SMART POLICING
AWARDS
2019

FICCI

COMPENDIUM OF BEST PRACTICES IN SMART POLICING



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Disclaimer:

This compendium presents a compilation of selected SMART Policing initiatives in India, which were received for the FICCI SMART Policing Awards for the year 2019. This compendium has been produced by FICCI, based on the information provided by various Law Enforcement Agencies, 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

AHTU	Anti-human Trafficking Unit
AI	Artificial Intelligence
ANPR	Automatic Number Plate Recognition
CAD	Computer Aided Dispatch
CCTNS	Crime and Criminal Tracking Network & Systems
CDAC	Centre for Development of Advanced Computing
CHiPS	Chhattisgarh Infotech Promotion Society
CrISP	Criminal Intensive Surveillance Project
CRPF	Central Reserve Police Force
CWC	Child Welfare Committee
DB	Detection Branch
DCRB	District Crime Record Bureau
DEMC	District Election Management Centre
DITAC	Digital Investigation, Training & Analysis Centre
DNA	Deoxyribonucleic Acid
ERSS	Emergency Response Support System
ERV	Emergency Response Vehicles
FIR	First Information Report
FRV	First Response Vehicle
GIS	Geographical Information System
GPS	Global Positioning System
GRP	Government Railway Police
IED	Improvised Explosive Devices
IG	Inspector General
IIM	Institute of IED Management, CRPF
IS	Islamic State
ISIS	Islamic State of Iraq and Syria
ITMS	Intelligent Traffic Management System
IWL	Infringing Website List
LBS	Location Based Services
M&E	Media & Entertainment
MCDU	Maharashtra Cyber Digital Crime Unit
MDT	Mobile Data Terminal

MeitY	Ministry of Electronics and Information Technology
MIPCU	Maharashtra Intellectual Property Crime Unit
MPRDCL	Madhya Pradesh Road Development Corporation Limited
NCRB	National Crime Records Bureau
NIXI	National Internet Exchange of India
NNM	Neural Network Model
OSIT	Open Source Intelligence
PHQ	Police Head Quarter
PINE	Punjab Intelligence News Extractor
PITA	Prevention of immoral trafficking cases
RFSLs	Range Forensic Science Laboratories
RLVD	Red Light Violation Detection
RoIP	Radio over Internet Protocol
RPF	Railway Protection Force
RSCL	Raipur Smart City Limited
RTO	Registered Motor Vehicle
SBCID	Special Branch Criminal Intelligence Department, Kerala
SCPCR	State Commission for Protection of Child Rights
SFSL	State Forensic Science Laboratory
SHO	Station House Officer
SJPU	Special Juvenile Police Units
SOP	Standard Operating Procedure
SP	Superintendent of Police
TSP	Telecom Service Providers
UAPA	Unlawful Activities Prevention
UNICEF	United Nations Children's Fund
VDP	Vehicle Detection Portal
VMS	Variable Message Signs



Foreword

The economic benefit of effective policing, to prevent crime, is obvious. But so are the broader benefits to a nation. The vulnerable are protected, citizens are more productive, and businesses are more likely to invest where they feel secure.

Globally, law enforcement agencies are constantly under pressure to respond swiftly to critical incidents while working with limited resources. They are turning to technology to help solve this conundrum by finding ways to not just fight crime but also prevent it.I have noticed that all Police Forces under the control of Government of India and State Governments, are also facing these challenges. Many forces have already begun a transformation journey and some have made real progress.

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 fourth '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, financial implications 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 2019 and to my colleaques in Jury comprising, Ms. ManjariJaruhar, Mr. Arun Chandra Verma, 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 Law Enforcement Agencies and other stakeholders will find the SMART Policing initiatives captured in this volume, useful.



Mr. G. K. Pillai, *IAS* (Retd.)

Advisor, FICCI Committee on Homeland Security &
Former Union Home Secretary, Govt. of India

Executive Summary





Executive Summary

In the backdrop of this critical aspect of policing, 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 have 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, last year, had 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, this year, invited entries for FICCI SMART Policing Awards 2019 from Law Enforcement Agencies 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**
- **Prison Reforms**
- **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 2019', 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.

196 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. ManjariJaruhar, Former Special DG, CISF, Government of India, Mr. Arun Chandra Verma, Former Special DG, CISF; 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 definition of SMART Policing.

FICCI Smart Policing Awards 2019

The Jury members recommended the following initiatives for conferment of the FICCI SMART Policing Awards 2019.

Category	Name of Initiative	Submitted by	Concerned Officer
Anti-insurgency	Counter Radicalization Programme	Kerala Police	Dr. T. K. Vinod Kumar, Addl. Director General of Police (Intelligence), Special Branch, Kerala

India's first de-radicalisation programme was implemented in Kerala in February 2018. Counter terrorism efforts are being made through actions under the Unlawful Activities Prevention Act (UAPA) 1967. While these efforts focus on individuals committing terror act, there is a need to conduct deradicalization and counter radicalization programmes to sensitize vulnerable communities and individuals. The counter radicalization programme conducted by the Kerala Police is the one of the largest programmes in the country and possibly in the world.

Category	Name of Initiative	Submitted by	Concerned Officer
Child Safety	Child Safety	Uttar Pradesh Police	Mr. B. K. Maurya, ADG Railways UP (Then) | ADG Logistics, UP (Currently), Uttar Pradesh Police

Under this initiative of the Uttar Pradesh Police, parents are able to recover their children timely and at the same time State Government is able to build confidence in Public about efficiency and effectiveness of its agencies. GRP. RPF. Railway and Child Welfare Committees performed important role in re-uniting children with their parents and guardians.

Category	Name of Initiative	Submitted by	Concerned Officer
Community Policing	Maharashtra Police Youth Parliament Project (MPYP)	Maharashtra State Police	Mr. Harssh A. Poddar, Deputy Commissioner of Police, Nagpur

The operational model of this project consists of assigning an issue relating to crime or terror to a school/college represented by a five-member team. The team is thereafter supposed to assume upon itself the role of a government and make suggestions.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation & Prosecution	MP Police Vehicle Detection Portal	Madhya Pradesh Police	Mr. Upendra Jain, ADG (Telecommunication), Madhya Pradesh

The Madhya Pradesh Vehicle Detection Portal (VDP) is first of its kind in India that has integrated 60 cities Automated Number Plate Recognition (ANPR) system and Intelligent Transit Management System (ITMS) systems in one platform. It is meant for complete vehicle investigation purpose and maintain safety across the state. Multiple projects like State wide City Surveillance, DIAL 100, CCTNS project were envisaged and completed successfully, for further advancement it was decided to set up a state-wide Integrated Vehicle Detection Portal for 60 cities of 44 districts of Madhya Pradesh to create synergy for efficient and high-quality service to all the stakeholders.

Category	Name of Initiative	Submitted by	Concerned Officer
Cyber Crime Management	Maharashtra Cyber Digital Crime Unit (MCDCU)	Maharashtra State Police	Mr. Brijesh Singh, Special Inspector General of Police, Maharashtra

MCDCU which was initiated in initiated in August 2017, is a first of kind unit in South Asia where industry and Government are working together to protect intellectual property, specially addressing the issue of digital piracy faced by Media & Entertainment (M&E) industry.

Category	Name of Initiative	Submitted by	Concerned Officer
Emergency Response	CG Dial 112	Chhattisgarh Police	Mr. R. K. Vij, Special Director General of Police, Technical Services, Chhattisgarh

Chhattisgarh's Dial 112 Project coverages all the emergency services offered by Police (100), Fire (101) and Ambulance (108) to single number 112. This has eliminated the citizen's need to dial multiple numbers and based on the emergency type, multiple services can be dispatched immediately. It is implemented under Emergency Response Support System (ERSS) guidelines provided by Ministry of Home Affairs (MHA). Currently, Dial 112 Project covers 11 districts.

Category	Name of Initiative	Submitted by	Concerned Officer
Human Trafficking	SOP for Missing Children and Human Trafficking investigation	Maharashtra State Police (Palghar)	Mr. Raj Tilak Roushan, DCP, Nagpur

Under this initiative the Police Officials in Palghar district of Maharashtra, prepared evidence based standard operating procedure for dealing with human trafficking related cases. The SOPs were prepared after brainstorming on the cases of missing children that had been registered in the last six years. It included studying the details of traced and detected cases including the reasons for missing and the places from where the missing children were traced, the background of missing children, the hotspots etc.

Category	Name of Initiative	Submitted by	Concerned Officer
Road Safety & Traffic Management	One State One E-Challan	Maharashtra State Police	Mr. Amitesh Kumar, Joint Commissioner of Police - Traffic Branch, Mumbai

E-challan is a Hi-Tech project to carry out traffic regulation governance using internet and mobile services. This initiative of Maharashtra Police was started as a Pilot project in 2017 and aims to eliminate cash transactions and improve traffic discipline. The Phase 1 of the project was declared live in January 2019 in 6 districts - Mumbai, Pune, Thane, Navi Mumbai, Nagpur and Pimpri Chinchwad.

Category	Name of Initiative	Submitted by	Concerned Officer
Smart Police Station	Smart COP	Maharashtra State Police (Thane - Rural)	Mr. Atul V. Kulkarni, ASP, Thane Rural, Maharashtra

Towards achieving Global Policing Standards, Thane-Rural Police launched a unique Mobile Technology Application 'SMARTCOP'. This initiaive is a mobile based application for the internal use of the Police. All the IT applications and databases currently in use in the Police have been made available to the officers in the field through this application on smart phones of all officers and staff of Thane-Rural. The officers on the field operations and jobs can capture the data from the crime scene, update the same into the various applications, analyze and process the data and obtain analytical reports online on their mobile phones.

Category	Name of Initiative	Submitted by	Concerned Officer
Surveillance & Monitoring	Trinetra	Uttar Pradesh Police	• Mr. S.K. Bhagat, IG Crime, Uttar Pradesh • Mr. Somen Berma, SP Crime, Uttar Pradesh • Mr. R N Chaudhary, Inspector Police HQ,

It is an advanced Artificial intelligence (AI) technology based mobile application and web panel, which was developed to digitize and centralize criminal records via online and offline methods. It has innovative features like register & identify, predict criminal and criminal activities uniquely through advance facial recognition, natural language processing, gang analysis, phonetic search and sketch-based search technologies.

Category	Name of Initiative	Submitted by	Concerned Officer
Training & Capacity Building	Countering IED Menace	Institute of IED Management, CRPF (Pune)	Mr. Dhirendra Verma, Commandant / Principal, Institute of IED Management, CRPF, Pune

The Institute of IED Management (IIM) has created its own E-learning module on IED awareness which has benefitted CAPFs and other state Police personnel at junior level. As it is a well-known fact that countering IED is not a one man show. It requires collective effort and to put collective effort each jawan of the police and security forces must have basic knowledge and awareness of IED.

Category	Name of Initiative	Submitted by	Concerned Officer
Women Safety	Crime Against Women - Deterrence by Judicial Conviction	Madhya Pradesh Police	Mr. Anvesh Mangalm, Addl. DGP (Crime Against Women), Madhya Pradesh

To reduce heinous crimes again children such as rapes, the Madhya Pradesh Police issued various circulars to make DNA test mandatory in cases of rape against child of 12 years of age or below. Furthermore, the Police issued a 60 days model investigation plan, check list of rape case investigation, steps to collect evidence of age of victims and issued advisory on precautions to be used while getting the victim medically examined. The Police has also developed model examination in chief questions for prosecutors in rape cases – questions to be asked from various type of witnesses, and questions to be objected if defence counsel asks those in cross examination.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Technical Data Analytics - Centre for Excellence	Andhra Pradesh Police (Ongole)	Mr. B. Satya Yesubabu, The Then Superintendent of Police, Prakasam District, Andhra Pradesh

This initiative was taken by Prakasam District Police to deal with new age criminals. The Centre of Excellence works with the ideology of use of technical intervention in crime detection. It apply the locard's principle of exchange in the present context of digital era.

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
Child Safety	Operation NanheFarishteh	Railway Protection Force	Ms. Debashmita Chattopadhyay Banerjee, Security Commissioner, Railway Protection Force (RPF)

Indian Railways are actively misused by traffickers to transport women and children from one part of the country to another. With an effort to curb human trafficking over Railways and address the issue of exploitation of children and child trafficking through Railways, Railway Protection Force (RPF) launched 'Operation NanheFaristeh'. This pilot project was done over South Western Railway comprising entire Karnataka, and parts of Andhra Pradesh, Goa and Tamil Nadu from July 2017.

Category	Name of Initiative	Submitted by	Concerned Officer
Community Policing	Apki Sangini	Haryana Police (Palwal)	Ms. Sulochna Gajraj, SP, Palwal, Haryana

Palwal District has a peculiar problem of low female population i.e. only 43% in 285 villages in the district. At the same time, the crime against women such as molestation and sexual harassment is very high due to lack of awareness and sensitization. Under this initiative, along with females, the teachers and management of educational institutes as well as male students were also trained on various sections and provisions of the Laws related to Sexual harassment and Eve-teasing.

Category	Name of Initiative	Submitted by	Concerned Officer
Crime Investigation & Prosecution	Chinhit Apradh Scheme	Madhya Pradesh Police	Mr. Rajiv Tandon, ADG of Police, CID, Madhya Pradesh

This initiative of the Madhya Pradesh Police aims at combating heinous & sensational crimes and develop confidence among citizens towards criminal justice system. The scheme was launched in the state in 2008.

Category	Name of Initiative	Submitted by	Concerned Officer
Cyber Crime Management	Cyber Investigation & Prosecution of Cyber Crime Offenders	Delhi Police, (North-East District)	• Mr. Atul Kumar Thakur, DCP – North East, Delhi • Mr. Naresh Kumar, Assistant Sub Inspector, Delhi Police

Under this initiative a 5-member team of Delhi Police has made sincere efforts and adopted a methodical approach in solving several cyber-crime related cases. The Team is also focusing on training of Investigation Officers (IOs) in the district.

Category	Name of Initiative	Submitted by	Concerned Officer
Emergency Response	Dial 100	Telangana State Police	Mr. M. Mahendar Reddy, Director General of Police, Telangana

Telangana State Police has revamped the Dial 100 infrastructure and at the same time has established latest and clinical standard operational procedures. This will improve efficiency of the Police Force to handle crime. The latest Dial 100 now directly pushes the grievance or call content to the cop who is on duty in the relevant jurisdiction. The notification is pushed to the nearest patrol vehicle through technology, thus alerting them in a flash. Also, parallel intimation is delivered to the concerned Station House Officer about the incident.

Category	Name of Initiative	Submitted by	Concerned Officer
Human Trafficking	Anti-Human Trafficking	Assam Police	Mr. Surendra Kumar, Inspector General of Police, CID, Assam

Trafficking was flourishing in the rural and remote heartlands of Assam on an unprecedented scale. Minor children, especially girls, were targeted by traffickers and taken to metro cities to be engaged as domestic helps or in prostitution. To address this issue Assam had created Anti-human Trafficking Units (AHTU) and operationalized in its every district, to effectively combat crimes related to trafficking of persons specially women and children.

Category	Name of Initiative	Submitted by	Concerned Officer
Intelligence Collection	Punjab Information News Extractor (PINE)	Punjab Police	• Mr. Dinkar Gupta, DGP, Punjab • Mr. Nilabh Kishore, IG , OCCU, Punjab Police

Punjab Intelligence News Extractor is an open source intelligence technology (OSINT), which accumulates the data from different sources in different languages and data types (image, audio, and text) and performs AI processing and extracts different kinds of attributes which are used to provide focused information in real time to all its stakeholders. PINE also has the capability to extract breaking news from predefined LIVE TV channels on predefined topic from news channels and create a database for police intelligence, which can later be used to alert, or in search purposes.

Category	Name of Initiative	Submitted by	Concerned Officer
Prison Reforms	Prison Reforms	Rajasthan Police (Kota)	Ms. Suman Maliwal, Superintendent, Central Jail Kota, Rajasthan

Various intitiaves were undertaken in the Central Jail Kota to develop positivity and confidence among prisoners. In this context, E-Mulaquat, an online booking system to facilitate meeting of family members with prisoners was developed. Furthermore, Prison Inmates Calling System was operationalised. It has facility of full audio recording and help prisoners to stay in touch with their familiy members.

Category	Name of Initiative	Submitted by	Concerned Officer
Road Safety & Traffic Management	'Pancha Sutra' for Road Safety	Andhra Pradesh Police (Ananthapuramu)	Mr. G. V. G. Ashok Kumar, Superintendent of Police, Ananthapuramu, Andhra Pradesh

The focus of the district police on road safety in the past one year has brought encouraging results with 41.23% reduction in road accidents. The initiative Panchasutra — five-point advice — to vehicle users havegained popularity among people with the police personnel conducting special drives to stop drunk driving, overloading by goods carriers, use of helmets by bike users, seat belts by four-wheeler drivers and overspeeding.

Category	Name of Initiative	Submitted by	Concerned Officer
Road Safety & Traffic Management	Behtar Traffic, Behtar Indore	Madhya Pradesh Police (Indore)	• Ms. Ruchi Vardhan Mishr, Senior Superintendent of Police, Indore, Madhya Pradesh • Mr. Avdhesh Kumar Goswami, Superintendent Of Police HQ Indore • Mr. Mahendra Jain, SPS, ASP Traffic East Indore

After gaining the number one position consecutively for 3 years in clean India campaign, now the Indore administration is doing commendable job in better traffic management. Improving the traffic of Indore is now in the top priority of police officials. Government is modernizing the traffic system, implementing more stringent traffic rules, increasing the number of traffic police force, and, providing whatever facility required for the betterment of the traffic.

Category	Name of Initiative	Submitted by	Concerned Officer
Smart Police Station	People's Police Station	Punjab Police (Bathinda)	Mr. M. F. Farooqui, IG, Bathinda Range, Punjab

The civil lines police station at Bathinda has been converted into a 'model police station'. The police station has been provided with different enclosures at reception for males and females. A spacious and well decked up waiting area has been constructed and arrangements of solar panels have been made for power consumption. Furthermore, the efforts have been made to make sure the public does not fear in going to police station. The personnel have been directed to deal with everyone in a cordial manner and not use harsh language.

Category	Name of Initiative	Submitted by	Concerned Officer
Surveillance & Monitoring	Criminal Intensive Surveillance Project (CrISP)	Maharashtra State Police (Pune)	Commissioner of Police, Pune City

It is a crime controlling project started by Pune City Police with an objective of keeping a track of whereabouts and movement of accused. In CrISP, the accused are kept under surveillance and checked upon day and night to prevent future crime committed by them. The accused are segregated according to the Zone/ Police Station and also as per the severity of crime committed. Accused of court cases are checked and depending upon case status, monitoring tasks are scheduled.

Category	Name of Initiative	Submitted by	Concerned Officer
Surveillance & Monitoring	Aizawl City CCTV Surveillance & Monitoring	Mizoram Police (Aizawl)	Mr. C. Lalzahngoa, Superintendent of Police, Aizawl Dist., Mizoram

In Mizoram, the Police has started use of technology such as CCTV cameras for surveillance & monitoring.

Category	Name of Initiative	Submitted by	Concerned Officer
Training & Capacity Building	Digital Investigation, Training & Analysis Centre (DITAC)	Haryana Police (Gurugram)	• Mr. Anil Kumar Rao, ADGP, CID Haryana • Mr. Jitender Gahlawat, Dy. Superintendent of Police, Haryana

The Haryana police in partnership with National Technical Research Centre (NTRO) established the country's first centre for digital investigation and training in Gurugram in a bid to enhance cyber policing and monitor social media content.

Category	Name of Initiative	Submitted by	Concerned Officer
Training & Capacity Building	Training to Police Personnels Via Live Broadcasting	Maharashtra State Police (Thane - Rural)	• Mr. Naval Bajaj, IG, Konkan Range, Maharashtra • Mr. Sanjay Patil, Additional SP, Thane Rural, Maharashtra • Mr. Shivaji Rathod, Superintendent of Police, • Thane Rural, Maharashtra

Thane-Rural Police has now set-up a unique Broadcasting Centre at SP Office, wherein they conduct various Training Modules & make the police officials, participate at their own Police station through Web Casting. Invitations are sent to respective Police stations through mail IDs to participate on specific date & time. This project was started in December 2018.

Category	Name of Initiative	Submitted by	Concerned Officer
Women Safety	UP Police Women Power Line 1090	Uttar Pradesh Police	Ms. Anju Gupta, Additional Director General of Police, Uttar Pradesh

The UP Police established a 24X7 Contact Center in Lucknow, called the WPL 1090 with the aim to provide opportunity to girls in UP to freely register complaints of eve-teasing and set up an innovative ICT based application to process and redress their complaints.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Use of Civic Action Programmes to Counter Maoist menace	CRPF (Bijapur, Chhattisgarh)	• Mr. Rajiv Rai Bhatnagar, Director General, CRPF • Mr. Sanjay Arora, ADG - Ops, CRPF • Mr. Sudhir Kumar, Commandant-85 Bn, CRPF

In severely affected Maoist regions at Bijapur–Gangloor axis, issues of democracy and development are critical to resolve. In this context, CRPF used proactive strategies by using Civic Action Programmes to engage with the local community and win their hearts.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	CRPF Helpline 'Madadgaar'	CRPF (Jammu & Kashmir)	Mr. Gul Junaid Khan, Assistant Commandant, CRPF

With an aim to help citizens, the CRPF in 2017, launched a 24×7 helpline – Madadgaar – in Jammu & Kashmir. The helpline is the first of its kind in region with a toll free number (14411). The aim of the helpline is to assist in areas such as eve teasing, domestic violence, serious ailment requiring surgery, blood donation, ambulance services, road connectivity issues, career counselling, social welfare through Govt. schemes, law & order related, pilgrimage assistance etc.

Category	Name of Initiative	Submitted by	Concerned Officer
Other Policing Initiative	Poll Cops	Rajasthan Police (Jaipur - Rural)	Mr. Harendra Kumar Mahawar, SP, Jaipur Rural, Rajasthan

It is an initiative of Jaipur- Rural Police, deployed during the 17th Lok Sabha election in Rajasthan. This is the information technology (IT) enabled system and provides real-time information about deployed security and safety infrastructure, essential and critical to conduct free and fair election in the world largest democracy. This IT initiative is not only usefulforelection time but can be a significantly helpful tool during the disaster management. POLL-COPS is based on Neural Network Model (NNM).

Special Jury Award – SMART Police Officer

The Jury members also appreciated the tremendous effort made by **Ms. Swapna Gore, Deputy Commissioner of Police, Pune to take Proactive Control on Women Trafficking and Control on Red Light Area Crimes**. The Jury decided to confer 'Special Jury – SMART Police Officer Award' to her.

Special Jury Award – Outstanding Initiative

It was decided that the **'Special Jury Award for Outstanding Initiative'** will be conferred to **Uttar Pradesh Police** for initiative **'Kumbh Bandobast & VVIP Duty Management'**.

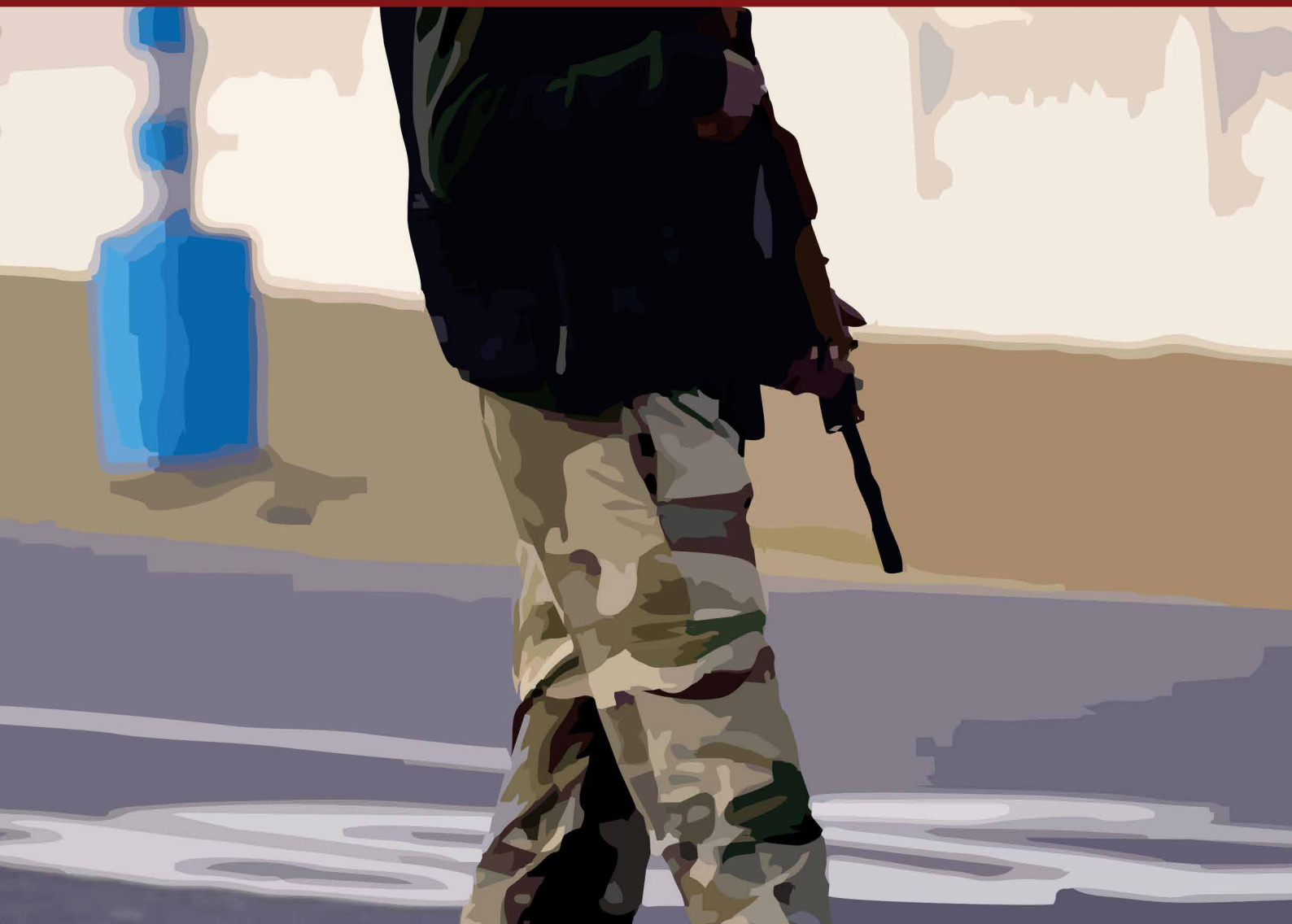
With the help of technology, the Uttar Pradesh Police managed the vast event i.e. Kumbh, which is like a nightmare where officials need to work on a subtle aspect of policing correlating with devotees' emotions and showcasing a perfect example of management before the world, since this event occur at the frequency of 6 years.

Special Jury – SMART Innovative Policing Award

It was decided that the **'Special Jury – SMART Innovative Policing Award'** will be conferred to the **Maharashtra State Police**, in appreciation for the Initiatives taken for safety and security for citizens.

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 this compendium will inspire many other Law Enforcement Agencies to replicate these best practices within their jurisdiction.

Anti-insurgency





Counter Radicalization Programme

Kasargod, Kannur, Kozhikode, Wayanad, Malappuram,
Thrissur & Palakkad districts of Kerala State

India's first de-radicalisation programme was implemented in Kerala in February 2018. Terrorism is a global problem which has also affected India. Radicalization of the susceptible youth by organisation such as ISIS (Islamic State of Iraq and Syria) and Al-Qaeda are security threats that the country faces. Counter terrorism efforts are being made through actions under the Unlawful Activities Prevention Act (UAPA) 1967. While these efforts focus on individuals committing terror act, there is a need to conduct deradicalization and counter radicalization programmes to sensitize vulnerable communities and individuals. The counter radicalization programme conducted by the Kerala Police is the one of the largest programmes in the country and possibly in the world.

Objectives and need for the initiative

- To respond to the ideological challenges of terrorism and the threat we face from organizations and individuals who promote it.
- To work with various sections of society including religious groups in locations where there is a risk of radicalization.
- To foster mutual understanding and respect among people with different religious backgrounds and beliefs.
- To conduct a sensitization program for community leaders to help them be the force against radical ideas in society.
- To eliminate the risk of individuals or groups becoming involved in terrorism.
- To inculcate belief in government and foster secular ideas among individuals, families and communities, from where persons have left to join terrorist groups.
- To prevent individuals from joining terror groups.
- To bring back people who believe in extreme ideologies that work against the interest of society and country.

This counter radicalization programme was initiated on the premise that the best person to help a susceptible individual is one who has knowledge and authority on the entire subject and can challenge the victim, based on theology and law. For this, the State Intelligence Department sought the help of community leaders and clergy to counter the growing influence of radical thoughts among susceptible individuals, especially the youth.

The programme has been conducted through awareness classes for religious and social leaders who are in the position to influence community thoughts, ideas and action. Classes covered subjects such as Indian Constitution, Sharia Law, Propaganda by organizations such as IS (Islamic State), Al-Qaida, Al-Nusra etc. The classes were held in a dialogue format, so that different counter arguments could be addressed. Religious leaders were requested to spare at least 5% of their time during religious sermons and talks to counter radical ideas in society by the terror organizations. In addition of the above methodology counter radicalization programme were also conducted in Schools addressing teachers and students to create awareness among children about the problem of extremism and its consequences.

A separate component of the programme is de-radicalization of individuals already identified as radicals to bring them back to the main stream.

Key benefits to Public & Government

- The Counter-Radicalization programmes were carried out in 21 centres in Northern districts of Kerala with the participation of Imams /President/Secretary of various Mosques.
- About 1704 religious and social leaders have been trained. These religious and social leaders conducted sermons and talks in various locations inside the state.
- Each Mahallu has around 50 to 70 families. Each family has a minimum of five members. Through the efforts of Counter radicalization at least 4,26,000 (1704 x 50 x 5) individuals have been addressed by the programme.
- The religious and social leaders act as pioneers of goodwill, fraternity, and secular thought. These enlightened leaders can stand up to radicalized and opinionated individuals who encourage extreme thoughts.
- A variant of this programme has also been conducted in schools to acquaint school students on provisions of the Constitution and Laws, and the dangers of getting radicalised and violating the law.

Key Stakeholders

Training team

- Intelligence officers – Special Branch Criminal Intelligence Department (SBCID) officers who are taking lead role in conducting the program.
- Retired and serving police officers who have social acceptance and who have knowledge of Quran and Hadith – Support team for conducting the program.
- Reputed Muslim scholars and members of clergy who have deep knowledge of Quran and Hadith – Support team for conducting the programme.
- Community & Society at large.

Implementing team

- Imams of the Mosques
- President / Secretaries of Mosques and Mahallu (Mohalla) communities.

Target group

- Communities who are susceptible to radical propaganda.
- Youth coming under the Mahallus which comes under the target area.

Procedural/ Administrative/ Legislative changes

- A social survey was conducted to identify Mahallu (Mohalla) committees and Mosques in localities where youths are suspected to have radicalized or there are possibilities to become radicalized.
- Identify reputed Muslim scholars and clergy who have in-depth knowledge of Holy Quran and Hadith for giving awareness programs. Their services were utilized to provide classes on correct way of practicing Islam and correct interpretation to Quran and Hadith and freedom of religion and its provisions within the Constitution of India.
- Identify reputed Muslim Police officers, both serving and retired, who have social acceptance and in-depth knowledge in Holly Quran and Hadith.

- The committee members and Imam of the identified Mosques are invited for a meeting. Muslim scholar / clergy and Muslim police officers address Imams / Presidents / Secretaries of Mosques to make them aware of correct interpretation of Quran and Hadith and instruct them to give correct explanation to counter what the IS recruits are propagating especially through social media.
- The Imams are advised to address the youth and other members of the Mahallu in order to prevent them from getting radicalized. The Imams were advised to deliver correct messages during Juma Namaz (Khuthuba) on Fridays in their Mosques.
- The committee members of the Mahallu were advised to inculcate clear cut religious preaching in the target areas and to provide advice on the provisions of religious freedom within the boundaries of the Constitution and norms of democratic, pluralistic and secular society.
- They (Mahallu committee members and Imams) were advised to convey through their teachings, about the legal aspects and consequences of violating laws especially the UAPA to the youth.
- After conclusion of each program, the faculty members took stock of the reception and feedback received from participants.

Financial Implications

- Social surveys are being conducted in each locality to identify target groups using officials of government machinery.
- Therefore, there is no additional financial implication in selecting the target groups.
- However, a maximum of three to five thousand rupees are required to conduct a programme in each centre.

Other Information

- Follow up of already conducted Counter -Radicalization programs were done through Muslim officers working in Special Branch Criminal Intelligence Department (SBCID) detachments. They were instructed to visit Mosques in the locality on every Friday to assess whether the anti-IS awareness was given during Juma Namaz and whether the Imams were addressing the believers regarding the harmful effect of radicalization and taking steps to counter radical ideas.
- A faculty bank was constituted in Special Branch CID for utilizing them for future counter radicalization projects. This includes a panel of retired and serving Muslim officers, who have good reputation and reputed Muslim scholars who have deep knowledge about Quran and Hadith.
- A range-level monitoring team consisting of Superintendent of Police and Dy. Superintendents of Police of all detachments was constituted. The monitoring team meet every month to review the progress of Counter-Radicalization programs already conducted and programs that are proposed to be conducted in the coming days.
- Using the course material developed, classes are being conducted in schools with multi religious student population to build the idea of secularism and ideals of the Constitution.
- After getting feedback from officers concerned, the monitoring team suggests further modifications to the future programs and course curriculum in consultation with senior officers.

Child Safety





Child Safety

Uttar Pradesh

The Railway Protection Force (RPF) and the Government Railway Police (GRP) have different functions.

The GRP is a police organization under the control of the state government in each state, and its primary mission is the maintenance of law & order and ensuring passenger safety on board trains and on Indian Railway property. Thus, the GRP concerns itself with robberies or other criminal incidents on board trains or on railway premises, missing persons, injuries or deaths in connection with the railways, and has police powers in each state to arrest persons, register criminal cases, etc. Such police powers for enforcing local law and order are constitutionally not available to any body acting under the control of the union government.

The RPF is a security force directly under the Union Government's Ministry of Railways, and its primary responsibility is to safeguard and protect Indian Railway's property, including rolling stock, the permanent way, and station or yard premises, from damage or sabotage and to investigate incidents of vandalism, theft, etc., of Indian Railway's assets and property entrusted to it (i.e., freight).

Children are the foundation store of any society. It is the duty of the state and society to protect children from negative environment by saving them from falling prey to anti-social elements and criminals. To eradicate Child labour so that the children are bestowed with holistic environment for comprehensive personality development. GRP,RPF, railway and other stakeholder are required to work together in identifying such children in need of care and protection and protecting them from various negative forces.

Alertness of the GRP is the key to provide safety and security of children in contact with the railways. At present there are 1190 railway stations in Uttar Pradesh. There are 65 police stations in which 5,000 police personnel are posted. Daily 1597 trains travel across various routes and around 15,00,000 passenger travels through the boundaries of the state. In total 65 Railway stations and 43 Railway police chowkies have been established in Uttar Pradesh.

Under this initiative of the Uttar Pradesh Police, parents are able to recover their children timely and at the same time State Government is able to build confidence in Public about efficiency and effectiveness of its agencies. GRP,RPF. Railway and Child Welfare Committees performed important role in re-uniting children with their parents and guardians.

Key benefits to Public & Government

- In the year 2018, GRP had recovered 4455 Children.
- Amongst them 1441 children have been handed over to their parents/families and 3014 children have been handed over to an NGO - 'Child Line'.

Key Stakeholders

- GRP, RPF, Railway, Passengers, Child Welfare committees, Various NGOs. And other Government organizations are amongst the Stakeholders to rescue and rehabilitate the children in need of care and protection.

Procedural/ Administrative/ Legislative changes

- The Juvenile Justice (Care and Protection of Children) Act 2015 is the guiding and regulating Act to protect and the runaway/lost/destitute children in need of care and protection.
- The Children are handled carefully according to the provision of the Act and all other establishments at Railway platform and Police Stations have been designed according to the provision of the Standard operating procedure provided in the Act.
- The Government of Uttar Pradesh has established 56 Child Welfare homes for taking care of and rehabilitation of destitute, run away, kidnapped, and lost or children in need of care and protection.
- An NGO – 'Child Line 1098' was made an important stakeholder for this initiative.

Financial Implications

- Total cost incurred is the rescue and handing over 4455 children, in the year 2018 to the rehabilitating agencies was INR 44,55,000.
- Therefore, on average the cost incurred in the process is 1000 Rupees per Child.

Operation Nanhe Faristeh

Southern Western Railways

Indian Railways being the faster, cheaper and most popular mode of transport which encompasses the length and breadth of the nation and carries about 21 million passengers daily, out of which about 25-30% are women and children. Indian Railways are actively misused by traffickers to transport women and children from one part of the country to another.

With an effort to curb Human trafficking over Railways and address the issue of exploitation of children and child trafficking through Railways, Railway Protection Force (RPF) launched 'Operation Nanhe Faristeh'. This pilot project was done over South Western Railway comprising entire Karnataka, and parts of Andhra Pradesh, Goa and Tamil Nadu from July 2017.

Key benefits to Public & Government

- In 365 Days, 1388 Trafficked, kidnapped, lost and missing children and women were rescued from Railway Premises over South Western Railway by anti-trafficking teams of RPF during live operations and reunited with their families or handed over to authorised NGOs for further rehabilitations.
- A model of anti-human trafficking and the critical Role of the RPF as the immediate responder in cases of Trafficking over Railways was illuminated as an crucial agency who can rescue trafficked victims during the transportation stage, i.e., before exploitation by the user industry.
- Many active cases of kidnapping of children who were being transported from various states like Delhi, Gujarat, Rajasthan, Punjab, West Bengal among others were cracked during the live operation.
- Cases of Organ trade were cracked during the operation with the arrest of many traffickers and rescue of the children kidnapped by them for selling their organs illegally in the black market.
- Hundreds of cases of child labour who were brought in from various parts of the country were cracked and children were rescued and rehabilitated.

Procedural/ Administrative/ Legislative changes

- An analysis of trafficking data by National Crime Records Bureau (NCRB) was done and mapped with information of trafficking hotspots by NGOs working in this field in the particular region.
- Three dedicated anti-trafficking RPF teams; which were first of its kind in Indian Railways; were formed in Bangalore, Mysore and Hubbali Division of South Western Railway and they were given the mandate of identifying victims of Human trafficking, rescuing them from the clutches of the criminals and following and implementing the SOP issued by the Ministry of Railways in consultation with Ministry of Women and Child Development in 2015 for Care and Protection of Children who come in contact with Railways in its true spirit.

- In doing so, the team was trained both in-house and by subject matter experts continuously and rigorously in behavioural analysis of victims of trafficking found on railway premises as well as identification of the traffickers over Railway premises.
- Flash Counselling were organised by RPF teams to make passengers aware of this issue so that they can act as Force Multipliers and inform suspected cases of trafficking over Railways.
- Lectures and Motivational Sessions from World Leaders like noble Laureate Sh. Kailash Satyarthy was organised at Bangalore, Interaction sessions in State Conference of Human trafficking with State Human Rights Commission Chairman, Justice Waghela, State Commission for Protection of Child Rights (SCPCR) and Different agencies working to curb trafficking.

Financial Implications

- There was no additional cost incurred in this Operation.
- RPF mobilized its existing manpower, handpicked staff with good experience of detection and passenger interaction.
- Formed dedicated anti trafficking teams, trained them rigorously and continuously, both in-house and by subject matter experts who agreed to train them on pro-bono basis.

Other Information

- The pilot project of use of Face Recognition Software in rescuing victims of human trafficking is currently active and is being studied for further use and development.

Community Policing





The Maharashtra Police Youth Parliament Project (MPYP)

Malegaon, Maharashtra

According to crime data released by the National Crime Records Bureau (NCRB), Maharashtra has the second highest number of juveniles in conflict with the law in the country. Distressing as it may sound, the state also has a high incidence of radicalisation among young people.

With overwhelming data supporting the fact that a large chunk of Maharashtra's youth was moving towards a violent direction, a concerned state police has been working to address this issue. A community model has been designed and implemented in schools and colleges to foster greater interaction between the police force and students.

But the top-down nature of this conventional model has ensured that, more often than not, the attempts have been in vain — the students listen to the words of the police officer but later dismiss what they have heard.

The MPYP instead seeks to posit burning issues relating to crime and radicalization before young minds and challenges them to come up with solutions in a competitive format. The core idea is that once young minds start thinking, researching and innovating about these issues on their own, they will form long term convictions against crime and terror. In due course these students would emerge as thought leaders in society.

The operational model of this project consists of assigning an issue relating to crime or terror to a school/college represented by a five-member team. The team is thereafter supposed to assume upon itself the role of a government and present the issue in the following format:

- The causes and extent of the problem in Maharashtra and India.
- Suggest an innovative and workable model that can be executed to solve the problem by assuming upon themselves the role of a government.
- Suggest what the youth can do at an individual level to ameliorate the problem.

The selection of participating schools and colleges is done based on demographic composition of the city/district. Greater participation is solicited from educational institutions that have a high representation of students from minority or marginalized communities, or any other segment of society where adolescents may be vulnerable. With a view towards keeping the project as inclusive as possible, no restrictions have been placed upon the language. Teams can therefore participate in English, Hindi, Marathi or Urdu.

The inaugural edition of the Project took place on June 25, 2015. It witnessed the participation of ten schools from both the rural and urban areas of Aurangabad. Students and faculty from 47 other schools and colleges of the district attended the event. In this edition, the model of the championship consisted of each participating team being assigned a particular social issue from the following – Left-wing extremism, terrorism, communalism, corruption economic offences, white-collar crimes, crimes against women, substance abuse, human trafficking, and vehicular traffic compliance.

Key benefits to Public & Government

- It was felt that it was necessary to scientifically assess the decriminalization and deradicalization impact that the MPYP project was having upon the target group (i.e. adolescents). In furtherance of this, a panel of psychology students under the coordination of the HoD (Psychology) of Dr. Babasaheb Ambedkar Marathwada University (BAMU) was nominated. These students designed a 'Thematic Apperception Test' (TAT), which is a non-intrusive means of testing the potential of an individual to veer towards crime or radicalization. A person who obtains a score of above 38 points in the test can be said to be potentially in a danger zone.
- When the above test was conducted upon the participants of the MPYP (sample size of 50 students), it was noticed that the average score of the participants had dropped from 35.82 to 30.33 (a fall of approx. 5.5 points) in the period through which they had been involved in the project. This adduced a marked reduction in the potential for radicalization/criminalization among the participants.

Procedural/ Administrative/ Legislative changes

Following administrative mechanisms were adopted with a view towards making the execution of the project more efficient and widespread:

- Appointment of Deputy SPs (SDPO) as nodal officers- An SDPO rank officer was appointed as a nodal officer in each district to act as a central point of contact with the educational institutions and to arrange the necessary logistics within the district. Typically, a young Asst. SP (IPS) or a freshly recruited Dy. SP (Maharashtra Police Service) was nominated for this role to enable a greater traction with the youth.
- Standard Operating Procedures (SOPs)- Since the execution of the project is being done in over fifteen districts, one runs the risk of the objectives and quality of the project getting diluted. Left unchecked, the project could easily have become an elocution/ debate competition hosted by the police. Considering the same, stringent SOPs were drafted for each phase of the competition (police station, sub-divisional and district). The SOPs acted as a comprehensive quality-control checklist against which the impact of the project could be measured.
- Educational Institutions- Liaison officers of the rank of sub-inspector were appointed for each school at the police station level. These officers were tasked with assisting the school administration with conducting intra-school selection rounds and helping the students prepare for the championship. This also helped establish a personal bond between the participating students and an identifiable officer from the local police station.

Financial Implications

A quantum of 35 lacs was thereby provided to Kolhapur Range (Rs 7 lacs being given to each of the five districts).

Apki Sangini

Palwal, Haryana

Palwal District has a peculiar problem of low female population i.e. only 43% in 285 villages in the district. At the same time, the crime against women such as molestation and sexual harassment is very high due to lack of awareness and sensitization.

Key benefits to Public & Government

- During 2017-19, over 28,000 target audience in various institutes, schools, colleges and communities have benefitted through the project.
- The trainer used local dialect and language to interact with girl students on topics such as heinous crimes related to sexual harassment etc.
- The Street Play 'Apki Sangini - Ek Pehal' specially scripted covering topics related to sexual harassment, domestic violence, eve-teasing and female infanticide has been highly appreciated
- There has been significant change in the confidence of the girls and ladies who have gone through the self-defence training as they had never even heard about such training.
- Under the initiative, the teachers and management of educational institutes as well as male students were also trained on various sections and provisions of the Laws related to Sexual harassment and Eve-teasing.
- Total 83 girls complaint to the Lady Police Officer about how they have been through sexual harassment or someone from their known had been victim of such crimes. They told they did not complain earlier as they were not aware whom to complain and that such Laws existed.

Procedural/ Administrative/ Legislative changes

- Apki Sangini was carried out as a Pilot Project in Palwal District for one year in 2017-18.
- The implementation and execution of the project is being taken care by an NGO in association with Palwal Police.
- The project covers both private and government colleges and schools along with visits to communities in villages across the district.
- At each educational institution, a teacher and selected students who are called Sanginis, are the nodal point for the students. The Sanginis discuss the complains with a lady police officer of SHO or above rank and the complaints needing action are taken to SP Palwal.
- At each village they train a group of women who will be called Sanginis and they will be the contact point for the women and girls in village, they will function in the same manner as in schools and colleges.

Financial Implications

No additional funds were used to implement this initiative

Crime Investigation & Prosecution




3 R. MIDDLE
8 L. MIDDLE

MP Police Vehicle Detection Portal

Madhya Pradesh

The Madhya Pradesh Vehicle Detection Portal (VDP) is first of its kind in India that has integrated 60 cities Automated Number Plate Recognition (ANPR) system and Intelligent Transit Management System (ITMS) in one platform. It is meant for complete vehicle investigation purpose and maintain safety across the state. Multiple projects like State wide City Surveillance, DIAL 100, CCTNS project were envisaged and completed successfully, for further advancement it was decided to set up a state-wide Integrated Vehicle Detection Portal for 60 cities of 44 districts of Madhya Pradesh to create synergy for efficient and high-quality service to all the stakeholders.

Vehicle Detection Portal is web-based application designed for storing data of the ANPR cameras and provides access to the user to use the data for the city surveillance purpose. VDP is perfectly equipped to provide the ability for digitizing all the surveillance works and data and helps the current system in identifying the irrelevant activities.

This System is helping and speeding up police investigation through real time integrated data and video analysis of ANPR software, 2500 ANPR Camera recorded data and RTO database of registered vehicle. Through this portal alerts such as stolen vehicle, suspected vehicles, vehicle historical location, trace vehicle ownership, traffic offences, non-standard number plate etc. could generated at Control Room.

Key benefits to Public & Government

- Suspicious Vehicle or vehicle used in crime is easily be traceable throughout the city / state with the help of ANPR and Vehicle Detection Portal. Hence resulted in seizing the area of interest for the Suspicious Vehicle.
- Live Sensors are as good as human presence on 24X7 basis at strategic/ vantage locations across the city. So, on one hand it optimizes the cost and on the other hand it minimizes the risks associated with human errors.
- Manual Communication is being replaced by SOP generated automatic Notifications (Auto Dialler, SMS, emails) for all stakeholders.
- Video Footages and captured images cannot be deleted and be available before the Court of Law after the approval of the Competent Authority i.e. Superintendent of Police at districts level etc.
- The initiative was started in January 2019 and till February 2019, this initiative has helped the police in 600 Stolen Vehicle cases, 695 Matching of suspicious vehicles with database, 485 traffic management issues and 5,202 E-challan related cases.

Key Stakeholders

- State Government
- Police Department
- Project Management Consultant
- System Integrator
- Citizen and Public
- Municipal Bodies and other State Government Agencies

Procedural/ Administrative/ Legislative changes

- As vehicle detection system is integrated with City Surveillance system, so Immediate dispatch of First Response Vehicle (FRV) after incident noticed through Automatic Vehicle Detection system.
- Standard Operating Procedures (SOPs) are automatically activated, on triggering the analytical alarms and resulted in incident reporting, notification dispatch to concern officers and FRV immediately.
- Investigation Procedures w.r.t. time and cost has been cut short as per the availability of crime scene, criminal involved, vehicle used etc.

Financial Implications

Following administrative mechanisms were adopted with a view towards making the The entire project of Vehicle Detection Portal for 60 cities of state has been approved at a total cost of INR 5 lac. approx.

Chinhit Apradh Scheme (Marked Offences)

Madhya Pradesh

This initiative of the Madhya Pradesh Police aims at combating heinous & sensational crimes and develop confidence among citizens towards criminal justice system. The scheme was launched in the state in 2008.

It has been felt that few sensational and heinous crimes such as gruesome murder, massacre, dacoity with murder, abduction with murder, incident of rape with girl child less than 10 yrs old, cases of acid attacks, Terrorist act, theft of idols etc. cause feeling of insecurity and fear among public. In this context, this scheme was envisaged with the following objectives:

- Investigation based on solid and credible evidence
- To be completed within stipulated time frame
- Early trial disposal from court of law
- Offenders awarded with most rigorous punishment
- To ensure better coordination among police, prosecution wing and court of law
- To build up trust among general public about Government and Police administration
- To ensure justice for the victims as early as possible

The need for initiating this scheme is based on the quote that 'Justice delayed justice denied'. The type of offences included in the 'Chinhit Aparadh' category are mostly done by habitual and brutal offenders. Delayed trial of these cases not only help criminals to be free from the tentacles of law but also deteriorate overall law & order situation.

Key benefits to Public & Government

- Since inception of the scheme in the state a total number of 5115 cases have been brought under the category of 'Chinhit Apradh' and out of which 4908 cases have been charge sheeted.
- Further, out of aforesaid charge sheeted cases a total no. of 2975 cases have been disposed of by the courts of law, out of which convictions have been secured in 1949 cases.
- Thus, an overall 66% of conviction is achieved in heinous and sensational cases so far from the beginning of the scheme. Continuous and close monitoring of 'Chinhit Apradh' cases resulted in far better conviction rate of such cases as compared with the conviction rate of other regular criminal cases.
- In this scheme special focus is given on cases against women and girl child and efforts are made to achieve capital punishment and life imprisonment in the matter of grave / heinous offences.

Following results have been achieved in the state under the scheme during the year 2018-

- 620 cases were disposed from trial
- 438 cases wherein accused persons got convicted
- Capital punishment was given in 16 cases
- The Police achieved a conviction rate of 71%
- 25 days was the average time taken for the investigation of a case
- Approximately 117 days was the average time taken for trial disposal of a case

Key Stakeholders

- Police (The investigation agency): To detect and conclude the investigation of 'Chinhit Apradh' cases as early as possible on priority basis.
- Forensic Institution: To provide forensic reports of the exhibits seized/collected during investigation to the concerned investigation agency on priority basis.
- Prosecution: To ensure speedy trials of the cases by preparing separate trial plans for 'Chinhit Apradh' cases.
- Judiciary: The concerned authorities have been approached to facilitate trial plans as proposed by the concerned prosecutors. The summons/warrants issued in respect of 'Chinhit Apradh' cases are carrying special stamps in this regard for service/execution of the same on priority basis.

Procedural/ Administrative/ Legislative changes

- The supervision of 'Chinhit Apradh' cases is conducted by the Supdts. of Police in the districts.
- Addl.SP is Nodal Officer for monitoring the progress of the cases in every district, whereas SI/ASIs are casewise Nodal Officer at PS level.
- Instructions have been issued from PHQ level for State Forensic Science Laboratory (SFSL) & Range Forensic Science Laboratories (RFSLs) to conduct forensic examination and DNA examinations of the exhibits related with 'Chinhit Apradh' cases on priority basis for ensuring early disposal of cases.
- With a view to ensure speedy trials list of 'Chinhit Apradh' cases are to be provided to the District & Session Judge during the meetings of District Monitoring Cell meetings.
- The progress of investigation and trial of 'Chinhit Apradh' cases are to be monitored closely and on regular basis by senior police officers and various committees constituted in this regard
    - District Level Committee: Every month at district headquarter by District Magistrate, Supdt. of Police and District Prosecution Officer or Government Advocate.
    - Divisional Level Committee: Every month at divisional headquarter by Commissioner and IG of Police.
    - State Level Committee: Every month by Principal Secretary (Home), DGP/ADGP (CID), Principal Secretary (Law) and Director of Prosecution.

Financial Implications

No additional cost required for implementing this scheme

Cyber Crime Management





Maharashtra Cyber Digital Crime Unit (MCDCU)

Maharashtra

MCDCU which was initiated in August 2017, is a first of its kind unit in South Asia where industry and Government are working together to protect intellectual property, specially addressing the issue of digital piracy faced by Media & Entertainment (M&E) industry. It is estimated that the unit will help Government to earn $2.5 billion annually in form of taxes from M&E Industry which is currently being lost due to digital piracy. Indian M&E industry estimated to have lost 60,000 jobs every year due to piracy. The unit will also help Government curb unemployment ratio and increase Job opportunity for Young India.

Below are action points that police has taken take for disruption of pirated domains:

Action 1: Intimation to website by unit, Call for information and records, Redressal Option.

Action 2: Notice to Domain Registrar and Web Host for domain name suspension, call for information & records and redirect traffic to Maharashtra Intellectual Property Crime Unit (MIPCU) message.

Action 3: Submission to Ministry of Electronics and Information Technology (MeitY) as per prescribed format to get block order & Coordinate with National Internet Exchange of India (NIXI) to suspend India ccTLDs websites.

Action 4: Notice to Advertisers and brand owners to stop their advertisements fuelling the websites.

Action 5: Notice to payment gateways to stop facilitating these IWL websites.

Action 6: Arrest and seizure actions & Criminal prosecution.

Key benefits to Public & Government

- MDCU team scanned the Internet using popular properties of TV, Movie & Music Industries for pirated content.
- MCDCU have suspended 235 websites, which were indulge in piracy of Movies, TV, Sports and Music content.
- 12 Advertisement networks suspended the services of pirate websites.
- Advisory issued to over 34 brand owners to desist their support to piracy.
- Suspension of these websites diverts ~186 million users to official platforms.
- Helped the Media & Entertainment industry to save INR 120.7 Cr. by suspension of 235 websites.
- MDCU team prepared Infringing Website List (IWL) on the basis of the websites indulge in piracy for further enforcement actions, which now consist of 4000 pirated websites.
- IWL involves thorough detailing of each website basis on over 32 parameters related to ecosystem of a website and rigorous evidence collection that the website is committing piracy for further action.

Key Stakeholders

Govt. of Maharashtra/Maharashtra Cyber – Review, Control & Head of the unit

- Maharashtra Cyber (Government of Maharashtra) is heading and controlling the MCDCU.
- Maharashtra Cyber lead the unit and provide timely reviews which provides a successful path for the unit.
- As a legal entity (Police Services), it ensures the result-oriented work of the MCDCU.

Industry Association & Key Stakeholders – Reviews, Financial Support, Legal Support

- MCDCU work with stakeholders across Media & Entertainment as well as other industries leveraging digital IP.
- Their timely reviews for the project act as a way forward towards the progress of the project.
- MCDCU also make awareness about online piracy to various stakeholders (ISPs, Domain Registrars, Registry Operators, Law & Judiciary, Public etc.).
- Key stakeholders are providing venture capital for the project.
- Stakeholders are also contributing towards main entity of the project i.e. legal support, to initiate the legal action on the pirate websites.

Expert Partner – Provide People, Process & Technology

- Expert partner is providing quality manpower and focus on the best results of MCDCU.
- By proving best of quality software and hardware, it makes sure that MCDCU is providing best results.

Procedural/ Administrative/ Legislative changes

- As per the Govt. resolution dated 5th January 2016, Maharashtra Cyber is designated as Nodal Agency for State of Maharashtra to coordinate with all enforcement and criminal actions against cybercrimes which incorporates online piracy. In accordance, Maharashtra Cyber needs to establish MCDCU for all online piracy crimes in Maharashtra.
- MCDCU handles all the cases related to digital piracy. Maharashtra Cyber being Nodal agency forwards the technical details & case related information to State police. The police then act on priority and take necessary actions instructed by MCDCU.
- Maharashtra Cyber being State Nodal Agency collaborates with movies, music, TV, software, game, books publishing & e-commerce industries etc. and with such private stakeholders who wants to be part of this unit.
- If any of these private stakeholders wants to contribute financially and provide specialized resources to support the unit, they are allowed to be associated with MCDCU. These private stakeholders also carry their own research on online piracy and prepare the list of pirate websites. To protect the digital space from piracy, MCDCU and these private stakeholders can share data with each other.

Financial Implications / Cost Estimates

- For smoother operation of the unit, Maharashtra Cyber had estimated a cost to assist the MCDCU, which would need approval for the financial budget by the Government.
- They had estimated that the 10% of the total capex cost pertaining to procure hardware & other miscellaneous will be required to kept for maintenance of same. The software's cost will also depend on license fees, including customization & development of new modules. There will be 3-year technology refresh cycle which will cost ~ 50% of Capex.
- There are two types of package solutions which Maharashtra cyber has proposed to the Government. Below are the same for your reference:

  Package 1 (With Enterprise solutions):
  This investment package includes enterprise level solutions such as IBM Watson, Anti-Piracy Monitoring Solutions, Torrent Tracking & Darkweb Network Monitoring Solutions. By using these solutions, the unit will be able to investigate and identify key areas of digital world.

  Package 2 (Without Enterprise solutions):
  This investment package won't include key enterprise level solutions such as IBM Watson, Anti-Piracy Monitoring Solutions, Torrent Tracking & Darkweb Network Monitoring Solutions.

Emergency Response





CG Dial 112

Chhattisgarh

Safety and security of citizen is one of the key responsibilities of the Police Department. Prompt response in case of emergency may help in controlling the situation and further may save lives. Chhattisgarh's Dial 112 Project coverages all the emergency services offered by Police (100), Fire (101) and Ambulance (108) to single number 112. This has eliminated the citizen's need to dial multiple numbers and based on the emergency type, multiple services can be dispatched immediately. It is implemented in September 2018, under Emergency Response Support System (ERSS) guidelines provided by Ministry of Home Affairs (MHA).

Currently, Dial 112 Project covers following 11 districts: Raipur, Durg, Rajnandangaon, Kabirdham, Bastar (Jagdalpur City), Sarguja, Bilaspur, Janjgir Champa, Korba, Raigarh and Mahasamund. The Dial 112 services are rendered 24 X 7 through 'Centralised Command and Control Center', which is enabled by state of the art technology such as Computer Aided Dispatch (CAD), Location Based Services (LBS), Mobile Data Terminal (MDT), Geographical Information System (GIS), Global Positioning System (GPS), Radio over Internet Protocol (RoIP) to efficiently monitor and dispatch Emergency Response Vehicles (ERV) in all districts under this project.

A fleet of 240 Emergency Response Vehicles (ERV) are also procured and distributed in 11 districts to reduce the emergency response time and increase efficiency of service delivery. For remaining districts, existing Dial 100, 101 and 108 will continue.

In today's world, digital platform and social media play a significant role in our day to day life. Hence, Dial 112 project has been designed to handle request for services originating from Digital and Social Media Channels such as Facebook, Twitter, Chat, SMS, WhatsApp. The status of the complaints can also be tracked from Dial 112 Web Portal.

Dial 112 Mobile app is available for Android and iOS devices. This app can be used to directly call Dial 112 control room and GPS coordinates of the mobile will be automatically shared. For emergency services, SOS click functionality is also available on the Dial 112 app.

Key benefits to Public & Government

- The service has been accepted by the public and is providing 24X7 support to the citizens of the state. Dial 112 receives around 2.5 lakh calls every month. The call volume had spiked during the initial months but had come down to around constant 2.5 lakh calls after the advent of other modes to report emergency such as SMS, mobile app, web portal, email, whatsapp and social media platforms.
- Emergency service response time has gone down significantly from September 2018 to February 2019. This has been achieved by rigorous efforts, accountability, transparency and improvements in the pre-dial 112 workflow. The standard operation procedure has been revised and the software has been customized to provide immediate, best in class service to citizens in distress.
- Envisaged response time for police emergencies in urban area is 10 minutes and for rural areas it is 30 minutes. They have already achieved the target for rural areas and have been dedicating effort to achieve the response in urban areas.

Key Stakeholders

- Citizens
- Chhattisgarh Police
- Health Department (108 ambulance helpline, 102 maternal helpline)
- Fire Department (101 fire helpline)
- District Control Rooms/ SP/DSP/Police Station
- System Integrator
- State's IT Implementation Body - Chhattisgarh Infotech Promotion Society (CHiPS)
- Project Management Unit
- Raipur Smart City Limited
- Ministry of Home Affairs
- Department of Women and Child Development (181 helpline)
- Telecom Service Providers

Procedural/ Administrative/ Legislative changes

- Dial 100 control rooms at the functional 11 districts have been replaced by a state level state-of-the-art centralized command and control centre (C4).
- Coordination with Ambulance service for 108 request which was earlier handled by 108 helpline only.
- One Fire Department resource is deployed in Centralized Command and Control Centre for ease of coordination with fire tender vehicles in case of fire emergency.
- Alignment of 2 thana (police station) staff each shift to respective thana ERV.
- Earlier, the emergencies were handled by Dial 100, which are now handled by Dial 112. Only in some cases, Dial 100 is involved now.
- All the calls routed to Dial 100, Dial 101, Dial 101, and Dial 112 are now routed to Dial 112 only for the above mentioned 11 districts of Chhattisgarh. In this regard, Department of Telecom, Term and TSP's were involved to implement these changes.
- 399 standardized operating procedures were defined/revised and enforced.
- The inclusion of emergency services (Dial 112) under Essential Services Maintenance Act (ESMA) is under consideration with the state government.

Financial Implications

The total project cost including vehicle procurement, capital cost and operational cost inclusive of maintenance, support and warranty is Rs 268.20 Crores.

Dial 100

Hyderabad, Telangana

Telangana State Police has revamped the Dial 100 infrastructure and at the same time has established latest and clinical standard operational procedures. This will improve efficiency of the Police Force to handle crime. The latest Dial 100 now directly pushes the grievance or call content to the cop who is on duty in the relevant jurisdiction. The notification is pushed to the nearest patrol vehicle through technology, thus alerting them in a flash. Also, parallel intimation is delivered to the concerned Station House Officer about the incident.

The patrol vehicles with Blue Colts, either two or four wheelers are pressed into action with a desirable time of five or less minutes, thus bringing multiple benefits of crime mitigation, better chance to track suspects and offenders, saving life and preserving evidences with status quo.

The Blue Colts, for the first time in the country are equipped with tabs and are trained qualitatively in their functioning. Earlier, it was the conventional method that was in practice where a call would be received, information is manually noted down by a centralised backup centre. From there, the alert is sent to the concerned police station through phone, personal mode or fax. Then the concerned police station would either take it up or try and alert the patrol van by physically tracking down. All this consumed tremendous amount of time, energy and the Golden Hour Principle was lost most of the times.

Dial 100 in its latest form eliminates all intermediaries directly sending the notification to the tab of the closest cop on patrol. He has to just act accordingly. TSCOP - a departmental application, to empower the frontline police officers, has made this possible. Where every frontline officer has provided with their role specific login credentials, to access the digitally available database to fasten their investigation, enquiry procedure.

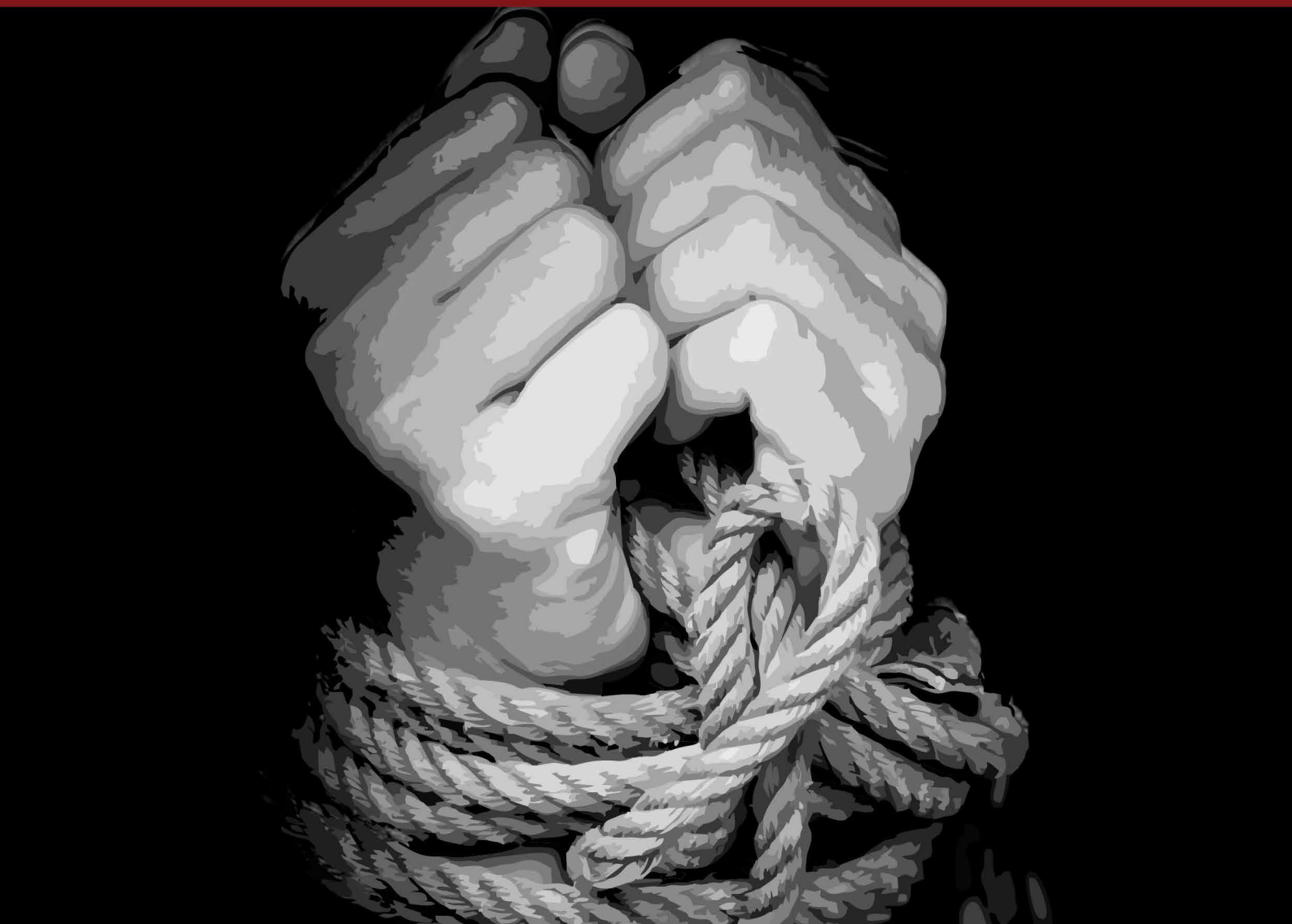
Key benefits to Public & Government

- The response time is reduced to 5 minutes.

Procedural/ Administrative/ Legislative changes

- All the patrolling cars staff and Blue Colts staff are now equipped with tabs and all the patrolling cars are GPS enabled. This data plays a crucial role, as assigning the Dial 100 call request to the closest cop of the happening.
- Response time will be calculated from the time, the cops has opened the Dial 100 call notification till they reach the spot.
- After attending the Dial 100 call request, when request is to be closed, station house officer is required to approve the closure.
- All team Police officers were trained to adapt this initiative towards rendering the policing services instantaneously.

Human Trafficking





SOP for Missing Children and Human Trafficking Investigation

Palghar, Maharashtra

Under this initiative the Police Officials in Palghar district of Maharashtra, prepared evidence based standard operating procedure for dealing with human trafficking related cases. The SOPs were prepared after brainstorming on the cases of missing children that had been registered in the last six years. It included studying the details of traced and detected cases including the reasons for missing and the places from where the missing children were traced, the background of missing children, the hotspots etc.

Thereafter, reverse engineering was done to improve crime investigation. The operational SOP were designed to plug in investigation gaps and change the approach towards a systematic, sensitive, prioritized, focused and scientific investigation. The most challenging part was the sensitization of the police officers and staff involved in implementation of this initiative. The SOP broadly includes:

- Bringing missing cases on highest priority of Police Station in-charge.
- Addl SP as nodal officer.
- Special squad at each police stations.
- Format for weekly review of cases with colour coding.
- 72-column objective format designed to be filled for IO in each missing case, covers all socio-economic-psychological aspect around the victim.
- Objective formats for PITA case for IO to capture all forward and backward linkages.
- Sensitization of police officers, increased priority of missing cases.
- Awareness programs at schools and colleges.
- Corner meetings for autowalas, cabwalas, bus conductors etc.
- Coordination with other stakeholders like railways, CWC etc.
- Sending a properly briefed lady Police constable to various public places to act as a distraught teenager to attract any human trafficking spotters.
- Sending teams with picture album of untraced children to various red-light areas as decoy.
- Sharing the album with all remand homes and child welfare centers.
- Scrutiny of C-final, redistribution of work between police station and AHT, data capturing and research etc.
- A comprehensive research work has been done based on the data captured to understand ways to prevent such cases and improve tracing rate.
- Database of case studies that include victim statements.

Key benefits to Public & Government

- This SOP has been designed and then implemented with rigorous follow up and it has shown result. While it was started at the end of May, 2017 in Palghar, the tracing rate for missing children till that time was only 66% while by end of the December, it came up to 94%.
- Under this initiative, in a year, more than 450 missing children were traced in Palghar alone that included cases pending for the years.
- 41 Prevention of immoral trafficking cases (PITA) were registered in one year in Palghar district alone.

A human trafficking gang was caught which was involved in trafficking more than 500 children each year.

It led to creation of a systematic guideline to followed by Investigation Officers (IOs) in missing and human trafficking cases.

It led to creation of dedicated officers and staff who are self-motivated and compassionate to work in missing cases and human trafficking cases.

Key Stakeholders

- Police: investigation, awareness, prevention and coordination
- Anti-human trafficking Unit: investigation support and awareness
- Railway Protection Force (RPF): investigation support
- Government Railway Police (GRP): investigation support
- Child Welfare Committee (CWC): rehabilitation
- Remand homes: investigation support

Procedural/ Administrative/ Legislative changes

New Team Structures were established

- Separate special team for missing cases in each Police Station comprising of a PSI and 3-4 staff.
- One team under Addl SP which will coordinate with these teams. The work of this team was also to compile an India-wise data of traffickers and compare mobile data and CDR at more than one level in each missing case to find any link.

Chain of Command and Control

- Separate teams at each police station to report to respective PS inspector.
- Special team with Addl. SP to coordinate with these teams and assist them wherever required, for instance in technology use or coordination with other departments.

Communication

- Whenever a missing children case comes to be registered at police station, Inspector in Charge to immediately inform SDPO and Addl SP and set the investigation in process immediately even while case is to be registered.

Monitoring and Review

- Each week by Addl SP using an excel sheet which has colour coded status of cases depicting various levels of severity. Red means there is no clue in the case at all as of now and so it must be taken most seriously. Amber means there is some clue. Green means the line of investigation is very clear, for example the case is of a love affair and place where missing minor is going to be found is clearly identified.
- Untraced Missing minor cases since 1999 were reopened.

Financial Implications

Required finances for investigation were used from within the finances already available with department.

Anti-Human Trafficking

Assam

Trafficking was flourishing in the rural and remote heartlands of Assam on an unprecedented scale. Minor children, especially girls, were targeted by traffickers and taken to metro cities to be engaged as domestic helps or in prostitution. To address this issue Assam had created Anti Human Trafficking Units (AHTU) and operationalized in its every district, to effectively combat crimes related to trafficking of persons specially women and children.

Key benefits to Public & Government

- The number of cases registered for Human Trafficking, in the year 2015 was 1494, which had propelled Assam to first position among all the States of the Country. The situation has drastically improved in 2016 as only 91 cases were registered for Human Trafficking. As a result, the rank of Assam came down to the 10th in the year 2016 in terms of total number of cases registered.
- Due to the conditions created on ground because of the initiatives taken and the efforts made in dealing Human Trafficking issues, some tangible benefits could be achieved. In this context, a special drive named as "Operation Muskan-II" was carried out in the month of July 2016, during which a total of 39 missing children were recovered including the victims of trafficking.
- Moreover, as a sustained effort towards recovery of children who went missing as a result of either Human trafficking or other crimes, a special campaign called the "Operation Muskan-III", was carried out in month of July 2017, during which 162 Children were recovered against 153 numbers of registered cases. Besides these, 441 Children, who were going through difficult circumstances, street children etc, were also recovered within a span of one month.
- The successes have also produced intangible benefits by improving the image and standing of the State in terms of handling Human trafficking issues. Further, this has also helped build lots of confidence among victims apart from gaining trust of the public at large.
- Human trafficking gangs are also involved in other crimes like drug trafficking, arms trafficking etc. Concerted action against them has sanitising effect on the other connected crimes also.

Key Stakeholders

- UNICEF – Preparing and strategizing methods to deal with the issues of Human Trafficking. To point out the operational bottlenecks encountered by the stakeholders while dealing with such issues and for holding of workshops with other stakeholders for creating awareness about the roles and responsibilities of all the stakeholders.
- State Social Welfare Department – For implementation of schemes related to upliftment of the poor sections of the society and also for providing funds for rescue and rehabilitation of the victims of trafficking.
- State Health Department - Providing counselling and proper treatment to the victims of trafficking requiring medical attention and subsequently to provide the requisite medical legal report to the investigating agency on time for aiding proper investigation.

- Education Department – Ensure that education is provided to every child and that children attend school regularly. Also to create awareness regarding crime related to Human Trafficking in the educational institutions.
- Labour Department – To ensure that the laws related to labour are enforced and proper implementation of the rules/regulations are carried out by the agencies employing labourers. It may be noted that a large number of cases of Human Trafficking take place for forced labour and domestic servitude.
- Railways – To take steps for checking Human Trafficking cases and also keep vigil at probable places for any activity which might lead to Human trafficking incidents, being the most preferred mode of transport and is most vulnerable transit point through which trafficking takes place.
- Transport Department – To sensitise the employees and the travelling public to recognise and report possible instances of human trafficking.
- State Legal Services authorities – For providing free legal aid to the victims and also to provide compensation to the victims.
- Prosecution – Proper conduct of prosecution; timely attendance and briefing of victims; and close coordination with police for ensuring conviction of the offenders of Human Traffickers.
- NGO- To bring awareness regarding the severity of the problem, plight of the victims and other related issues of human trafficking. They also support the effort of Police and other government departments through training, awareness generation, advocacy, research, rescue and by influencing the policy makers.

Procedural/ Administrative/ Legislative changes

Structural

- Anti Human Trafficking Units (AHTUs) have been created in every district of the State with its own resources and manpower to deal with Human Trafficking related cases. The unit being multidisciplinary in nature, involving persons from stakeholders like the Social Welfare Department, Health Department, Labour Department, Prosecution etc, including the Police Officers. It serves as effective method of dealing with issues related to Human Trafficking with a multipronged approach. In total 36 AHTUs have been set up in Assam covering all districts, GRP and CID. Out of these, 10 AHTUs have been created with funds received from MHA, Government of India.
- Special Juvenile Police Units (SJPU) have also been created in all the districts of the State to deal with children in need of care and protection and also with children in conflict with law in a proper manner. Social workers are also associated with the SJPUs who assist the Child Welfare Police Officer in dealing with child victims. In total, 35 SJPUs are functioning in the state covering all police districts and GRP.
- The process of creation of digital data base of offenders arrested in Human Trafficking cases has been initiated in the CCTNS (Crime and Criminal Tracking Networks and Systems) and is currently under up-gradation process.
- Incidents of Human Trafficking have also been reported to have occurred due to increased use of technology, more specifically the social media platform. Therefore, as a measure to combat such crimes taking place by the use of Cyber space, two Cyber Forensic Training Laboratories have been established, one in Jorhat District and the other in Silchar District of the State, to aid in the investigation of cyber-crime cases including cyber- crime cases with Human Trafficking angle. Further, five more of such laboratories, to be set up in different parts of the State, are in the pipeline.

Administrative

- To deal with matters related to Human trafficking cases, Inspector General of Police, CID, Assam Police, was designated as the State Nodal Officer.
- The State Government reserved (10 % in the Armed Branch and 30 % in the Unarmed Branch) jobs in the Police Department for women in order to include more women Police Personnel to deal with Crime against women and Children. This measure would also facilitate access to Police Personnel by the woman and child victims with more comfort and ease.
- State women cell has been created at CID HQ, Assam, to monitor crime cases against women and children including Human Trafficking cases for effecting logical conclusion of the cases as an aid to justice delivery to the victims.
- Many Human Trafficking cases involve sexual exploitation of the victims. A Special Task Force has been set up by the DGP, Assam to monitor the progress of investigation of cases of sexual offences against children. The Task Force is headed by the IGP, CID, Assam.

Procedural

- Mandatory registration of FIR (First Information Report) is being done in all cases of incidents related to missing Children as a result of which the requisite necessary actions are being carried out to trace out and recover such children who might have also fallen prey to Human Traffickers.
- Several rounds of Workshops have been conducted across the State in collaboration with UNICEF as well as the other stakeholders for sensitisation purposes as well as for coordinated efforts in dealing with Human Trafficking issues. As a result, better collaboration among the stakeholders could be observed due to which certain probable areas were identified for effective joint effort in tackling issues related to Human Trafficking.
- The Juvenile Justice committee of the Gauhati High Court organised 5 numbers of Zonal Conferences in different parts of the State in the year 2018, to create awareness among the stakeholders on Child related issues including Human Trafficking. CID, Assam Police, was an active partner in these conferences and also provided resource persons in creating awareness regarding the issues related to Human Trafficking and the inputs were appreciated by the participants as well as the Judges of the High Court.

Training and Capacity building :

- As Capacity building initiatives, regular training programmes were conducted by CID Assam, in the recent years. A large number of Police officers from various districts immensely benefitted from such training programmes on legal aspects and investigation of Human Trafficking Cases. Resource persons from outside Police department including some from outside the State were invited to put the perspective of various stakeholders in the training. In past 2 years alone, 1342 numbers of Police Officers from the rank of Sub-Inspector to Dy. Superintendent of Police have attended such training programmes.
- As a part of awareness campaign, officers from CID, Assam Police, attended various Seminars, conferences, workshops etc, as resource persons, during which people from the stakeholders as well as the public were made aware about the seriousness and sensitive nature of the issues related to Human Trafficking cases.

- An e-Book on the Compendium of Advisories on Human Trafficking & Crime against women, Children, Senior Citizens & SC/STs has been uploaded in the new application software version of CCTNS for use by the district Police.
- A chapter on Human Trafficking has been added to the curriculum of the basic training course in the Police Training College.
- Training programme for Village Defence Parties were organised at police range level which included inputs on human trafficking. These parties spread awareness on the subject in their respective villages.

Miscellaneous

- A Secondary Data Analysis has been done with the help of UNICEF and Social Welfare Department, Govt. of Assam to identify source areas for Human Trafficking and related issues for necessary planning and action.
- A helpline, with the number 181 has been launched by the State Government in the year 2018 for receiving grievances related to Women in distress, including information related to Human trafficking.
- Posters (set of six) on child related laws and procedures, including Human Trafficking, have been published and distributed to the Police Stations as well as other organisations for dissemination of information regarding the steps to be taken while dealing with Children both in need of care and protection as well as in conflict with law.

Financial Implications

For setting up of 10 Anti Human Trafficking Units, a sum of Rs 75.80 lakhs was sanctioned by Ministry of Home Affairs, Government of India under the Modernisation of Police Force Scheme.The initiative has low requirement of fund as it focuses more on training, coordination and sensitisation. Existing facilities and resources have been utilised, wherever practicable . For the purpose of training, a sum of Rs. 1 lakh has been included in the budget for the current financial year.

Intelligence Collection





Punjab Information News Extractor (PINE)

Punjab

Punjab Intelligence News Extractor is an open source intelligence technology (OSINT), which accumulates the data from different sources in different languages and data types (image, audio, and text) and performs AI processing and extracts different kinds of attributes which are used to provide focused information in real time to all its stakeholders. PINE also has the capability to extract breaking news from predefined LIVE TV channels on predefined topic from news channels and create a database for police intelligence, which can later be used to alert, or in search purposes. Key features of the software are as follows:

- Data accumulation, attribute extraction, target selection and analysis - these are the four key important steps of OSINT.
- PINE is a technology which assists the police agencies in all of the above four steps. Police intelligence agencies first define all the target sources from where data can be collected for example blogs, news portals (both international and national), TV channels etc. which is the prime source.
- Thereafter, a technology is needed which can extract the important attributes (name, organisation, location, etc.) independent of language and location. For example, if we consider Punjab, a chief minster can be referred to in different sources by "CM", "Captain", "Amarinder Singh" etc. but all these attributes are pointing to the same person. Secondly, if someone wants to target all the information on CM Punjab, it must not miss the Punjabi newspapers or Urdu newspapers etc. that means it must provide language independent search.
- Thirdly each day and event has different vantage points on the same topic, therefore the user must have the mechanism where he/she can keep all the previously analysed news on cloud which can later be used for further analysis in any other similar cases. PINE provides cloud storage and retrieval methods along with report generation mechanism in PDF format which can be downloaded by logging in to the PINE online portal using official mobile number and OTP.
- Fourth important feature which it has is the alert mechanism in PINE. Each user of PINE can set his region of interest or focus point. If any news or information erupts anywhere, it will automatically notify the user simultaneously. For example, if the ADG of Law and Order has selected "Murder" as target focus news then he/she will get the immediate alert (fetched from all the sources) if some news related to focused news comes in to the picture.
- Other important features which is part of PINE is dictionary search which means if one has selected target keyword "Terrorist" and some open source information related to "Lashka-e-Taiyba" erupts the system will automatically pop alert to the end user who had activated "Terrorist" as a focus area. PINE supports AI powered dictionary creation which cluster the name entity attributes which falls in similar category.

Key benefits to Public & Government

- The software assists the police to collect all open source data without missing single source and that too in real time.
- PINE's Cloud based system is capable of storing unlimited data and retrieving the data from anywhere anytime from mobile app and the desktop based web panel.

- Software is used to perform hotspot analysis as a proactive mean to target the areas like public agitations (similar to Ram Rahim, farmer agitations), criminal activities monitoring (for example monitoring activities of Vicky Gounder, Ankit Bhadu gang etc. previously), organisation monitoring (Khalistan).

Financial Implications

Currently, OSINT software are globally available at very higher cost which is around 1.5 Crore to 4 crore INR, but indigenously developed PINE currently has running cost of 30 Lakhs INR for four years.

Road Safety & Traffic Management





One State One E-Challan

Maharashtra

E-challan is a Hi-Tech project to carry out traffic regulation governance using internet and mobile services. This initiative brings in transparency in collection of fines and facilitates 'on-site' registration of offence and issuance of receipt to the violators. E-challan is a paperless system to register traffic violation and store data to the traffic police database from where it can be retrieved and processed. With E-challan, a Field Officer can generate and handover a challan using hand held device (mobile phone and printer). The challan is issued on the spot to the violator. Field Officers using E-challan towing application can also create challans. Also, traffic police office staff can create challans based on traffic violations recorded through CCTV images.

Now it is practically not possible for citizens to escape paying the fine once the e-Challan has been issued. Earlier, there have been instances, where after impounding of licences, motorists have falsely reported to the police losing their licence and then getting a duplicate licence issued from Regional Transport Office. The fraudulent practice will now come to an end, as records of fines will be uploaded to database that will be accessed by the police station and Regional Transport Office. The police station could verify if the licence has been impounded or genuinely lost before lodging a report for the same. Even in case of loss of licence, the RTO will issue a duplicate only after clearing of pending fines, if any. Similarly, for transport vehicles, the renewal of permits by RTO will be subject to payment of pending fines issued by the Traffic Police in the State. Fines have to be paid, earlier the better.

On one hand e-Challans would eliminate cash transactions, on the other it will also improve traffic discipline. The hand held devices is also connected to central database of Vahan for checking vehicle registration and Sarathi for checking driver's licence. The moment vehicle registration number and driver's licence numbers are entered, any previous offences involving the vehicle, the driver or both would be displayed on the screen. Repeat offenders will be paying escalated fines or face stern action such as impounding of licence, suspension of licence and cancellation of licence as a last resort. Moreover, the device will also reveal payment history of fines for previous offences, in case, fines have not been paid, the same could be recovered from the motorists. And most importantly, if the central databases reveal that the vehicle is stolen, the police station concerned will be informed for further action.

The eChallan Pilot project was started on January 2017. The Phase 1 of the project was declared live in January 2019 in 6 districts - Mumbai, Pune, Thane, Navi Mumbai, Nagpur, Pimpri Chinchwad. Key features of the project include:

- SMART Handheld devices for issuing On Spot E-Challan
- VAHAN & Sarathi Integration
- Multiple modes of Payment
- Enterprise Architecture and Modular solution
- SMS based communication for violations
- Integration with CCTV and Mobile Apps for an Evidence based system
- MahaTrafficApp and MumTrafficApp as citizen apps for viewing challans on vehicle, payment of challan, Civilian reporting of offences (in this the citizen has to take a geo-tagged photo of the offence and post it on the app with a brief description)
- Thermal printer for easy and quick printing of receipts

Key benefits to Public & Government

- No. of Challans Issued since 30th January to 31st March 2019 – 13,12,336
- Total Collection from payment against Challans since 30th January to 31st March 2019 - INR 19,52,15,485 (Approx.)
- Total Number of Downloads of the MumTrafficApp and MahaTrafficApp – 1,23,139 (Approx.)
- Almost 50% increase in the number of challans issued per day and 113% increase in the per day collections, in Mumbai as compared to last year.
- Approx. 24,870 challans issued, based on the violations reported by citizens (As of 31st March 2019)

Procedural/ Administrative/ Legislative changes

- E-challan system consists of a handheld device for field officers, web application for officers and administrators, web portal for citizens and mobile application for citizens.
- Handheld device is used for creating challans, accepting payments and viewing challan history. 2400 Devices and printers issued and training provided to 1855 (Approx.) traffic personnel across the aforesaid 6 districts under Phase 1 Go live.
- Web application for officers is used for viewing reports pertaining to challans, payments and officer related reports. The web application for administrators can be used to add new users and other administration activities.
- Citizens can use the web portal for viewing their challans and making a payment for the same.
- Citizens can install the mobile web application on their phones and register their vehicles, view their challans and make payment.

Financial Implications

There is no capital expenditure on the part of the government for implementing e-Challans. The e-Challans is being implemented with no cost to the government and thus the taxpayers. The traffic offenders, while paying the fine amount, pay the vendor service charge. A vendor has been selected following due process who charges a nominal service charge Rs 9.50 for each transaction of e-Challan for a minimum fine of Rs 100. As the service charge component also includes 2 % bank transaction fee, the service charge will proportionately increase in case of higher amounts of fine.

‘Pancha Sutra’ for Road Safety

Ananthapuramu, Andhra Pradesh

Every year in Ananthapuramu district 650 to 700 people die in road accidents and around 2500 people injured themselves permanently. It has caused huge loss to the families of the victims as well as huge loss to the economy in the form of insurance claims, damage to the vehicles. Besides the victims have to wait for long periods to get insurance claims.

There are many principles / Motor Vehichle Act rules etc. to reduce road accidents which will lose focus and do not address the real problem of reducing the accidents. In this initiative, Five Core principles ‘Pancha Sutra’ were identified based on the data of the previous accidents and these rules were implemented strictly while doing enforcement. These principles are to stop: drunk driving, overloading by goods carriers, use of helmets by bike users, seat belts by four-wheeler drivers and overspeeding.

Besides short films and Logos were made to promote this initiative among the public and to educate the road users about the above five principles. Furthermore, close coordination was maintained with engineering departments to rectify black spots on the roads especially efforts will be made to reduce speed at these black spots.

Police officers also networked with nearby hospitals on the highways and immediately shifted the victims to the nearby hospitals with in ‘Golden Hour’ with the help of Road Safety Mobiles / ambulances so as to get proper treatment in time . More emphasis was given to educating the road users than imposing fines.

Key benefits to Public & Government

- The Pancha Sutra principles showed impact on the ground. The total number of accidents fell down from 1448 in the year 2017 to 930 in the year 2018 i.e., a reduction of 35.77 %.
- The number of fatal deaths reduced from 622 in 2017 to 526 in the year 2018 showing a reduction of 15.43% The number of injuredin the road accidents reduced from 2076 in the year 2017 to 1220 in the year 2018 i.e, a reduction of 41.23 %.
- In the year 2018 over 338 number of Black spots, especially factors causing the accidents due to speed, were corrected by regularly sharing the data and coordinating with Engineering Department.
- In the year 2018 over 534 number of lives were saved by immediately shifting them to the Hospitals in the ‘Golden Hour’.
- An amount of Rs 7,51,00,521/- was collected as Traffic fine by doing focused enforcement on above five principles
- Both Government and Public got benefited out of the improved Road safety.

Behtar Traffic, Behtar Indore

Indore, Madhya Pradesh

After gaining the number one position consecutively for 3 years in clean India campaign, now the Indore administration is doing commendable job in better traffic management. Improving the traffic of Indore is now in the top priority of police officials. Government is modernizing the traffic system, implementing more stringent traffic rules, increasing the number of traffic police force, and, providing whatever facility is required for the betterment of the traffic.

Key benefits to Public & Government

- The road accidents in Indore city reduced from '5873' in the year 2015 to '3434' in 2018. During the same period, the deaths from road traffic injuries reduced from 444 to 322.
- Air pollutants in Indore city have dropped by over 15%.

Procedural/ Administrative/ Legislative changes

- Road Safety Audit was conducted for knowing the reasons of road accidents. Support of departments such as Indore Municipal Corporation, Public Works Department, National Highways Authority of India, and, Madhya Pradesh Road Development Corporation Ltd. werealso sought to take the audit to a logical outcome. Furthermore, a survey of black spots with the help of a drone was also conducted.
- Intelligent Traffic Management System (ITMS) and CCTV Capable of system generating E-challan for Indore city were developed.
- Variable messaging system for displaying graphics and videos of traffic awareness were installed at various parts of the city.
- Smart signals were installed at 12 square of city to reduce traffic jams at major roads.
- Trainings have been given to various Road users like Taxi drivers, school bus drivers, auto rickshaw drivers etc.
- 20 team, each consisting of 5 members, havebeen trained to conduct awareness programmes at various schools and colleges and educate them about road safety measures and rules. Till now, nearly 86,508 students across 195 schools and colleges have been trained.
- An electronic announcement system i.e. PA system was installed at 28 major traffic signals for apprising public about traffic rules & regulations.
- Focus was made to take non-helmet bike riders to counselling centres, instead of issuing challan to them.
- Red Light Violation Detection (RLVD) system was installed at 28 squares of Indore city.
- 12 places were identified as vulnerable to traffic jams. In, addition, Traffic Help Line '0731-2549819' was also operationalised to allow citizen to proactively share the information of jams with the Police.
- First Robot signal of India was installed in Indore at Rasoma square.

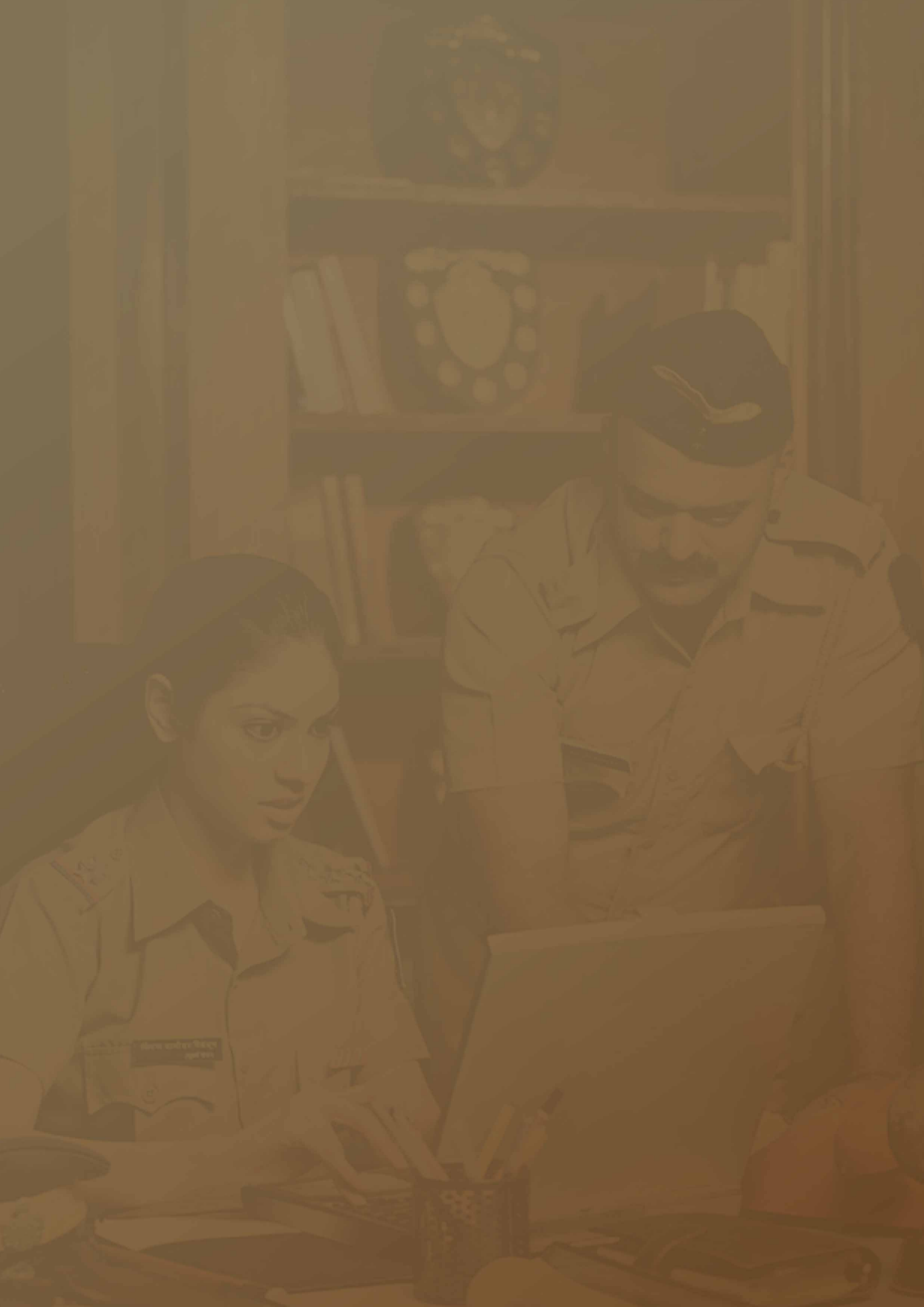
Financial Implications

The total project cost was Rs 12.88 crores. For ITMS, E-device and Variable Message Signs (VMS), the Government had spent Rs 8.38 crore, Rs 1 crore and Rs 3.5 crore respectively.

During 2015-18, the Indore Police issued 2,03,419 eChallans to traffic law violators. This helped to raise revenue of Rs 10.66 crores. Almost 82% cost of the project has been recovered.

Smart Police Station





SMARTCOP

Thane – Rural, Maharashtra

Towards achieving Global Policing Standards, Thane-Rural Police launched a unique Mobile Technology Application 'SMARTCOP'. This initiaive is a mobile based application for the internal use of the Police. All the IT applications and databases currently in use in the Police have been made available to the officers in the field through this application on smart phones of all officers and staff of Thane-Rural. The officers on the field operations/jobs can capture the data from the crime scene/place of work, update the same into the various applications, analyze and process the data and obtain analytical reports online on their mobile phones.

The key objectives of the SMARTCOP Mobile App are multi-fold to:

- Effective utilization of Information and Communication technology (ICT) traversing (from e-governance to m-governance.
- Empowering and delegating the frontline Beat Police Officers for demonstrating quick & smart decision-making.
- Deliver Services 'Anytime & Anywhere' for faster responsiveness to the Citizens.
- Seamless integration of different application functionalities through Single-Sign-on services.
- Faster identification and tracking of suspects, quicker resolution of cases, and increased rate of convictions to the offenders.
- Proactively prevent crimes through real time intelligence inputs and analysis relating to crime and criminals.
- To encourage transparency and accountability in every police officer witnessing the change of transformation.

Key benefits to Public & Government

Incident Management

- This service enables the Police Officers to send 'Notification' to all the nearby Police Officers along with Lat-Long of incident place on the map, probable escape routes and directions to reach the incident location to apprehend the offender. Case related evidences in the form of Audio, Video, Voice and Photograph could be captured from the field from the witnesses and uploaded.

Third-Eye

- This Service helps the field officers in identifying the Suspect Identities based on: Vehicle Registration Number, Engine Number and Chassis Number/ Mobile Phone Number / Driving License Number / Aadhar Number and Name of the Citizen / Voter ID Number / PAN Card Number / Vehicle Insurance.

Beat Management

- All the point books in the Thane-Rural Police are geo-tagged. When the Patrol Car are in the field, based on their location nearby Point books will be popped up in map to confirm their visit and to enter their remarks. The Station House Officer (SHO) can view the shift wise point books that are covered by their respective teams in real-time on their mobile and Web Portal.

Crime Mapping

- All the important Crimes have been geo-tagged using this service. For a given location, this service provides police officers with the previous crime history of that particular location head wise and radius wise. This enables the front line Police Officers to focus on specific crime prevention efforts relevant to crime history of the concerned area.

Collaboration

- This is an important service for the field officers in case of any emergencies and Law & Order problems. By using this service any Police Officer on duty can know the details of nearest Patrol Cars, Police Officers based on his location to communicate and collaborate when required. This service also has "Leave a Buzz" option to quickly send emergency alert to Control Room, Senior Officers and nearest Police Officers for quick response and rescue operations guided by route map. All Important phone numbers of the different stake holders such as Hospitals, Ambulances, Electricity Board, etc., has been provided in phone diary for quick access and communication.

Jail Release Management (JRMS)

- This service gives us real-time offender's status whether they are in jail or released from jail. User can also search on offenders Name, Police Station, Jail and based on Head of Crime. This helps the Police Officers to have the surveillance on all the repeat offenders to prevent the crime rather than detect the crime.

MO Offenders Checking

- All the Thane-Rural resident Offenders, History Sheeters residences are geo-tagged with this App. As part of regular surveillance and crime prevention process, the front line Police Officers have to visit their localities to know about the present whereabouts, means of livelihood and the status of the offenders/sheeters such as In Jail, Out of Jail, On Bail, Active, In-Active and Out of View. The complete checking process can be done thorough this mobile App and the respective SHO's can view that how many offenders/ sheeters are being checked daily and whether the Patrol Car staff are really visiting the offender place with the help of GPS co-ordinates.

CCTV Cameras

- This service through GIS mapping helps the field officers to know the nearby Community CCTV Cameras based on the crime scene location to get the CCTV Camera footages to detect the crime immediately without wasting precious time. The front line police officers will have access to the locations of CCTV cameras situated around any crime scene in real time.

Lookout Notices

- This service enables the Police officers to view the Thane-Rural wide Lookout Notices on 'Missing Persons', 'Unknown Dead bodies' and 'Wanted Offenders' in a collaborative way to trace the same. Also, have the provision to update the traced details fromthe mobile app to the respective Police Stations.

My Desk

- This is Police Officer's personal corner to view his Daily Progress Report, Pay slip, Service Book, Leave Management on their mobile phones.
- All the senior officers can review, approve and monitor the respective activities of their jurisdiction such as Daily Situation Report (DSR), Beats Performance, and Grave Crime Reports (GCR) even though they are on the move.

Community Policing

- These services enable the Police officers in connecting with community representatives such as Presidents of RWAs etc., and understand their needs.

Financial Implications

Rs 30 lacs was spent by the Thane-Rural Police for implementation of this initiative.

People's Police Station

Bathinda, Punjab

The civil lines police station at Bathinda has been converted into a 'model police station'. The police station has been provided with different enclosures at reception for males and females. A spacious and well decked up waiting area has been constructed and arrangements of solar panels have been made for power consumption.

Furthermore, efforts have been made to make sure the public does not fear in going to the police station. The personnel have been directed to deal with everyone in a cordial manner and not use harsh language.

Key benefits to Public & Government

- A focused Public Relation Desk has been set up to provide assistance to people visiting the Police Station.
- A specially designed air-conditioned waiting area for public usage has been developed.
- New workstations for the investigating officers have been established to motivate them as well as improve overall police efficiency.
- Signage /Name Boards outside every room, cleanliness of lockups, good maintenance of records, makeover of the room of Station House Officer (SHO), have been significantly upgraded.
- A solar panel has been installed, which has significantly reduced electricity expenditure.
- Emphasis is on digitization.

Financial Implications

Rs 10 lacs were spent to modernise the police station.

Surveillance & Monitoring





Trinetra
Lucknow, Uttar Pradesh

It is an advanced Artificial Intelligence technology based mobile application and web panel, which was developed to digitize and centralize criminal records via online and offline methods. It has innovative features like register & identify, predict criminal and criminal activities uniquely through advance facial recognition, natural language processing, gang analysis, phonetic search and sketch-based search technologies.

Key benefits to Public & Government

- UP first state in the country, which has made its entire criminal records online i.e. around 511000 criminals and accessible to 1470 police stations through this App.
- Around 50+ criminals got caught in two months time span.
- Total 70 districts, 1464 police station, 65 GRPs, STF and ATS are using this service actively, largest in the country.
- First time in history of face recognition sketch is used to nab criminals from sketches, recently a criminal loot of 12 lakh INR in Ghaziabad was busted using this App just with the help of sketch.
- Trinetra also has module to attach the image of missing person record through App and in case of any dead body/person found, could be identified through the App. Many dead bodies were identified using this technology.

Key Stakeholders

- IG Crime at Police HQ level
- SP Crime
- Inspector at HQ level
- District Crime Record Bureau (DCRB) for data quality authenticity check of data added from each police station in the district at District level
- Police station for data addition

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 user.

The nodal agency informs all their police officers to download the mobile application from play store and then asks each of them to send the phone numbers of officers from each district 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 organised to educate the end users.

Financial Implications

The cost of such an intense project which is currently serving every police station of Uttar Pradesh and is being used actively with daily active users of 3000 police personnel was kept low and total cost is INR 25 lakhs.

The system was developed using the hardware, which was kept unused in UP-100 and no new purchases, were made.

Criminal Intensive Surveillance Project (CrISP)

Pune, Maharashtra

It is a crime controlling project started by Pune City Police with an objective of keeping a track of whereabouts and movement of accused. In CrISP, the accused are kept under surveillance and checked upon day and night to prevent future crime committed by them. The accused are segregated according to the Zone/ Police Station and also as per the severity of crime committed. Accused of court cases are checked and depending upon case status, monitoring tasks are scheduled.

Implementation mechanism

- The source of information of accused and wanted accused is extracted from police records. This process is conducted on a weekly basis and special focus is on persons who have committed robbery, chain snatching or are declared as absconders or wanted. A Central Team operating out of the Commissioner's Office allocate daily tasks to Police Stations.
- By default, the first level tasks such as visiting and checking the addresses of the accused are assigned to Beat Marshals. If accused person is seen at the prescribed address, Beat Marshals take photograph of person and his/ her ID proof. This information is shared with the Central Team on a real-time basis. At this stage, the accused may also be brought to the nearest CCTV surveillance location so that they are captured in camera. In case, the accused are not found at the prescribed address, a negative report is shared with Central Team.
- Accordingly, the workflow assigns the task to the Detection Branch (DB) which comprises of sleuths from local crime branch. The DB team is assigned the task of locating the accused and accordingly update the information including the changed addresses with Central Team. The case may be further escalated to Crime Unit in case the accused is not traceable by DB.
- The Central team assigns priority to persons (accused/ wanted accused) on whom court summons and warrants have been issued. This enables in speedy proceedings at the proceedings and quicker disposition of cases.

Process followed for implementation

- A workflow has been designed for this project via ASP.net. A popular messaging App is also a core platform for exchange of information and coordination with field team.
- Dedicated groups were made on the messaging App as per zones and police stations.
- A Central Team was constituted for coordination and tasking assignment with police stations. Beat marshals, Detection Branch personnel and Police Inspectors (Crime) were also provided training on CrISP project. Post training, specific groups were created as per the geography and zones and the concerned personnel were added to the group.
- Data of Accused persons and Wanted accused was taken from the police records at the Commissionerate along with head wise offences. CCTV locations were also identified across the city which may be used by Beat Marshal/ DB personnel to bring the accused under further scrutiny.

Key benefits to Public & Government

- Since the project was launched in September 2018, a total of 10,629 accused were tracked and monitored by CrISP project.
- Due to capturing of photographs, ID proof, location (lat-long), Police has been able to update records of accused and wanted with latest and accurate information.
- Quicker disposition of court cases due to special priority assigned to tracking of accused who have an upcoming court hearing scheduled.
- Prevention of crime by daily monitoring and follow-up of different accused according to the severity of their crime.
- Awareness among all police staff about each accused residing in their area or beat/ police station wise.
- Live photographs helps in finding out and solving predictable and typical cases.
- Pre-planned crimes such as Chain Snatching, Dacoity, House Breaking and Robbery etc. are being controlled.
- As compared to last year, crime has reduced significantly because of awareness of police and criminals having psychological pressure of Police following them.

Financial Implications

No additional funds or grants have been taken from the government. The software application was developed in-house with help of external consultants at no cost. The application is currently deployed in the Command Center where sufficient hardware was already available with Pune Police.

Training & Capacity Building





Countering IED Menace

Institute of IED Management, CRPF, Pune

Improvised Explosive Devices (IEDs) have become the weapons of choice for anti-national elements operating in various Indian states due to the easy availability of explosives and accessories. The popularity of IEDs is only likely to increase further with time, due to the obvious advantages that it offers to the terrorists. It is imperative therefore, that CRPF, which is spearheading the fight against Naxalites (Maoists) and terrorists, remains several steps ahead of these elements, through rigorous training and skill & knowledge upgradation.

With this aim, the Institute of IED Management (IIM), CRPF was established at Pune (Maharashtra) to act as the nerve centre for imparting training to all CRPF and other Police Force personnel for countering and developing capabilities against IED menace. The institute provides a wide spectrum of specialized and technical training that includes all aspects of I.E.D. Management and has successfully trained 874 trainees of all ranks of CRPF and other forces from January 2018 to March 2019, which is the highest in the last seven years.

The Institute of IED Management (IIM) has now created its own E-learning module on IED awareness which has benefitted CAPFs and other state Police personnel at junior level. As it is a well-known fact that countering IED is not a one man show. It requires collective effort and to put collective effort each jawan of the police and security forces must have basic knowledge and awareness of IED. Then only casualty relating to IED can be brought to bare minimum. Further it is not possible to bring every soldier of the field to IIM Pune institute. Therefore, rather than calling soldiers out here at IIM Pune physically for training, now they are able to reach them through E-Learning Module on IED.

Key benefits to Public & Government

- Able to reach and create awareness even to the last soldier of field unit who otherwise wouldn't have been trained.
- All in one database and real examples from ground in a single E-leaning module.
- Will act as a force multiplier in countering IED menace in least possible time.
- The infrastructure developed for online training is secure and can not be hacked by terrorists.

Digital Investigation, Training & Analysis Centre (DITAC)

Gurugram, Haryana

The Haryana police in partnership with National Technical Research Centre (NTRO) established the country's first centre for digital investigation and training in Gurugram in a bid to enhance cyber policing and monitor social media content. This initiative was envisaged with the objectives to:

- To provide advance platform for addressing cybercrime and related issues under the purview of cyber laws.
- To implement Digital Investigation facility for better policing.
- To create an infrastructure for training of Police personnel / Investigators.
- Establishment of facility for big data analysis captured from open sources for predictive policing.

Training lab in DITAC is having ultra-modern equipment such as Digital Podium, 3D Visualiser, 100 inch touch screen display and high end desktop all in one PCs having internet connectivity. Training Lab has a capacity of training 25 participants at a time.

Various courses such as Course on Social Media Monitoring; Course on Cyber Forensics; Training of Trainers; Technology Acquisition of Smart phones; ATM & Net-banking fraud; Cyber Crime Investigation; Training on Technical Aspects in Investigation of Crime against Women and Children; Collection and Preservation of Digital/Electronic Evidences, etc. have been conducted.

Key benefits to Public & Government

- More than 1000 Haryana Police officials of various ranks and officials from other organisations such as IB, Army, NSG, NTRO, ITBP, Assam Police, Goa Police, Punjab Police and Uttarakhand Police have been given training at DITAC so far.

Training to Police Personnel Via Live Broadcasting

Thane-Rural, Maharashtra

Continued skill sharpening of police officers related to laws, investigation, crime & various related subjects has always been mandatory to improve performance. It was observed that all officers & personnel were supposed to attend the training sessions organised at frequent intervals at Training Centers. The staff going out to attend sessions used to cause shortage of manpower at Police Station as well as inconvenience to them related to stay & food at Training Centers.

Thane-Rural Police has now set-up a unique Broadcasting Centre at SP Office Thane Rural, wherein they conduct various Training Modules & make the police officials, participate at their own Police station through Web Casting. Invitations are sent to respective Police stations through mail IDs to participate on specific date & time. This project was started in December 2018.

Key benefits to Public & Government

- Almost all Police Station of 5 Districts, now participate in Webcasting Sessions.
- Frequency of trainings increased beyond imagination & every alternate day sessions are conducted.
- Police personnel of 150 Police Stations go live for training which ensures skill development in much larger number as compared to traditional training methods.
- Objective assigned from Seniors is that minimum 5% of available staff to be trained every month & they are happy to surpass it easily with big margins.
- Participants can watch any training session for any number of times as per convenience & on request.

Financial Implications

Around Rs 5.5 lacs were spent as capital expenditure on procuring equipment such as Camera, Tripod, Audio & Video Mixer, Audio Switcher and Mic.

Women
Safety





Crime Against Women – Deterrence by Judicial Conviction

Madhya Pradesh

Government of India had issued Criminal Laws Amendment Ordinance 2018 on April 21, 2018. Later in August 2018 parliament had passed the Act. As per this Act, if a person rapes a child below 12 years, then he could get death penalty. In Madhya Pradesh alone, approximately 300 cases of child rapes are registered every year. To reduce such heinous crimes again children, the Madhya Pradesh Police issued various circulars to make DNA test mandatory in cases of rape against child of 12 years of age or below. Furthermore, the Police issued a 60 days model investigation plan, Check list of rape case investigation, steps to collect evidence of age of victims and issued advisory on precautions to be used while getting the victim medically examined.

The Police also developed model examination in chief questions for prosecutors in rape cases – questions to be asked from various type of witnesses, and questions to be objected if defence counsel asks those in cross examination.

Key benefits to Public & Government

- Convictions: 20 capital punishments in women crime cases. Of these convictions, 7 have been confirmed by Hon'ble High Court till Feb 10, 2019. In addition to that life imprisonment has been awarded in 201 cases and various other sentences in 1790 cases.
- Investigation: In a much as 52% cases under POSCO Act investigation have been completed in less than 60 days, which is highest in the country.
- This was possible due to establishing exclusive women safety branches in Madhya Pradesh; Micro monitoring of sensational & heinous cases; Scientific investigation, DNA tests and use of technology like CCTV, video conferencing; Witness contact and protection; Day-to-day coordination with prosecution and other stakeholders; and, using preventive and educational initiatives.

UP Police Women Power Line 1090

Uttar Pradesh

It is a common experience that the social evil of eve- teasing is often ignored in our society. The orthodox views about gender relations, poor institutional support to victims and lack of self confidence amongst women are some of the key reasons as to why eve-teasing continues to haunt women in public as well as private spaces.

Eve teasing, when left unchecked, emboldens criminality in the society and leads to creating greater sense of impunity amongst perpetrators. Many a times, such mind set translates into crimes against women in worse form such as street crimes, domestic violence and other forms of gender-based violence.

There is also awareness of the fact that women hesitate to approach, pre-dominantly male police force, especially about sensitive matter such as eve teasing. Girls also don't come forward to report such matters as they are reluctant to make their identity public and face either social or familial condemnation or due to fear of retribution.

The UP Police established a 24X7 Contact Center in Lucknow, called the WPL 1090 with the aim to provide opportunity to girls in UP to freely register complaints of eve-teasing and set up an innovative ICT based application to process and redress their complaints.

The complaints could broadly be classified into following four categories:

- Eve-teasing through phone.
- Eve-teasing through social media, like facebook, etc.
- Stalking.
- Hotspots of eve-teasing closer to places where girls normally go to such as market places, colleges etc.

The Contact Centre is located in the heart of Lucknow and is manned by women as well as men police force.

Key benefits to Public & Government

- The WPL 1090 keeps in touch with a victim for a month or more and ensures that the harrasment in not repeated. Only after this period is over, would a complaint is marked as solved.
- In 2017, 221,943 complaints were registered and 99.9 % were resolved.
- In 2018, 2,66,005 complaints were regsitered and 99.81% were resolved.

Financial Implications

For 2018-19, a total budget of Rs 6.2 crore was allocated to support all kinds of activities for the contact centre, including publicity, skill upgradation, adoption of technology and professional services, operational expenses etc.

Other Policing Initiative





Technical Data Analytics – Centre for Excellence

Prakasam District, Andhra Pradesh

This initiative was taken by Prakasam District Police to deal with new age criminals. The Centre of Excellence works with the ideology of using technical intervention in crime detection. It applies the locard's principle of exchange in the present context of digital era. It is found more apt with digital foot prints of the criminals like Call Records, Banking transactions, CCTV Footages, Toll Data, Travel itineraries, etc in the field of crime detection. If these digital foot prints are meticulously identified and pattern is established, then not only the challenges in the field of crime detection could be tackled but also gives an objective digital forensic evidence which adds quality of investigation and assured conviction. Key features of the initiative are:

- The centre analyses the data of the suspects and assists investigation officers in tracking down the suspect/culprit.
- Supports in establishing the identity of the suspects.
- Location at the time of offence and present location to make his arrest.
- Establish the motive of offence and circumstances lead to the offence.
- To rule out any innocents from false accusation.
- To give objective inputs to IO's for detection and investigation.
- The team constantly undergoes training in emerging technologies in the field.
- It imparts periodical training to the field officers and staff to improve their competence in investigation.
- Evolves best practices and share them to user agencies.

Key benefits to Public & Government

- The team successfully analyzed and furnished valuable information to the I.O's and played crucial role in detection of following cases : Murders (76), Murders for Gain (8), Dacoits (7), Robberies (8), House Burglaries (160), Theft cases (322).
- The District Police was able to recover stolen property worth Rs. 6 Crores in above cases.
- The Centre of Excellence also furnished valuable information in 820 other criminal cases and 5 Facebook related cases to the IOs.

Financial Implications

The Prakasam Police spent Rs 9 lacs for this initiative.

POLL-COPS

Jaipur-Rural, Rajasthan

It is an initiative of Jaipur- Rural Police, deployed during the 17th Lok Sabha election in Rajasthan. This is the information technology (IT) enabled system and provides real-time information about deployed security and safety infrastructure, essential and critical to conduct free and fair elections in the world largest democracy. This IT initiative is not only useful for election time but can be a significantly helpful tool during the disaster management. POLL-COPS is based on Neural Network Model (NNM).

With the help of POLL-COPS software, a neural network was established among Police and Security force deployed in a loosely dispersed or dense population area. It was a mile stone achievement for the police department, when area is so vast, and majority of the population exists in dispersed manner. POLL-COPS established effective coordination and communication among various departments and stakeholders of the 17th Lok Sabha election process to conduct free and fair election.

This initiative has two components:

1. Online Software POLL-COPS -Through the online software the Headquarter (HQ) officials and Control room team will get complete information about the Assembly constituencies, Polling booths, Sensitive areas, Man power or mobile units deployed, Details of first-hand informers from community, Distance at which the mobile units are placed from polling booth.
2. District Election Management Centre (DEMC) –This is a control unit stationed at Headquarter office. The team sitting in the control room will be responding on the emergency calls. They will prepare the action plan based on the information which they will gather from the software POLL-COPS. Based on that information they will inform the nearest field staff for action.

Following steps were performed under this initiative during the election period:

- Step 1: Any suspicious activity on polling booth.
- Step 2: Information to Control Room – DEMC.
- Step 3: Fast Information retrieval from Pollcops software about the polling booth, mobile unit location and accessing time to reach to location.
- Step 4: Confirming the information from locals (names and numbers available in software).
- Step 5: Information sent to mobile units.
- Step 6: Take Action, if required.

Key benefits to Public & Government

- It is worth to compare that, in 2013 assembly election and 2014 Lok Sabha election there were multiple criminal cases registered, but in 2019, there was not a single criminal case registered using effective integrated NNM based system and there was zero case registration in Jaipur rural district. Furthermore, there was no wrong doing or mishappening incident occurred.

- From the economic benefit perspective, in the year 2013 and 2014, 03 criminal cases were registered. An approximate money spent on these 03 cases could be approximately 30 lac, in addition to the value of the time spent by the forces, judicial system, and police department. All this money and time could have been saved using this system.

Financial Implications

Approximately Rs 1 lac was spent for the development of the software.

Kumbh Bandobast & VVIP Duty Management

Prayagraj, Uttar Pradesh

During the eight-week festival at Prayagraj (Formerly known as Allahabad) in the northern state of Uttar Pradesh, up to 150 million people, including a million foreign visitors, took bath at the confluence of the Ganges, the Yamuna, and a mythical third river, the Saraswati.

Managing this vast event i.e. Kumbh, is like a nightmare where officials need to work on a subtle aspect of policing correlating with devotees' emotions and showcasing a perfect example of management before the world, since this event occurs at the frequency of 6 years.

Looking at Kumbh through a devotional perspective requires a great management skill, a skill which is always ready to cater at any scale and in any circumstances, promptly by using available human resources. To manage concurrent activities like -managing law and order, securing VVIP movement, facilitating domestic & international tourists, international delegates, dynamically creating quick response team on a regular basis and the most important, leaving a powerful impact among devotees.

Before, the Police was using conventional methodology for deployment and it was manual, which is time consuming, and, they cannot ignore human errors, in short it had the following risks while using manual deployment method:

- Change in protocol results in restarting the whole process.
- Duplicity in deployment

Handmade Duty Cards (less specific, confusing and causeschaos in field)

- Key Stakeholders
- Difficult to manage with the scale of deployment
- No prompt communication
- Manual report generation process: again, a duplication of work
- Time Consuming
- Manpower consuming

Apart from managing this event, it also required to take care about Police personnel coming from different districts for their duties, challenges like allocation of camp close to their duty place, grievance redressal, managing their leave and transferring responsibility during their leaves, developing a prompt information mechanism related to human resource and duty allocation, giving uniform duty schedule and proper rest without affecting police station's routine.

To manage this magnitude of concurrent events, short noticed VVIP protocols, duty management and keeping it secure and with precision in a very short period was the most challenging part before Prayagraj Police, and to face this situation, had to take the help of technology. In this context, the Police developed a system from scratch to manage the vast level of events.

Key benefits to Public & Government

- With the help of technology, the Police optimised average duty deployment time from 12 hours to 2 hours easily, which helped them in managing multiple concurrent VVIP & event duty management easily.
- Application has special randomisation feature which maintained confidentiality during duty deployment process with an unlimited number of revisions.
- Integration of duty deployment system with analytics & log management suggested better deployment with an optimised number of personnel so that the Police is always prepared to tackle any critical situation.

Procedural/ Administrative/ Legislative changes

- Development of Kumbh Bandobast & VVIP Duty management took 4 weeks of time, and 2 weeks for test & trial on virtual Kumbh Mela setup, considering the subtle aspect of duty, human resource and risk management.
- Personnel were accessing Kumbh Portal with the help of their registered mobile number and OTP. Duty related information was shared with them on their phone in the form of Notification & SMS.
- The Prayagraj Police also shared the contact of Duty Incharge, Sector & Zone in-charge along with geocoordinate of their duty point.
- In the case of VVIP Duty, SMS and Notification played a very effective role, Personnel were able to download and print their QR coded duty card which was an encrypted authentication during the duty.
- Since this application was based on Cloud-based technology, the Police received huge support from the developer community, LAMP an open-source platform was used as the backbone of this project. They also tried to keep the interface responsive so that it can be accessed from Desktop as well as mobile devices as most of our users are mobile-friendly, for more ease they had given an option of Hindi and English both as language preference.
- Security is a prime concern and so they tested this system against Brute-force, DDoS and Database Injections. Additionally, they enabled cloud flair extra layer of API protection

Financial Implications

The software application was developed at the cost of Rs 17 lacs approx.

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 the 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. Arun Chandra Verma
Former Special DG
Central Industrial Security Force

He is a 1979 IPS officer of Bihar Cadre. He had served in various places of Bihar including Bhagalphur, Jamshedpur and Dhanbad. He also has experience of working in Intelligence Bureau of India. Thereafter, he moved back to Bihar as Deputy Inspector General of Police. In 2013, he was appointed as Additional Director General in Central Industrial Security Force (CISF). He retired in 2014 as Special Director General, CISF.



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 2019



List of Entries Received for FICCI SMART Policing Awards 2019

Anti-Insurgency

- **Assam Rifles (AR)** - Number G/174016P Rifleman (General Duty)
- **Assam Rifles (AR)** - Number G/5008535X Rifleman (General Duty)
- **Central Armed Police Force (CRPF)** - Raising of Elite Range Quick Action Team (QAT), Anantnag (J&K)
- **Central Armed Police Force (CRPF)** - Valley QAT (Quick Action Team), Srinagar Sector, J&K
- **Kerala Police** - Counter Radicalisation Programme of Kerala Police
- **Maharashtra State Police** - YCMOU Centres for Tribal's Education
- **Maharashtra State Police** - Police Reaching to Youth and Students (PRYAS)
- **Uttar Pradesh Police** - Special Police Operations Team

Border Management

- **Assam Rifles (AR)** - Effective Border Management of the Area and Ensuring Sanctity of the International Border
- **BSF & ITBP** - BSF-BISAG Project & BSF - ITBP Project

Child Safety

- **Delhi Police** - Operation Milaap
- **Delhi Police** - Child Safety
- **Gujarat Police** - Safe Home Safe Street
- **Haryana Police** - Towards Empowering Children
- **Madhya Pradesh Police** - Project SAFE", (S=Strict Message to offenders, A=Adequate Punishment, F=Fast Trial, E=Effective Trail)
- **Railway Protection Force (RPF)** - Operation Nanhe Farishteh (Anti Human Trafficking & Child Safety Mission)
- **Rajasthan Police** - Operation Khushi - 1 & Operation Khushi - 2
- **Rajasthan Police** - Child Safety
- **Rajasthan Police** - Kidnapping Case of Dhruv
- **Telangana State Police** - Child Safety
- **Uttar Pradesh Police** - Child Safety
- **West Bengal Police** - NABADISHA, An Initiative of Community Policing Wing Kolkata Police

Community Policing

- **Andhra Pradesh Police** - Melukolupu (Awakening) & HITA-SAMHITA BOOKLET / Sakhi Teams (To Empowering of Women Safety)
- **Chhattisgarh Police** - Community Policing
- **Chhattisgarh Police** - Kabirdham Ke Anjor (Means 'Blaze of Kabirdham')
- **Goa Police** - Tourist Police Unit, Goa
- **Haryana Police** - Student Police Cadet Programme
- **Haryana Police** - Apki Sangini
- **Jammu & Kashmir Police** - Operation Dreams
- **Kerala Police** - Mythri Pain and Palliative Care Society
- **Kerala Police** - Public Relation System: Positive Policing through Social Media
- **Madhya Pradesh Police** - Student Police Cadet Scheme
- **Maharashtra State Police** - Maharashtra Police Youth Parliament Project (MPYP)
- **Maharashtra State Police** - Project Udaan
- **Maharashtra State Police** - Tirthkshetra Police, Pandharpur
- **Punjab Police** - Drugs Deaddiction 360° Solution
- **Rajasthan Police** - Safe School and Adolescent Empowerment Programme
- **Gujarat Police** - Citizen First Gujarat Police Mobile Application
- **Telangana State Police** - A Proactive Approach for Prevention and Reduction of Crime
- **Uttar Pradesh Police** - Young Ambassador of Police
- **West Bengal Police** - Kiran Project, an initiative of Community Policing Wing of Kolkata Police
- **West Bengal Police** - Friendship Cup, an initiative of Community Policing Wing of Kolkata Police
- **West Bengal Police** - UTSARGA, an initiative of Community Policing Wing of Kolkata Police

Crime Investigation & Prosecution

- **Chhattisgarh Police** - Crime Investigation & Women Safety
- **Delhi Police** - International Racket of Illegal Automatic Arms Busted
- **Delhi Police** - Use of Google Account / Dashboard for Crime Detection
- **Madhya Pradesh Police** - MP Police Vehicle Detection Portal
- **Madhya Pradesh Police** - Chinhit Apradh Scheme
- **Madhya Pradesh Police** - Channelized / Planned and Coordinated Attempt Resulted in Record Convictions in Madhya Pradesh
- **Maharashtra State Police** - Automated Multimodal Biometric Identification System
- **Rajasthan Police** - Crime Investigation & Prosecution
- **Uttar Pradesh Police** - Investigation SOP App
- **Uttar Pradesh Police** - UPCOP Mobile App

Cyber Crime Management

- **Chhattisgarh Police** - Cyber Crime Investigation
- **Delhi Police** - Cyber Investigation & Prosecution of Cyber Crime Offenders
- **Kerala Police** - Kerala Police Cyberdome - A Public Private Partnership - Initiative for Cyber Security
- **Maharashtra State Police** - Maharashtra Cyber Digital Crime Unit
- **West Bengal Police** - Digital Cyber Forensics Lab

Elderly Safety

- **Kerala Police** - Bell of Faith
- **Madhya Pradesh Police** - Senior Citizen Police Council
- **West Bengal Police** - PRONAM, an initiative of Community Policing Wing of Kolkata Police

Emergency Response

- **Andhra Pradesh Police** - iCop Application
- **Assam Rifles (AR)** - Emergency Response in Flood
- **Chhattisgarh Police** - CG Dial 112
- **Karnataka State Police** - KSPAPP - Karnataka State Police App (for Emergency Response with Focus on Women's Safety and for Rendering Citizen Services)
- **Kerala Police** - Soft (Save our Fellow Travellers)
- **Maharashtra State Police** - Emergency Response
- **Railway Protection Force (RPF)** - Emergency Response
- **Telangana State Police** - Dial 100
- **Uttar Pradesh Police** - Kumbh Bandobast & VVIP Duty Management
- **Uttar Pradesh Police** - Empowering First Responders
- **Uttar Pradesh Police** - UP-100 Integration with UPGRP

Fire & Disaster Management

- **Assam Rifles (AR)** - Rescue Operation Continued for Two Days and Four Civilians were Rescued from Land Slide
- **Delhi Police** - Rescued 25 Persons Trapped in a Fire Born Building
- **Kerala Police** - Rescue Operation "Jalaraksha" During the Kerala Floods, 2018
- **Odisha Police** - ODRAF for Disaster Management
- **Rajasthan Police** - Disaster Response (Rescue, Relief and Building Community Awareness)

Human Trafficking

- **Assam Police** - Anti Human Trafficking
- **Maharashtra State Police** - SOP for Missing Children and Human Trafficking investigation
- **Maharashtra State Police** - Proactive Control on Women Trafficking and Control on Red Light Area Crimes

Intelligence Collection

- **Kerala Police** - In and Out
- **Punjab Police** - PINE (Punjab Information News Extractor)
- **Rajasthan Police** - Collection of Intelligence & Management of Law & Order
- **Uttar Pradesh Police** - S-10 App

Maritime Security

- **Odisha Police** - Odisha Marine Police

Other Policing Initiative

- **Andhra Pradesh Police** - Technical Data Analytics - Centre for Excellence
- **Assam Police - Jaatri Mitra** - Highway Helpline App
- **Assam Rifles (AR)** - Narcotics
- **Central Armed Police Force (CRPF)** - CRPF Hospital Management System (Web based Application)
- **Central Armed Police Force (CRPF)** - Use of Civic Action Programmes to Counter Maoist menace
- **Central Armed Police Force (CRPF)** - Community Policing
- **Central Armed Police Force (CRPF)** - CRPF Helpline 'Madadgaar'
- **Central Armed Police Force (CRPF)** - Veer Parivas (Mobile Application - Android App)
- **Rajasthan Police** - Scientific Aid to Investigation
- **Delhi Police** - Honor of Heroes (Heros: Public Persons who help the Police)
- **Jammu & Kashmir Police** - Judicious Utilization of Manpower, Police Public Relations, Effective Security of the Vital Installations, Use of It in More Areas of Public Working Besides More Efficiency and Timely Dissemination of Information

- **Madhya Pradesh Police** - DNA Population Database: An essential requisite for DNA Fingerprinting
- **Madhya Pradesh Police** - Operation "Pavitra" (Preventive Action Against Habitual Offenders)
- **Maharashtra State Police** - "M Police App"
- **Maharashtra State Police** - Aabhaar (We thank you)
- **Maharashtra State Police** - Late FIR Registration (Minimization)
- **Maharashtra State Police** - 2 Plus Crime
- **Maharashtra State Police** - Letter & File Management System
- **Nagaland Police** - Nagaland Tourist Police
- **Ministry of Home Affairs (MHA)** - Citizen Services Mobile Application
- **Odisha Police** - Apossa Yojana (All-Round Promotions of Sports in Slums and Young & Juveniles Against Narcotics Abuse)
- **Rajasthan Police** - Reining the Gangwar
- **Rajasthan Police** - Poll Cops
- **Rajasthan Police** - Manav Aadhikar Aur Nyayik Prakarno Ki Sevaye
- **Uttar Pradesh Police** - Smart E Police Leave Management
- **Uttar Pradesh Police** - Thana Duty Management System
- **Uttar Pradesh Police** - Attendance Management System
- **Uttar Pradesh Police** - Smart Quiz
- **Uttar Pradesh Police** - The E-Malkhana Project
- **Uttar Pradesh Police** - Chakravyuh 360 Degree Election Security Management
- **Uttarkhand Police** - Pratibimb (Face & Finger Print Recognition Software Based on Artificial Intelligence)

Prison Reforms

- **Rajasthan Police** - Prison Reforms

Road Safety & Traffic Management

- **Andhra Pradesh Police** - "Pancha Sutra" for Road Safety
- **Chandigarh Police** - Targeted Enforcement of Traffic Rules to Reduce Road Accident Fatalities
- **Kerala Police** - Subhayathra
- **Madhya Pradesh Police** - "Behtar Traffic, Behtar Indore"
- **Maharashtra State Police** - Pedestrian Friendly Traffic Signal System
- **Maharashtra State Police** - Sanrakshak - Accident Analysis System
- **Maharashtra State Police** - Suraksha - QR-Code Based Stickers on Autos / Cabs
- **Maharashtra State Police** - One State One E-Challan

- **Maharashtra State Police** - Satark Punekar
- **Maharashtra State Police** - Pune TrafWatch
- **Mizoram Police** - Aizawl City Traffic Management System
- **Odisha Police** - Individual Initiative by Hawaldar Rudra Mohan Pradhan, ODRAF
- **Punjab Police** - Data Led Decentralised Approach towards to Improve Road Safety in the State to Reduce Road Accident Fatalities - District S.A.S. as Case Study
- **Rajasthan Police** - Traffic Management at Bhankrota to Kamla Nehru Nagar Ajmer Road
- **Kerala Police** - Road Accident Portal Information Details (RAPID)
- **Tamil Nadu Police** - E- Eye System
- **Uttar Pradesh Police** - Anti Encroachment App
- **Uttar Pradesh Police** - Introducing E - Challan System in the State of UP for Transparency & Efficiency in Enforcement
- **West Bengal Police** - Measures Undertaken by Kolkata Police for Betterment of Traffic in Kolkata

Smart Police Station

- **Delhi Police** - Smart Police Station
- **Maharashtra State Police** - Smart COP
- **Maharashtra State Police** - ISO Certification of Police Stations
- **Maharashtra State Police** - S.E.V.A (Service Excellence and Victim Assistance)
- **Maharashtra State Police** - Police Care (Complaint Management System)
- **Maharashtra State Police** - Shantinagar Police Station, Bhiwandi, Dist. Thane
- **Punjab Police** - People's Police Station
- **Telangana State Police** - Smart Police Stations
- **Uttar Pradesh Police** - Leave Management System
- **Uttar Pradesh Police** - Police Station Office Renovation & Modernisation
- **West Bengal Police** - Smart Police Station

Surveillance & Monitoring

- **Andhra Pradesh Police** - Facial Recognition Android APP
- **Assam Rifles (AR)** - Smart Stand Alone Real Time Surveillance Grid of Stealth Cameras
- **Central Armed Police Force (CRPF)** - Live Streaming Project - Amarnath Yatra 2018
- **Maharashtra State Police** - Global Positioning System for the Vehicles Automatic Vehicle Tracking System" (AVTS)
- **Maharashtra State Police** - Artificial Intelligence Based Projects Under Nagpur Safe and Smart City Project
- **Maharashtra State Police** - Criminal Intensive Surveillance Project (CrISP)

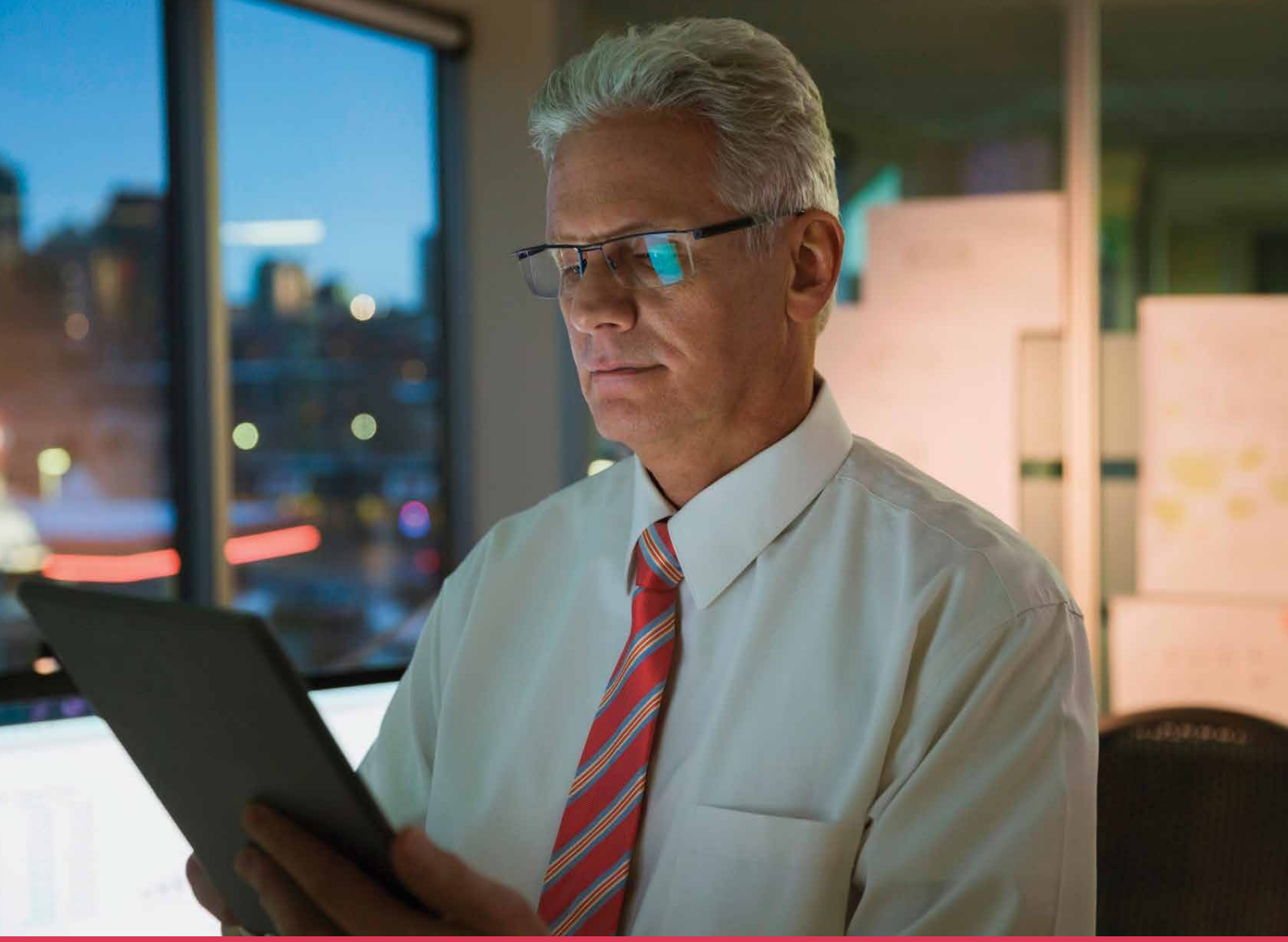
- **Maharashtra State Police** - Traffic Violation Monitoring and Real Time Tracking of Criminals and Missing Person using existing Pune City CCTV Network and Mobile-Cloud Based Technology
- **Mizoram Police** - Aizawl City CCTV Surveillance & Monitoring
- **Uttar Pradesh Police** - Raid Management System
- **Uttar Pradesh Police** - Online Surveillance Training Course
- **Uttar Pradesh Police** - Trinetra

Training & Capacity Building

- **Assam Police** - Assam Police Radio Organisation (APRO) Training School, Jalukbari, Guwahati
- **Assam Rifles (AR)** - Establishment of Improvised Explosive Device (IED) Model Room
- **Assam Rifles (AR)** - Students Outreach Programme
- **Central Armed Police Force (CRPF)** - Training & Capacity Building
- **Central Armed Police Force (CRPF)** - Countering IED Menace
- **Central Armed Police Force (CRPF)** - Specialised Jungle Warfare Training
- **Haryana Police** - Digital Investigation, Training & Analysis Centre (DITAC)
- **Maharashtra State Police** - E-Academy
- **Maharashtra State Police** - Training to Police Personnels via Live Broadcasting
- **Maharashtra State Police** - Police Training Module for Maritime Interdiction of Terrorism
- **Maharashtra State Police** - COPS Excellence
- **Maharashtra State Police** - m-Police
- **Ministry of Home Affairs (MHA)** - Training of Trainers (ToT) for State Police Officers
- **Odisha Police** - Training & Capacity Building
- **Rajasthan Police** - Training Imparted at Police Commando Training School
- **Telangana State Police** - Soft Skills & Leadership Skill Training
- **Uttar Pradesh Police** - Holistic Police Training App
- **Uttar Pradesh Police** - Virtual Class Room for Recruit Training
- **Uttar Pradesh Police** - Training & Capacity Building

Women Safety

- **Andhra Pradesh Police** – Jwala
- **Andhra Pradesh Police** - "Mahila Rakshak " for Women Safety
- **Andhra Pradesh Police** - She-Teams
- **Andhra Pradesh Police** - Shakthi (Mahilalaku Cheruvagaa)
- **Delhi Police** - Women Safety
- **Delhi Police** - Special Police Unit Women and Children (SPUWAC)
- **Kerala Police** - Drama 'Anantharam Aani'
- **Kerala Police** - Women Self Defense Training Program
- **Madhya Pradesh Police** - Crime Against Women - Deterrence by Judicial Conviction
- **Madhya Pradesh Police** - My PTC, Indore
- **Punjab Police** - Suraksha (Women Self Defence Program)
- **Railway Protection Force (RPF)** - Subhadra Vahini - Securing the Women Passengers
- **Rajasthan Police** - Pink Intersection, Ajmeri Gate Jaipur
- **Uttar Pradesh Police** - UP Police Women Power Line 1090
- **Uttar Pradesh Police** - Women Power Line (1090) Integration with UPGRP
- **Uttar Pradesh Police** - Naari Utthan Kendra - (Women Upliftment Centre)
- **West Bengal Police** - Damini, an initiative of Community Policing Wing
- **West Bengal Police** - SUKANYA Project



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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.

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 to 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.

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.

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