations so the SAKHI type centers was replaced within the police station with all the required personnels which now act as a one-stop center for all the needy victims. There is a separate private space for the women staff to take a break during their duty. The state of art Samvedna centre comprises of 2 retiring rooms with clean toilets and toiletries and also has a sanitary napkin vending machine with an incinerator for the disposal of used sanitary napkins.

Key benefits to Public & Government

- The women related crime victims do not need to go from pillar-to-post for registration of crimes and other procedures. All procedures are completed in Samvedna center under the expert guidance of Samvedna committee.
- A positive environment for the victims minimizes the trauma and distress.
- The Samvedna centre helps in rehabilitation and care of the victims.
- Self defense techniques taught by the Raksha team enables women to deal with eve teasers confidently
- Women commandos established in each wards coordinated by the Samvedna committee maintains vigil in communities which helps in prevention of crimes.

Stakeholders

- Bar council of Bilaspur: They provided a female legal advisor in each of the Samvedna committee across the district.
- Medical council of Bilaspur: They provided a female physician/ doctor in each of the Samvedna committee across the district.
- Rotary Club of Queens: They provided Sanitary Napkin vending machines in 3 Samvedna centres.

- NTPC Seepat, Bilaspur: They provided Sanitary Napkin vending machines under the Corporate Social Responsibility (CSR) to be installed in the Samvedna centres.
- Samarthan Centre for development Support (SCDS), Raipur: They provided menstrual hygiene training to the women commandos and to women staff of police station.
- Various women Self Help Groups which organized women in the various villages falling in the police station area.
- Print and electronic media

Procedural/Administrative / Legislative changes

- In Rape/Molestation/Domestic violence cases earlier the victims were taken to district head for medico legal formalities. Now it is been done at the Police station level.
- Counseling the women complainants before registration of cases under section 498 A IPC and Domestic violence act is now done at the local Police station level, thus saving time and money of the people.

Financial Implications

- Building and infrastructure: The Building was constructed from Rs 2 Lakh sanctioned by the Police Head quarters, it was meant to construct a toilet and small room for women staff. From public participation 2 rooms were constructed with a good toilet.
- Furniture : Local chambers of commerce sponsored Sofa sets and chairs worth Rs 50000
- Sanitary pad dispensing machines: Sponsored by various NGOs, PSUS. The cost of Sanitary pad dispensing machine with incinerator is around Rs 50000
- Training women in menstrual hygiene and self defence: Free of cost by SCDS.

Other information

Samvedna centre has been started in 10 Police stations so far and work is in progress in remaining 13 Police stations. A Samvedna centre has become a focal point of women empowerment. Not only victims but other rural motivated women are coming forward and organizing themselves as commandos under the aegis of Samvedna. Samvedna centre has been highly successful especially in resolving marital issues.

Out of 182 marital discord cases referred to the Samvedna centre in 160 cases the issue was resolved amicably and in remaining 22 FIR was registered. The conviction rate has also improved as the victims are now confident and depose accordingly in court of law. The women feel empowered to approach "Police Didi" who coordinate in Samvedna centre.

The menstrual hygiene training imparted to the young girls has further bolstered their affection for the Police. Many women empowerment issues are actively discussed in the realms of Samvedna centre.

Himmat Plus

New Delhi

Himmat (Original) app was designed in the wake of Nirbhaya incident and was launched for citizens of Delhi in 2015. Primary objective of this Himmat app was to provide an 'easy to use' technology solution for women in distress. The entire functionality of the Himmat app was structured around raising a SOS alert to Delhi Police Control room with location details and video. As Himmat was an emergency response system connected app, the users were able to use the app only to report an untoward incident.

There were limitations for mass adoption of Himmat app as many citizens preferred to call on 100 number as a more convenient mode than using an app in case of emergency. Delhi Police decided to explore ideas for creating a revamped version of Himmat to make it more user friendly routine app than just a distress alert app. Delhi Police idea was to provide a "Trust Building" platform for the women of Delhi not only during distress situations but also in situations where women might feel vulnerable or worried. The following problems were faced by the users of Himmat App identified in the survey conducted by the students of IIIT Delhi:-

- Complex registration process – At Delhi Police website.
- Application interface only in English.
- Old User Interface(UI).
- SOS button only at home page.
- Users did not get any information about the drivers of public transport.
- Floating drivers on public transport some time indulged in deviant behaviour.
- No one tracked the journey of passengers.

After a detailed study conducted by a group of students from IIIT Delhi and various brainstorming sessions at different levels "Himmat Plus" a revamped version of Himmat was launched on 6th Feb. 2018. Based on the study and other inputs, the following new features were introduced in the new Himmat Plus App:

- The logo was redesigned.
- The App was made bilingual i.e. in Hindi also.
- The registration process was made simple
- Delhi Traffic Police facebook page and Twitter handle of Delhi Police linked with the App.
- Safety Assured SOS button was provided on every screen.
- Emergency contact numbers were made editable and a new user interface was introduced. In the App, once the passenger presses "Reached Safely" (a) Friends and

Family is informed about the same. (b) Delhi Police control room is also informed about the safe completion of journey.

- "Safety Assured Platform" i.e. QR Code Scheme for women/men passengers travelling in public transport like taxis, autos and e-Rickshaws was introduced. This scheme is 'one of its kind' in the country. Under this scheme a unique 'QR Code' has been given to the taxi drivers driving the black & yellow taxi at the Airport.
- Start your journey after pressing Report Journey button on the screen
- Notifications on the app after every 10 minutes, prompt the users to confirm that the journey is smooth and there is no safety issue or concern.
- Safety in Last Mile Connectivity.

Key benefits to Public & Government

- The app will enhance the sense of safety and security in the women during any distress situation or need of help.
- The app will provide the latest traffic updates to the passenger during journey in Delhi through twitter handle and facebook page of Delhi Police.
- In case of emergency, users/women can press the SOS button for immediate police assistance as the SOS button is available on every page of this App.
- The response time to provide required police help to the victim will improve significantly and will also reduce the overheads (resources and costs thereof) of Delhi police in reaching to the victim.

Key Stakeholders

- Users/Passengers: To download/update the app and use the app while travelling in public /commercial transport in Delhi.
- Police Control Room: Providing Emergency Response to the SOS/in trouble passenger.
- Drivers: Proper maintenance and display of QR code cards.
- Vehicle owner: To ensure the availability of actual driver whose details exist in the QR code card.

Financial Implications

Total cost for the development of the App is Rs. 21,85,360/-

Women Helpline

RPF

Passengers on Indian Railways in general and women have been facing hardships on various security related matters during journey by train as well as at railway stations. In the absence of a dedicated a mechanism for real time reporting of such issues, immediate assistance was not able to be ensured to such aggrieved passengers. Many a times, women passengers in trains were harassed by co-passengers and they were not able to get timely help from security personnel due to non-availability of a system for real time reporting of such complaints to RPF/GRP. With a view to address this vital issue, Railways decided for setting up of RPF Security Helpline with a common No-182 throughout the country.

The objectives of the project are:

- A 24x7 Helpline for passengers on Indian Railways.
- Real time reporting of security related problems.
- Instant security related assistance.
- Ensure Safe & Secure journey of Passengers.
- Special attention to complaints/distress calls from vulnerable groups such as women, Children, Differently abled etc.
- Prevention of Crime on Railways.
- Hassle free journey to every passenger on Indian Railways.

The entire architecture of Helpline is being further upgraded and it will have following features:

- ACD based call distribution for ending call congestion.
- Call landing in RPF divisional control closest to the call location.
- Option to forward calls related to food quality, linen, etc to concerned lines viz.138 or 139.
- Call registration in computer system & assigning of registration number to passenger.
- Vice recording, SMS information of acknowledgment to passenger.
- Activation to RPF action in field by SMS and by messaging.
- Information from Railway data base for efficient call handling by RPF
    - PRS information like name age, gender of passenger.
    - Train location.
- Case transfer to subsequent division/concerned division on change of jurisdiction.
- Reply on subsequent calls on providing registration number.
- Call log monitoring like call attended, missed, not attended etc by dashboard.

Key benefits to Public & Government

- During the year 2017, instant help/assistance were provided in 16,207 complaints including theft of passenger belongings (4064), restoration of luggage left behind by passengers (3446), unauthorized entry in reserved coaches (3392), nuisance by antisocial elements (2839), medical assistance (1145), passenger missing/not responding to calls, eve-teasing (82), etc. Out of the above, 2722 complaints were pertaining to women passengers.
- During the year-2017, RPF rescued 11,178 children including 2738 minor girls falling under various categories (such as trafficked, runaway, destitute, kidnapped, left behind, missing, mentally disordered, street children, etc.) on Indian Railways. Similarly, 5163 luggages worth Rs.7 crores left behind by passengers in trains/premises were secured and handed over to its rightful owners/passengers. Many of these good works were able to be done due to calls/information received through Security Helpline No.182.
- Facilitates Real time reporting of security related problems/complaints
- Instant relief in Security related matters
- Safe & Secure journey
- Get Special attention to complaints/distress calls made by vulnerable groups such as Women, Children, Differently abled etc.

Key Stakeholders

- Railway administration: Provides for requisite infrastructure/logistics, facilities, manpower etc. Arrange for wide publicity of Security Helpline No.182 among public, passengers etc.
- RPF: Deploy trained personnel at security Help lines, receives calls from aggrieved passengers, arrange for attending the aggrieved and to ensure immediate relief/assistance by RPF, GRP etc. & necessary call logs are maintained.
- GRP: Acts upon Complaints/grievances referred from RPF Security helpline, wherein action is required to be taken by GRP.
- Local Police: Acts upon Complaints/grievances referred from RPF Security helpline, wherein action is required to be taken by Local police.
- Railway passengers: Dial Security helpline No.182 on real time basis, report about security related problems, share journey details and nature of assistance required.
- Other Departments of Railways: Complains/grievances wherein action is required to be taken by other departments of Railways, are immediately passed over to concerned department for taking necessary action.

Financial Implications

The project of All India RPF Security Helpline 182 was initially sanctioned at the cost of Rs.5.20 crores. Now the project is being further automated at the cost of Rs.5.59 crores.

Anti-Romeo

Mirzapur, Uttar Pradesh

Recently, Anti-Romeo squads have been formed in all districts at UP to curb menace of eve teasing and sexual harassment. But, a major lacuna is that only one Anti-Romeo team is designated for the entire geographical area of the district, which is inadequate for large cities and rural areas. There is a need of technology for a multiplier effect. We need to turn 90% of force i.e. constables into Anti-Romeo.

Under this initiative, Anti-Romeo Team / Beat Constable via Anti-Romeo module in smart police app create database of harassers with their photo, name, address, mobile number, police station etc. This is very easy to use and has already created a database of 10000 romeos during 7 days drive at Mirzapur.

Already, in the entire state, mobile number of active females are collected at 1090 women power line by the name of 'Power Angels' who act as police friend in the crimes relating to women harassment etc. With the help of this app, all the police force will have the power to work as Anti-Romeo. It is a decentralized model of Anti-Romeo.

Taking community policing forward, Police can continuously keep in touch through Bulk SMS/IVRS, with offenders and Power Angels. For example, on one hand, some bulk sms are sent to offenders on each festival such as Holi, Deepawali, Dhanteras, Chehallum, Muharram etc.

Since photos are geotagged, so first time in the world automatic crime mapping of non-FIR registered crime is also taking place. This can lead to informed decision making to make targeted strategies.

Key benefits to Public & Government

- Safety: Anti-Romeo app will lead to unprecedented number of Anti-Romeos working against eve teasing to create better crime control and law & order.
- Time: It brings down time for communicating with the offenders through automatic alerts.
- Cost: It has brought down the cost of man hours spent for searching offenders by bringing technology with push alerts.

Stakeholders

- Police: Feeding of offender data and power angel data in Anti Romeo app. Sending Bulk SMS to offenders and power angels. Counselling of offenders and power angels.
- Public: Counselling of offenders and intelligence sharing with police.
- Power Angels: Active against offenders. Intelligence sharing. Receiver of bulk SMS. Act as bridge between police and victims.
- Offenders: Receiver of bulk SMS. To propagate its message. Repeat offenders to be

booked under appropriate sections.

- Intelligence agency: Monitoring of live database and alerts in the city.

Procedural/Administrative / Legislative changes

- Police has to start feeding of offender data and power angel data in Anti Romeo app. Sending Bulk SMS to offenders and power angels.
- Target based approach for Police personnel to have SOP to take photo of criminal by Anti-Romeo police app
- District Crime Records Bureau (DCRB) need to work with local police stations to have live photos of the criminals in their database
- E-Prison will have to work in tandem with Anti Romeo app to have up-to-date database.
- All police personnel need to be trained in using Anti Romeo app for checking suspected persons.
- Anti-Romeo and CCTNS needs to be connected to have textual and photo information with criminal history up-to-date.
- Monitoring of alerts at control room. Matching of suspected persons with criminal database.
- Public needs to be made aware that in case of a suspected person, they can verify by taking photo using Anti Romeo public app.
- Intelligence agency need to start monitoring of live database and alerts in the city.

Financial Implications

The technology was developed in-house.

Other information

It is one of the sixty modules and is linked to beat system and daily tasking modules.

Best Practices in SMART Policing

Other Policing Initiative





DNA Fingerprinting Direct Protocol

Sagar, Madhya Pradesh

In Forensic Science, a Direct Protocol for DNA (Deoxyribonucleic Acid) extraction has been developed. It is a path breaking initiative different from the usual practice of DNA extraction, which takes more time and costs more money. Globally there is no such attempt published or reported.

Key benefits to Public & Government

- It expedites the DNA Profile Extraction expeditiously to contribute in the speedy investigation, speedy trail and speedy justice to the victim and speedy punishment to the guilty at hands of the Hon'ble Court.
- This will help fast exonerating the innocent, if not guilty as DNA fingerprinting is not only to apprehend the guilty but also to save innocents.
- The extraction of DNA process of DNA fingerprinting is the most time taking process, which needs to be shortened without affecting the quality of DNA examination.
- Simultaneously more samples processing is need of the hour. And this protocol can handle 95 samples in a single shot which is no way possible by any known methods.
- Reduction in time for testing the samples from 4 hours to 15 minutes
- Reduction in cost of extraction from INR 1600 to INR 5.

Procedural/Administrative / Legislative changes

- Applied for patenting the Direct Protocol for the DNA Extraction.
- The Protocol is used in the same manner without affecting the quality of DNA profile on the same kits being routinely used for forensic case analysis.
- The buffer developed MPDB (Madhya Pradesh Direct Buffer) for one step lysis.
- Direct buffer developed of 150m M Tris (ph-7.8), 5m M EDTA, 40m M NaCl.
- There is no requirement of multiple tube transfer and simple PCR protocol developed for lysis.

Financial Implications

The Direct Protocol for DNA Extraction will cut down cost of sample testing drastically, thus saving the budget for more raw materials required for DNA Fingerprinting.

Other information

In the FSL Sagar, DNA Laboratory, this Direct Protocol for DNA Extraction is being followed delivering efficient and expeditious results in terms of the DNA Expert's Report.

For DNA Profiling, to meet the ends of justice, the new Forensic Experts are being trained in the Direct Protocol for the DNA Extraction.

Also the protocol is extended to other forensic DNA laboratories of India as well. Now the protocol is also tested and being followed in State Forensic Science Laboratory of Jaipur, Rajasthan.

Smart Protection Unit

Guwahati, Assam

With the ever-increasing number of international and national events taking place in Guwahati and ever-increasing visits of high threat perception dignitaries, it was thought necessary to urgently create a 'Smart Protection Unit', consisting of both plain clothes and uniformed elements for not only the protection of high threat perception individuals, but also to provide both safety and security to all visitors at high profile events as well as the venues of such summits/events.

The philosophy behind this unit is to avoid inconvenience to public and at the same time provide fool proof safety and security, with the use of technology and trained manpower in soft skills. In addition, this initiative aims at reducing costs, particularly hidden ones.

Key benefits to Public & Government

- On the front of savings to the exchequer and optimum utilisation of manpower, the Smart Protection Unit cut down by almost 60% of the numbers that were usually deployed at the same venue, Sarusajai Sports Complex, during earlier events.
- The performance of the Smart Protection Unit was also highly appreciated by the SPG during Advantage Assam.

Key Stakeholders

The initiative required active participation of all stakeholders, across the Government, Assam Police and the Public; including the Home Department, the Special Branch, the Security Division, the Training & Armed Police Branch, the Law & Order Division, the Executive Force, the Fire & Emergency Services, the Communications Wing, Medical Services, the Sports Department, Stadium Management, etc. each of whom played a vital role in the training and sensitization of the Unit. Outside Government, apart from the Event Management related Committees and Organisations, feedback was taken from Prominent Citizens as well as the Media during the creation of the Unit.

Procedural/Administrative / Legislative changes

- Realistic personal security drills with learnings not only to protect, but also engage threats, area scanning and extraction of the protectee; both in static and mobile modes.
- Skill enhancing subjects - on-duty mannerisms & protocols. voice commanding skills. Professional non-verbal/signal-based communication within the operators/teams deployed for duties.
- Close Quarter Battle (CQB) skills, Unarmed Combat (UAC) skills (including Krav Maga & Mixed Martial Arts), use of edged & impact tools/weapons, defence against edged weapons/guns, basic skills of engaging and disarming an opponent, etc.
- Introduction to firearms, handling guns in a tactical manner - movements - firing positions - dynamic position changing - magazine changes - buddy covers - primary &

secondary weapon transitions - single hand firing - malfunction recognition & dealing, tactical assault with firearms in small/big teams, response to threat situations using long range assault rifles & hand guns, etc.

Financial Implications

In terms of financial implications, the initiative did not have a high cost. Expenditure was only on the newly designed uniforms. Existing communication equipment & weapons have been issued to the Unit.

Chunav Prabandhan (Election Duty Management)

Mirzapur, Uttar Pradesh

An important part of police work is arrangement of duty - whether there is a procession or festival, fair or VIP / VVIP visit, election rally or election force deployment. The administration of many police force should be done accurately and in the shortest possible time.

There are two things to note in these duties, first of all, every policeman should know when to reach, whom to do duty with, what to report - this information should be very clear. There is a duty card for this which carries all this information. Secondly, a Duty booklet is provided to the higher-ranking officials to check arrangement and for effectively briefing the force.

Traditionally, preparation for such a big event starts weeks before, in which 20-25 police personnel chart out duty points on registers and ask for force from districts. There were many drawbacks in this system, such as, occurrence of mistakes as there was no accurate management, consumed enormous time, human and other resources were wasted, duties were not flexible, and, discretion in allotment of duty may lead to corruption.

'Chunav Prabandhan or Election Duty Management (EDM)' eliminates all these problems, the employee need not even come to get duty card as the card along with photo reaches his mobile. Duty booklet, which is meant for duty checks with officials is printed automatically. This system was implemented in the elections of Varanasi.

In this solution, Duty is sent by SMS to all duty personnel making the solution environment friendly apart from saving a lot of tax payers' money. It also makes organisation of such events easy by bringing flexibility and elaborate duty details on the duty cards. The QR code enabled duty cards have all the requisite information required by a police person on duty. It includes:

- Briefing-Debriefing time and place.
- Duty reporting place and interval along with instructions for duty.
- Detailed Logistics and accommodation information
- Details of fellow team members and supervisors with phone numbers.
- The duty checking booklet for supervisors is automatically generated as well.

Key benefits to Public & Government

- Time: It brings down time for election or bandobust duty from an average one week to 4 hours on an average. It has been used in conducting 35 elections till now from 2009.
- Cost: It has brought down the cost of logistics, man hours, transportation, and stationery. Electronic sms have reduced need of paper and has saved environment as well. Approx. cost reduced per deployment Rs 5 lakh to 20 lakhs due to operational efficiency everywhere, depending on deployment size.

- Manpower: Manpower cost has been reduced by reducing staff used for preparing deployment from 20 to 2.

Key Stakeholders

- Election Commission: Fixing of the standard number of personnel for deployment at a duty location.
- District Police: Short listing the duty locations, accommodation and logistics.
- Deployment Cell (District police): Getting the force allocation from other districts, data entry, duty allocation and dispatch using EDM.
- Duty Personnel: Collection of duty cards, booklets and attending duty according to instruction given by EDM.

Procedural/Administrative / Legislative changes

- An election duty management cell with one SI and two constables constituted instead of 3 SI and 25 constables.
- Two computers with one printer given, Instead of multiple desks and 8 registers.
- The force allocation from other district has been received by email in a pre-designed format for EDM instead of paper.
- Separation of field and non-field duties. The accommodation and duty point responsibility are given to district police instead of election duty management cell.
- Election duty management cell does data entry by importing personnel and duty point data. It automatically does duty allocation, automatic prints duty card and booklet, SMS duty dispatch using QuickSMS.
- Election duty management cell distributes card and booklets during briefing at Police lines.
- Logistics and accommodation arrangements made by District Police.
- Execution of duties happen automatically after briefing during rehearsal as all duty personnel are briefed in written by duty card and booklets and know duties in advance by SMS leading to systematic duties with no confusion.

Financial Implications

The Software development involved no expenditure of government money.

Esteemed Jury Members

Esteemed Jury Members



Mr. G.K. Pillai

Former Home Secretary
Government of India

Mr. G. K. Pillai retired as Union Home Secretary to the Government of India. He belongs to the Kerala cadre of the 1972 batch of IAS. He has worked in various positions in the State Government of Kerala and the Central Government.

In the Central Government, he had worked in the Ministry of Defence, Ministry of Road, Transport & Highways and in the Ministry of Home Affairs, besides a long stint in the Commerce Ministry, including as Commerce Secretary to the Union Government.

Mr. Pillai has a BSc in physics and chemistry from St. Joseph's College, Bangalore and MSc from the Indian Institute of Technology (IIT), Madras.



Ms. Manjari Jaruhar

Former Special DG
Central Industrial Security Force

Ms. Manjari Jaruhar retired as Special Director General of CISF. She is one of the first five women police officers in India and the first from the State of Bihar. She was selected for the

Indian Police Service (IPS) in 1976 and has held key positions in the state governments of Bihar and Jharkhand, the National Police Academy (NPA), the CISF and the CRPF. She has led teams in a wide range of complex and challenging assignments that have prepared her for a career in the private and social sector.

Ms. Jaruhar is a recipient of the Government of India's Police Medal for Meritorious Service and the President's Police Medal for Distinguished Service. She was awarded the Director

General's Commendation Disc for outstanding service twice in the CISF and once when she was with the CRPF.



Mr. Jayanto N. Choudhury

Former DG
National Security Guard

He retired as DG, NSG in May '15 after 37 years in the Indian Police Service. Earlier he was Director General of Police of the state of Assam, and served in the Intelligence Bureau for over quarter a century during which period he served in several NE states, Bengal, and at the Embassy of India, Washington DC. Currently he is an Independent Director on the board of GAIL, serves on the board of Commonwealth Human Rights Initiative. He is also President Equestrian Federation of Assam.



Mr. Alok Bansal

Director
India Foundation

Mr. Alok Bansal is Director India Foundation and Honorary Executive Director of South Asian Institute for Strategic Affairs (SAISA). He is also an Honorary Professor at New Delhi Institute of Management (NDIM) and facilitator of India Policy Group (IPG) on Afghanistan for Track II Dialogues by Friedrich Ebert Stiftung.

He has been the Executive Director of the National Maritime Foundation (NMF) and has worked with the Institute for Defence Studies and Analyses (IDSA), and Centre for Land warfare Studies (CLAWS). He has authored a book titled Balochistan in Turmoil: Pakistan at Cross Roads in 2009 and has co-edited three books titled, South Asian Security: 21st Century Discourses, Pakistan Occupied Kashmir: The Untold Story and Sri Lanka: Search for Peace.



Dr. Sushma Yadav

Professor of Public Policy & Governance
Indian Institute of Public Administration (IIPA)

Prof. Sushma Yadav is the Chair Professor, Dr. Ambedkar Chair in Social Justice at IIPA. Prior to this, she was Reader (Associate Professor), at Delhi College of Arts and Commerce, University of Delhi. Recipient of Rai Bahadur Gori Shankar Memorial Medal and Maharshi Karve Memorial prize, she has been awarded ICSSR short term Doctoral Fellowship and Inter University Associateship at Indian Institute of Advance Studies, Shimla. Besides, she served as a member of Academic Council of University of Delhi during 1996-2000 and a member, Executive Committee Delhi Regional Branch of IIPA during 1994-1996 and 2002-2004.

She has an experience of over 30 years in teaching and research. Presently, she is working on the philosophy of Dr. B.R. Ambedkar along with the issues of Social Justice with reference to Good Governance, Human Rights and Empowerment of the Depressed Sections of Society including women for Inclusive Growth and Development.

List of Entries Received for FICCI SMART Policing Awards 2018

List of Entries Received for FICCI SMART Policing Awards 2018

Anti-Insurgency

- **Assam Rifles (AR)** - Anti-Insurgency
- **Assam Rifles (AR)** - Anti-Insurgency
- **Telangana State Police** - Anti-Insurgency
- **West Bengal Police** - Anti-Insurgency

Border Management

- **Border Security force (BSF- Guwahati)** - Smart BOP Functioning
- **Border Security force (BSF)** - BSF-BISAG Project

Child Safety

- **Chhattisgarh Police** - Chetna
- **Delhi Police** - Nirbheek
- **Delhi Police** - Operation Milaap
- **Kerala Police** - Children and Police
- **Railway Protection Force (RPF)** - Child Safety
- **Rajasthan Police** - Child Safety
- **Rajasthan Police** - Child Safety
- **Tamil Nadu Police** - Project Udhayam-Towards a Child Safe Salem City
- **Telangana State Police** - Child Safety
- **Telangana State Police** - Child Abuse - Safe Child
- **West Bengal Police** - Nabadisha

Community Policing

- **Andhra Pradesh Police** - Community Police Officer (CPO)
- **Andhra Pradesh Police** - Schools & Hostels Adoption

- **Andhra Pradesh Police** - Open Defection Free Programme (ODF)
- **Andhra Pradesh Police** - Chetana
- **Central Reserve Police Force (CRPF)** - Educate Villagers in the Area of Operation
- **Chandigarh Police** - Nigehbaan Project (CCTV Camera)
- **Chhattisgarh Police** - Amcho Bastar Amcho Police
- **Chhattisgarh Police** - Apki Police… Apke Dwar / Aao Sanwaren Kal Apna
- **Chhattisgarh Police** - Operation Nava Bihaan
- **Delhi Police** - Yuva
- **Fire & Emergency Services, Meghalaya** - Community Policing Initiative of Sadar PS
- **Rajasthan, Jaipur Police** - Jaipur Police League T-20 Cricket Tournament
- **Madhya Pradesh Police** - Providing Free Training to 1900 Youth Candicates for Physical Test Uniform Force
- **Madhya Pradesh Police** - Dist. Police Sheopur Against the Hunger and Malnutrition (Vardi Ke Saath Humdardi)
- **Maharashtra Police** - Malegaon Marathon - 2018
- **Maharashtra Police** - The Maharashtra Police Youth Parliament Project (MPYP)
- **Maharashtra Police** - "Police Mitra App"
- **Maharashtra Police** - Mobile Police Station Camps
- **Nagaland Police** - Students Law and Traffic Education (SLATE)
- **Odisha Police** - Project Shashaktikaran
- **Punjab Police** - Saanjh Project (Saanjh Kendra)
- **Rajasthan Police** - Feedback about Police Station by Citizen
- **Telangana State Police** - Drinking Water Projects in Fluoride Affected Areas
- **Telangana State Police** - Community Policing
- **Telangana State Police** - Awareness Programs By Police Kalajatha Brundham

- **Telangana State Police** - A Proactive Approach for Prevention and Reduction of Crime
- **Uttar Pradesh Police** - Green Group
- **West Bengal Police** - Transformation of A Crime-Prone Pocket of Tikiapara
- **West Bengal Police** - Friendship Cup
- **West Bengal Police** - Goalz Project
- **West Bengal Police** - Kiran Project
- **West Bengal Police** - Sampark Project
- **West Bengal Police** - Utsarga

Crime Investigation & Prosecution

- **Andhra Pradesh Police** - Automated Fingerprint Identification System (AFIS) – Papillon
- **Andhra Pradesh Police** - RAIS (Red Sanders Accused Information System)
- **Delhi Police** - Detect & Workout
- **Delhi Police** - Crime Prevention & Detection
- **Gujarat Police** - Pocket Cop Mobile App
- **Punjab Police** - Punjab Artificial Intelligence System (PAIS)
- **Rajasthan Police** - Case Officer Scheme Monitoring System (COSMOS)
- **Rajasthan Police** - Video Statements through "Case Darpan"
- **Telangana State Police** - Crime Investigation & Prosecution
- **Uttar Pradesh Police** - Automatic Investigation Monitoring System

Cyber Crime

- **Delhi Police** - Cyber Crime Prevention and Cyber Safety
- **Jharkhand Police** - Proactive Integrated Response Mechanism to Tackle Cyber-Crime
- **Kerala Police** - Kerala Police Cyberdome - A Public Private Partnership Initiative for Cyber Security.
- **Maharashtra Police** - Cyber Crime Awareness Programme

- **Maharashtra Police** - WeFightCC - Making our Future Digitally Safe - A Cybercrime Awareness and Training Program
- **Maharashtra Police** - Cyber Complaint Cell (C3)
- **Maharashtra Police** - Maharashtra Cyber Digital Crime Unit
- **Odisha Police** - Cyber Crime
- **West Bengal Police** - Cyber Crime
- **West Bengal Police** - Cyber Patrol Cell of Kolkata Police

Disaster Management

- **Madhya Pradesh Police** - MP Police Dial 100 - Disaster Management
- **Odisha Police** - Odisha Disaster Rapid Action Force (ODRAF)
- **West Bengal Police** - Disaster Risk Reduction in The City of Kolkata

Elderly Safety

- **Delhi Police** - Know Your Senior Citizens
- **Madhya Pradesh Police** - Astha
- **Maharashtra Police** - Senior Citizen Cell, Crime Branch Pune City
- **West Bengal Police** - Pronam

Emergency Response

- **Assam Police** - SDRF, Assam, Boat Awareness Programme on Emergency Response, Environment Conservation and Social Issues
- **Assam Rifles (AR)** - Emergency Response
- **Karnataka State Police** - Effective Highway Patrolling System In Karnataka State
- **Telangana State Police** - Dial - 100
- **Uttar Pradesh Police** - UP - 100

Human Trafficking

- **Odisha Police** - Operation Muskan III
- **Telangana State Police** - Drive Against Human Trafficking

- **Uttar Pradesh Police** - Operation Smile
- **Uttar Pradesh Police** - Reunion
- **West Bengal Police** - Anti Human Trafficking Unit

Intelligence Collection

- **National Crime Records Bureau (NCRB)** - Vahan Samanvay (Smart Digital Solutions to Trace Stolen / Missing Vehicles)
- **Uttar Pradesh Police** - Pehchaan
- **West Bengal Police** - Central Intelligence Network (CINWIKI)

Maritime Security

- **West Bengal Police** - River Security

Other Policing Initiatives

- **Andhra Pradesh Police** - Badratha Arogya Badratha APP
- **Andhra Pradesh Police** - Pre-Litigation Counselling Forum (PLCF)
- **Assam Police** - Initiative to Save Greater Adjutant Stork
- **Assam Police** - Smart Protection Unit
- **Central Industrial Security Force (CISF)** - Leave Management System
- **Central Industrial Security Force (CISF)** - M-Power (Mobile App for CISF Personnel
- **Central Reserve Police Force (CRPF)** - Manipur Assembly Election - 2017 & Nagaland Assembly Election - 2018
- **Central Reserve Police Force (CRPF)** - Core Psychological Development Measures
- **Delhi Police** - New Patrolling Pattern Named "Halla Bol"
- **Gujarat Police** - Forensic Interface in Crime Investigation
- **Jammu & Kashmir Police** - Basic Amenities for Police Personnel Guarding Railway Track from Jammu to Udhampur
- **Jharkhand Police** - Tare Zameen Par - Ek Koshish
- **Jammu & Kashmir Police JKPS, Railway Katra** - Launch of Office Website

- **Karnataka State Police** - Transparent Recruitment Process
- **Kerala Police** - House Visits
- **Madhya Pradesh Police** - Police Training College, Indore
- **Madhya Pradesh Police** - Double Shift Training of Constables
- **Madhya Pradesh Police** - DNA Finger Printing, Direct Protocol-A Path Breaking Initiative
- **Madhya Pradesh Police** - Virtual Telecom Network of MP Police
- **Maharashtra Police** - Procurement and implementation of APCO P25 Phase 2 Digital Radio Trunking System for Mumbai Police
- **Maharashtra Police** - Police Kaka for Student's Safety and Security
- **Maharashtra Police** - S.I.T. Against Land Mafia
- **Maharashtra Police** - N. Cops Excellence Training Center, Nagpur
- **Ministry of Home Affairs (MHA)** - Bharat Ke Veer.org
- **National Crime Records Bureau (NCRB)** - Citizen Services Mobile Application
- **Odisha Police** - Respect to Dead
- **Rajasthan Police** - Electronic Monthly Crime Reports {eMCR}
- **Uttar Pradesh Police** - Police Duty Management Software
- **Uttar Pradesh Police** - Chunav Prabandhan / Election Duty Management
- **Uttar Pradesh Police** - UP Police: State-Wide Emergency Response Management System - Up100

Public Procurement in Internal Security

- **Central Reserve Police Force (CRPF)** - Design, Development and Procurement of Specialised and Normal Vehicles for CRPF

Road Safety & Traffic Management

- **Chandigarh Police** - Efficient Traffic Congestion Mitigation Using Social Media
- **Chandigarh Police** - Targeted Enforcement of Traffic Rules to Reduce Road Accident Facilities

- **Chhattisgarh Police** - Road Safety & Traffic Management
- **Goa Police** - Traffic Sentinel Scheme
- **Himachal Pradesh Police** - RADMS
- **Jammu & Kashmir Police** - Traffic Awareness and Road Safety Campaign
- **Karnataka State Police** - Personal Digital Assistant for Enforcement of Traffic Rules With Credit & Debit Card Swiping Facility
- **Karnataka State Police** - Digital Field Traffic Violation Report with Automatic Number Plate Recognition System
- **Karnataka State Police** - Multi-Functional Device for Traffic Rules Enforcement In Karnataka State
- **Madhya Pradesh Police** - Behtar Traffic Behtar Bhopal (Better Traffic Better Bhopal)
- **Maharashtra Police** - E-Rickshaw Portal & Citizen Dashboard
- **Odisha Police** - Road Safety Through "Good Samaritan Reward Scheme" "No Helmet-No Puja" and "Sterilization of Stray Dogs"
- **Punjab Police** - Randomization
- **Punjab Police** - Traffic Police Patiala, Android Mobile App
- **Rajasthan Police** - Intelligent Traffic Management System
- **Tamil Nadu Police** - Fixing of Speed Dome Camera and CCTV Cameras Between Chengalpattu and Tindivanam National Highways
- **Telangana State Police** - Road Safety & Traffic Management
- **Telangana State Police** - Accident Resolution Team (ART)
- **Telangana State Police** - Drunk and Drive Enforcement with Technology
- **Telangana State Police** - Road Safety - Live Safe
- **West Bengal Police** - Tackling Traffic Challenges on Santragachi Railway Over Bridge on Kona Expressway
- **West Bengal Police** - Safe Drive Save Life

Smart Police Station

- **Andhra Pradesh Police** - Model Police Station
- **Assam Police** - Award for Best Practices in SMART Policing 2018 Under North-Eastern State Category
- **Delhi Police** - Smart Police Station - Seelampur
- **Delhi Police** - Smart Police Station - Kirti Nagar
- **Jharkhand Police** - Smart Police Station
- **Madhya Pradesh Police** - Complaint Information System
- **Maharashtra Police** - Smart Police Station - Panvel City Police Station
- **Maharashtra Police** - Smart Police Station - Taloja Police Station
- **Maharashtra Police** - Smart Police Station
- **Maharashtra Police** - Smart Police Station - Satara
- **Maharashtra Police** - Smart Police Station
- **Maharashtra Police** - Third I Digital Platform for Enhancing Policing and Prevention of Crimes & Incidents
- **Maharashtra Police** - Smart Police Station - Vashi Police Station
- **Maharashtra Police** - Smart Police Station - NRI Coastal Police Station
- **Maharashtra Police** - Smart Police Station - Turbhe MIDC Police Station
- **Maharashtra Police** - Smart Policing Station
- **Tamil Nadu Police** - M Passport Police App
- **Telangana State Police** - Smart Police Stations
- **Uttar Pradesh Police** - Smart Police - Leave Management System
- **West Bengal Police** - Smart Police Station

Surveillance & Monitoring

- **Andhra Pradesh Police** - Locked House Monitoring System (LHMS)
- **Andhra Pradesh Police** - E - Verify
- **Andhra Pradesh Police** - Property Information and Networking System (PINS)

- **Andhra Pradesh Police** - Offender Surveillance
- **Rajasthan, Jaipur Police** - 'Abhay' Command & Control Room, Jaipur
- **Madhya Pradesh Police** - Safe City Monitoring & Response Centre and Integrated Security Surveillance System
- **Maharashtra Police** - CRISP for Criminal Monitoring and Surveillance
- **Maharashtra Police** - Android Application for Beat Patrolling & GIS Data Collection
- **Railway Protection Force** - RFID Based Train Escort Monitoring System
- **Tamil Nadu Police** - Identification of Criminals Using Face Recognition
- **Tamil Nadu Police** - Effective Process Streamlining of TN CSCID
- **Uttar Pradesh Police** - Surveillance Monitoring System
- **West Bengal Police** - Data Analysis Cell (Telecom & Social Media)

Training & Capacity Building

- **Assam Rifles (AR)** - Training and Capacity Building
- **Central Industrial Security Force (CISF), RTC Deoli** - Competency Based Training of 5389 Trainees in One Training Calendar Year
- **Central Reserve Police Force (CRPF)** - IED Management
- **Central Reserve Police Force (CRPF)** - Dogs Training in CRPF
- **Central Reserve Police Force (CRPF)** - Perceptional Change in CRPF Personnel
- **Chandigarh Police** - Smart-One (Skill Maximization and Reorientation Through on Line Examination)
- **Fire & Emergency Services, Meghalaya** - Meghalaya Fire & Emergency Services
- **Kerala Police** - Comprehensive Revamp of Police Training
- **Madhya Pradesh Police** - Cyber Security Capacity Building
- **Madhya Pradesh Police** - Cyber Training for Investigators
- **Maharashtra Police** - Training & Capacity Building
- **Maharashtra Police** - Virtual Classroom

- **RBVRR Telangana State Police Academy, Hyderabad** - Training and Capacity Building
- **Telangana State Police** - Soft Skills & Leadership Skill Training
- **Uttar Pradesh Police** - UP Police: State-Wide Emergency Response Management System – Up100
- **Uttarakhand Police** - E - Suraksha Chakra
- **West Bengal Police** - Training & Capacity Building

Women Safety

- **Andhra Pradesh Police** - Women Cycle Rally
- **Chandigarh Police** - Pick and Drop Facility for Women in Distress
- **Chandigarh Police** - "Swayam" - A Women Safety Initiative
- **Chhattisgarh Police** - Mahila Raksha Team
- **Chhattisgarh Police** - Samvedna
- **Delhi Police** - "Himmat Plus" App, an Initiative for Women Safety
- **Rajasthan, Jaipur Police** - Launch of Lady Police Patrol Unit on 1st May, 2017 for Safety & Prevention of Harassment of Women.
- **Kerala Police** - "Sthree Suraksha" Women Self Defense Techniques (WSDT)
- **Maharashtra Police** - Mahila Suraksha Kavach
- **Odisha Police** - Rescue and Rehabilitation of Homeless Lunatic Women.
- **Railway Protection Force (RPF)** - Women Safety
- **Rajasthan Police** - Women Safety
- **Rajasthan Police** - Self Defence Training for School & College Girls
- **Telangana State Police** - Rakshita (Girl Safety Committee)
- **Telangana State Police** - Margadarshak Programme, SHE for HER Programme & She Teams
- **Uttar Pradesh Police** - Anti Romeo
- **West Bengal Police** - Sukanya Project

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Vehere Interactive Pvt Ltd
#1603, PS Srijan Corporate Park, Block GP, Sector V, Salt Lake
Kolkata 700091, India
T: +91 33 40545454, F: +91 33 4054 5455

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FICCI Homeland Security Department

FICCI Homeland Security Department

FICCI has many specialised committees where key concerns of the industry are debated and discussed with the specific aim of presenting the recommendations to the Government for favourable decisions.

Considering internal security is the backbone of growth and overall development of the nation, FICCI has constituted a Committee on Homeland Security (HLS), which is working towards bridging the gap between policing and technology.

Some of the focus areas:

SMART Policing: FICCI has instituted the first ever SMART Policing Awards in India for best practices in SMART Policing, with the objective to promote initiatives taken by the Police for safety and security of Indian citizens. This can change public perception and build positive and progressive image of the police among people. FICCI SMART Policing Awards provide a platform to police officials across India to learn from the experiences of other states and also for possible adoption of the best practices to further enhance policing in their respective states.

Police Modernisation: FICCI is working towards bridging the gap between policing and technology. We engage with various enforcement agencies and provide them a platform to interact with industry, to articulate their requirements and to understand new technologies for security. This initiative is under our umbrella theme of "Modernisation of India's Internal Security Mechanism".

Smart Border Management: FICCI is working towards addressing the emerging challenges faced by India in smart border management, by bringing stakeholders together to discuss how India can create smart borders that, on the one hand, allow enhanced trans-border movement of peoples, goods and ideas, and on the other, minimise potential for cross-border security challenges.

Indian Unmanned Aerial Vehicle (UAV) Policy & Regulations: FICCI has set-up Working Groups in areas of: (a) enabling regulations for developmental use of UAVs, and prevention of rouge UAVs; (b) framework for permission and licencing for manufacturing of UAVs; and (c) technological structure for detection and neutralisation of unidentified UAVs. FICCI has recently submitted its preliminary suggestions and recommendation for Indian UAV Policy & Regulations to the NITI Aayog, Ministry of Home Affairs and Directorate General of Civil Aviation.

Policy for Public Procurement in Internal Security: FICCI is working towards advocacy for bringing well-defined procedures for fair and transparent procurement of security products and solutions, so as to provide level playing field to the industry. Although the Central Armed Police Forces (CAPFs) and State Police Forces are guided by the same policies and guidelines for public procurement as other government organizations, the nature and requirements of public procurement process for police forces is different from that of the general government departments. FICCI has provided policy inputs to the

Government of India for numerous challenges in regard to procurement by Internal Security forces, in the areas of policies and regulations, processes, technological advancements and capacity-building.

Cyber Crime Management: FICCI has initiated working towards promoting development and implementation, of systems and concepts to combat cyber-crime as well as improve cyber security.

Road Safety: United Nations has proclaimed 2011-20 as the Decade of Action on Road Safety. FICCI feels that the Indian Industry can play a significant role in addressing the issue of road safety.

Contact Us

Mr. Sumeet Gupta
Senior Director
E: sumeet.gupta@ficci.com
T: +91-11-2348 7515

Mr. Ankit Gupta
Senior Assistant Director- *Homeland Security*
E: ankit.gupta@ficci.com
T: +91-99900 89493 / +91-11-2348 7212

Federation of Indian Chambers of Commerce and Industry (FICCI)
Federation House, Tansen Marg, New Delhi - 110 001
www.ficci.in

Established in 1927, FICCI is the largest and oldest apex business organisation in India. Its history is closely interwoven with India's struggle for independence, its industrialisation, and its emergence as one of the most rapidly growing global economies.

A non-government, not-for-profit organisation, FICCI is the voice of India's business and industry. From influencing policy to encouraging debate, engaging with policy makers and civil society, FICCI articulates the views and concerns of industry. It serves its members from the Indian private and public corporate sectors and multinational companies, drawing its strength from diverse regional chambers of commerce and industry across states, reaching out to over 2,50,000 companies.

FICCI provides a platform for networking and consensus building within and across sectors and is the first port of call for Indian industry, policy makers and the international business community.

Contact Us

Mr. Sumeet Gupta
Senior Director
E: sumeet.gupta@ficci.com
T: +91-11-2348 7515

Mr. Ankit Gupta
Senior Assistant Director- *Homeland Security*
E: ankit.gupta@ficci.com
T: +91-99900 89493 / +91-11-2348 7212

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